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CITIZEN PARTICIPATION IN LOCAL GOVERNMENTS: ŐIŐLİ CASE STUDY

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by

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To my wife, who has always supported me

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AUTHOR DECLARATIONS

1. The material included in this thesis has not been submitted wholly or in part for any academic award or qualification other than that for which it is now submitted.
2. The program of advanced study of which this thesis is part has consisted of:
 - i) Research Methods course during the undergraduate study
 - ii) Examination of several thesis guides of particular universities both in Turkey and abroad as well as a professional book on this subject.

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ABSTRACT

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Interaction between local governments and citizens will increase contribution from citizens to social issues and interests and also enable local governments to be more sensitive toward the expectations of residents and also act more rationally and democratically in their decisions. In this context, an effective and democratic government will allow the concepts of efficiency and productivity to compliment the notion of participation. A local government/citizen relationship based on this principle can transform local administrations into units open to participation and at the same time pave the grounds to turn participation in local governments into a life style. This thesis focuses on the Şişli Municipality as a case study to examine which methods of participation are used by local populations in Turkey. Its purpose is to examine the methods of participation available and study the awareness levels and attitudes of local residents and local governments in view of the Şişli example. The Şişli Municipality is regarded as having a transparent administration that is modern and open to participation.

Key Words: Citizen participation in local governments, Şişli Municipality case study, participation methods, city council, Blue Desk.

KISA ÖZET

Fatih ARSLAN

Eylül 2011

Yerel yönetimlerle vatandaşların karşılıklı etkileşimi, vatandaşların toplumsal konular ve menfaatler üzerinde katkılarını artıracak ve yerel yönetimlerin karar alma süreçlerini hem vatandaşların beklentilerine karşı duyarlı, hem de rasyonel ve demokratik olmasını sağlayacaktır. Bu bağlamda etkin ve demokratik bir yönetim bir yandan etkinlik ve verimlilik diğer yandan da katılımcılık olgularının birbirlerini tamamlamalarına olanak sunacaktır. Bu temele dayanan bir yerel yönetim – vatandaş ilişkisi katılıma açık bir yapıya dönüştürülebilir ve katılımcı yönetim anlayışının bir yaşam biçimine dönüşmesine zemin hazırlayabilir. Bu tez, Türkiye’de halkın yerel yönetimlere hangi yöntemleri kullanarak katılımında bulunduğunu incelemek için Şişli örneklemini üzerine odaklanmıştır. Tezin amacı, yerel yönetime katılım yöntemleri ele alınarak, halkın ve yerel yönetimlerin bu konuda bilinç ve tutumlarına bağlı olarak Şişli örneklemindeki durumu ortaya koymaktır. Şişli Belediyesi, Türkiye’deki yerel yönetimler arasında şeffaf, katılıma açık ve modern bir yönetime sahip olarak değerlendirilebilir. Bu bağlamda Şişli Belediyesi’nde halkın yerel yönetime katılımında hangi yöntemleri kullandığı ve belediyenin bu katılım yöntemleri doğrultusunda neler yaptığı incelenecektir.

Anahtar Kelimeler: Halkın yerel yönetime katılımı, katılım, Şişli örneklemini, katılım yöntemleri, kent konseyi, Mavi Masa,

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INTRODUCTION

In contemporary Western societies political debate and arguments are increasingly becoming more focused on questions about local governments, perhaps due to an ongoing search for an alternative to centralism in political systems. Discussions on this issue usually emphasize the issues of “participation of the people,” or a “participatory society.”

Local governments are now widely accepted¹ as the basis for democratic development, popular participation and realizing the potential of a local area, or to put it shortly, the basis of democracy. However, the historical background to local governments and democracy is relatively recent in Turkey. Until very recently, the issue of local governments in Turkey has been taken up only in relation with the notions of effectiveness and productivity. Most of these discussions were mainly centered on duties, authorities, relations of a local administration with the center, personnel issues and financial resources; with aspects relating to democracy and participation almost never surfacing in any of these debates. However, starting after the mid-70s the relationship between democracy and local government started to become a part of these debates. Still, available data suggest that there are still important gaps that need to be filled in these discussions. Participation in local governments remains extremely limited in our country. In other words, the interaction between a local government and citizens remain mostly limited to municipal elections.²

According to Çukurçayır, if the cities of a country aren't livable, then the country itself isn't suitable to live in. If the central administration is not integrated with the people or if people don't feel that the local government's policies and actions aren't seeking to improve their quality of life, the legitimacy of the local

¹ Keleş, Ruşen, “*Türkiye’de Yerel Siyaset / Yerel Yönetimler – Türk Yapı İşleyiş*”, Sivil Toplum İçin Kent, Yerel Siyaset ve Demokrasi Seminerleri, Demokrasi Kitaplığı I, Dünya Yerel Yönetim ve Demokrasi Akademisi (WALD) Yayını, İstanbul 1998, p. 115-132.

² Çitçi, Oya, “*Yerel Siyaset ve Demokrasi / Çoğulculuk / Sivil Toplum*”, Sivil Toplum İçin Kent, Yerel Siyaset ve Demokrasi Semineri, Demokrasi Kitaplığı I, Dünya Yerel Yönetim ve Demokrasi Akademisi (WALD) Yayını, İstanbul 1998, p. 233-234.

government is highly questionable.³ As such, how livable a country is directly related to the success of city management and the welfare of its living spaces. A higher welfare level can be possible with the involvement of people in local government, their ability to convey their interests and expectations to the administration and achieve results from their applications and petitions.

It is generally held that the sense of “responsibility” and “being a city denizen” that comes with participation will also contribute positively to the urbanization process. It seems possible that the feeling of “being part of governance and self-confidence” will also positively influence self-developmental processes in individuals. The purpose of this paper is to research the ways in which the means of participation extended to citizens by local governments are met and perceived by the citizenry, and how this influences the effectiveness of local governments and the resulting interactive processes.

It is generally believed that enhancing the limited participatory methods afforded by a representative democracy by additional participatory instruments that will include various society segments and expand local participation via these instruments is likely to make major contributions to national politics.

Mutual interaction between local governments and citizens increase both the contribution and responsibilities citizens have regarding social issues and interests. It also enables local decision making mechanisms to be sensitive to the expectations of the citizens and at the same time behave rationally and democratically. As such, an effective and democratic government will offer the possibility of the notions effectiveness and productiveness and the concept of participation to compliment each other. A relationship between a local government and the citizen founded on such a basis can be transformed into a structure open to participation and lay the grounds for transforming participatory governance into a way of life. And here in lies the purpose of this study.

The objective of this paper is to identify the role of participation on effectiveness. Another objective of the study is – by the example of the Şişli Municipality – to put forth the strategies available for involving citizens in

³ Çukurçayır, M. Akif, Yerel Yönetimler ve Katılım: *Halkın Katılım Duyarlılığı ve Katılım Yolları Açısından Konya Örneği*, Ankara Üniversitesi Sosyal Bilimler Enstitüsü, 1999, Ankara, p.5.

governance and understand the extent of the influence of citizens on local government by studying how often and in what ways they participate. As such, this study aims to create a model that will give direction to the participation aspect of the local government-citizenship relationship and light the path for an approach that will increase the influence local governments and that is citizen-focused. To serve this purpose, first the study will examine in detail the question of how possible and feasible involvement in decision making processes can be. For this reason, the concept of participation, which comprises the core of this study, involves the entire field of public administration at the macro level; and the participatory processes by which local governments are influenced and shaped by citizens at the micro level.

This study is divided into three main parts. In addition to these parts, the Introduction and Conclusion sections are also parts of it. The Introduction deals with the objective and the subject of the study as well as with the methodology used.

Part I aims to summarize the theoretical perspective that is the subject of the study. To this end, this part concentrates on issues such as the characteristics and importance of local governments, their definition, the historical development of local governments in Turkey, the concept of political participation, criticism of local governments and the place of participation in domestic and international law. The historical evolution of local governments in Turkey is examined in two parts as the pre-Republican and post-Republican era.

Part II examines various applications of participation in local governments in Turkey and around the world. Among developed nations, the French, British, German, US and Swedish examples are examined in this section. In addition, this section dwells on the methods of citizen participation in local governments. Among the possible methods of participating in local governance, this section examines city councils, public meetings, public opinion polls, future workshops, online applications, telephoning local authorities, petitioning and complaint boxes.

Part III offers a comparative evaluation of the data and findings acquired during field research. It examines the process of citizen participation in the Şişli Municipality, a local government generally deemed as a positive example in terms of its success. It starts with providing general information about the Şişli Municipality and focuses on the Blue Desk (a unit that hears citizen demands, complaints or

wishes), city council and petitioning as methods of people's participation in local government. Since the White Desk includes the use of the internet and telephone calls in participation, these were not examined under a separate heading.

The Conclusion offers a review of the findings of the study and discusses how realistic the study's initial assumptions are. The study ends with the Appendix.

There are two dimensions to this study: theoretical and practical. The theoretical aspect has a descriptive character. The concept of political participation, methods of involvement in local government – the main subjects of the study – are taken at a theoretical level entirely on an examination of the literature focusing on quality and importance. In the choice of the works that have been examined, recent studies and newer approaches have been given priority over older studies that include a historical perspective regarding the subject.

The practical dimension of the study includes the solutions regarding effective services and presentation of these services in Şişli, one of the largest neighborhoods in Istanbul. This part includes a large number of face-to-face interviews from the lowest ranking civil servants in the Şişli Municipality to top senior officials. The information and findings included in the study are based on these interviews.

CHAPTER I

LOCAL GOVERNMENTS AND PARTICIPATION

How livable a country is directly related to the success of its local government and the welfare of its living spaces. A higher welfare level can be possible with the integration of people in local government, their ability to convey their interests and expectations to the authorities and achieve results from their applications and petitions submitted to city administrations. It is commonly accepted that the sense of “responsibility” and “being a city denizen” that comes with participation will also contribute positively to the urbanization process. It seems possible that a sense of “being part of governance and self-confidence” will also positively influence self-developmental processes of individuals. The ways in which the means of participation extended to citizens by local governments are met and perceived by the citizenry, and how this influences the effectiveness of local governments and the resulting the mutual interactive processes should be examined in detail.

Many of the prominent thinkers of social and political science in the 20th century adopted positivism. Definitions of politics offered by thinkers such as Max Weber, Joseph Schumpeter, David Easton, Harrold Lasswell, Friedrich A. Hayek and Robert Dahl and their approach to democracy have had an instrumental character in many aspects. For example, for Max Weber politics is “the sharing of state's power between various groups,” and political leaders “are those who wield this power.” Weber defined the state as an entity which successfully claims a “monopoly on the legitimate use of violence.”⁴ Since Weber associates politics with acquiring power, he neglected different kinds of relationships that might exist between citizens living in the same society, such as cooperation and solidarity, and also excluded forms of politics that are not based on “competition,” “power” and “violence.”

However, this old approach to politics has been gradually leaving its place to a new perception of politics. In fact, this can be seen as the revival of hundreds of

⁴ http://en.wikipedia.org/wiki/Max_Weber - cite_note-E-PoV-77

years of ideological heritage of humanity. The world is now approaching a fact that has been agreed upon and emphasized by many Eastern and Western philosophers and wise men, particularly those such as Aristotle, Farabi, Maverdi, Nizamülmülk, Mevlana, Yunus Emre, İbni Haldun, Rousseau, Kant, Aşık Veysel, Arendt and Habermas: that the human is a political and moral being that cannot be instrumentalized. This approach sees politics as the creation of a pleasant public space to be built collectively by all the members of society in which all members will want to live together in a way that protects the common good.⁵ In this new approach, socialization of politics and the participation of people in political and social life gains more importance as Rousseau emphasizes in his Social Contract.

The last quarter of the 20th century witnessed profound economic, political, social and ideological transformations and changes in approaches to classical governance, the state, democracy, local governments and politics that have resulted in new definitions of how these concepts are related to one another. Traditional political, economic and social institutions and processes were dissolved as a result of the transformation from industrial societies to information societies and also as a result of the erosion of nation states⁶ due to globalization and the unbearable pressure applied by international organizations- a development which has brought local governments to the foreground. These institutions and processes are now being restructured, which is expected to have a positive influence on all the world's societies.

This change that has characterized the transition from a culture of traditional governance to contemporary governance has also included organizational structures, behavioral patterns and decision making processes. This new understanding that can be defined as the new public administration, or as entrepreneurial governance, has shaped public administration into a structure similar to that of a financial market.⁷ As part of this process, governors have become closer to the ordinary citizen and

⁵ Bağçe, Emre, “*Siyasette Paradigma Değişimi*”, Siyasal Katılım ve Gençlik, Siyasal İletişim Enstitüsü, 28 Haziran 2008, www.siyasaliletisim.org.

⁶ Tekeli, İlhan, “*Katılımdan Beklentilerimiz Zaman İçinde Nitelik Değiştiriyor*”, Ada Kentliyim, 1996, Sayı 3, p. 23-24.

⁷ Güler, Birgül A., “*Kamu-Yerel Yönetim Reformu Ve Türkiye: Toplumsal Eşitsizlik Ve Yönetim Türkiye Ekonomi Kurumu Tartışmalı Toplantı 2Nisan 2004*”, <http://www.tek.org.tr>, 2006.

individuals have become more involved than ever before in the governing process⁸. One can easily say that in a society where the individual is empowered, democracy is also developing.

1.1. Local Governments in a Conceptual Framework

Public administration defines the entire functional and structural qualities of the state that were formed to meet the common needs of communities and protection of common rules. To use a different expression, public administration is “A system regarding the uninterrupted functioning of state and society order and the production of goods and services and their delivery to the citizen.”⁹ The *raison d’être* of local governments is to ensure the confidence and support of citizens and provide services in a participatory and democratic way in line with the wishes, requests and proposals of citizens. The most important characteristic of local governments that distinguishes them from central administrations is that they have been established to meet “local and common needs” and that they provide services on this basis.

In order for every public service to be met domestically in an integral manner, three governing principles are applied. These are the principles of “central government,” “deconcentration” and “decentralization,” but the organizational structure in a country is seldom based only on one of these three. This organization has a quality that combines and is shaped by, at varying extents, the historical evolution of countries, their socio-economic structure and their unique conditions. Influenced by these processes, some countries have organizational structures whereby decentralization has more weight, while some others’ structural make up is concentrated on the central administration.¹⁰

In our day, local governments are seen as the fundamental institutions of democracy. In addition to being the most important agencies that empower citizens

⁸ Özer, M. Akif, “*Kamu Yönetiminin Geleceğine Dair Düşünceler*”, *Sayıştay Dergisi*, Sayı 57, 2005, p. 74.

⁹ Eryılmaz, Bilal, *Kamu Yönetimi*, Okutman Yayıncılık, İstanbul, 2002, p. 9.

¹⁰ Arıkboğa, Erbay, “*Yerel Yönetimler, Katılım ve Mahalle Muhtarlığı*”, Marmara Üniversitesi Sosyal Bilimler Enstitüsü, İstanbul, p. 5, 1998.

to participate in governing and giving citizens the virtuousness of self-governance, they are also the agencies where democracy can be seen at work most efficiently.

1.1.1. Definition of Local Governments

Local governments are constitutional agencies established in order to meet the common needs of people who live within certain regions within the borders of a country.¹¹ Governance is organized in two forms – central and local – in order to ensure the integrity of services.¹² The concept of local governance is divided into the two sub categories: location-based and service-based governing. Some public services are offered by agencies structured as decentralized agencies that stand outside the general government to offer public services of a certain kind. The Turkish Radio and Television (TRT) network or universities are examples of such organizations.¹³ Location-based local government is giving autonomy to public companies that are in charge of providing a service so that they can adequately meet common needs that are of a local nature in a certain region.¹⁴ Turkey, local governments are organized as Special Provincial Administrations, Municipalities and Villages. These agencies have their own financial assets and budgets.¹⁵ Public services include both local and center services.

The concept of local governments is used to refer to governing bodies or governing units that are established on the principle of decentralization.¹⁶ Local governments are political and social institutions that provide public services to a certain community in order to effectively meet the needs of the people of a region that are administered by organs elected by the local people.¹⁷ Local governments are “Constitutional organizations established in a certain legal order in order to meet the

¹¹ <http://tr.wikipedia.org/wiki/Yerelyönetim>.

¹² Toprak, Zerrin, *Yerel Yönetimler*, Ankara, Nobel Yayınları, 2006, p. 11.

¹³ Gözübüyük, A. Şeref, *Yönetim Hukuku*, Ankara, Turhan Kitabevi, 2006, p. 157.

¹⁴ Güneş, İsmail, “*Yerel Yönetimler Dersliği*”, <http://idari.cu.edu.tr/igunes/yerel/yy-21.htm>.

¹⁵ Nadaroğlu, Halil, *Mahalli İdareler*, Beta Basım Yayım Dağıtım, İstanbul 2001, p. 23-25.

¹⁶ Ulusoy, Ahmet ve Akdemir, Tekin, *Mahalli İdareler*, Seçkin Yayıncılık, İstanbul, 2010, p. 22.

¹⁷ Çevikbaş, Rafet, “*Yerel Yönetimler, İşlevi ve Türkiye’deki Durumu*”, *Türk İdare Dergisi*, Haziran 1995, Sayı 407, p. 69.

common and local needs of small sized or large sized groups of communities (villages, towns, cities..etc).”¹⁸ The purpose of these constitutional bodies is to meet the needs of a region’s people adequately and provide services efficiently to society.

1.1.2. Quality and Importance of Local Governments

Throughout history, sometimes central and sometimes local governance practices have gained dominance in terms of their importance. In our day, due to technological, economic, social and political developments, the importance of local governments in providing public services has significantly increased. It has become inevitable for local governments to play an active role in the factors of efficiency and productivity that are important in providing public services. Services by local governments – particularly municipalities – have an important place in our daily life. These services take up an important space in different aspects of our lives from “birth till death.” The importance of these organizations stem from these services that they try to provide.¹⁹

States have a wide variety of duties to fulfill within their legal boundaries. It is rather difficult for all these duties to be performed by a single center, because the center has to take individual decisions for every single task and then monitor the implementation of its decisions. In such a case, the tasks being delivered would be delayed. Local governments are more effective in providing social local services. One reason for this is the familiarity local administrators have with the problems specific to their region, and as such, they are able to offer more effective solutions. This way, local governments lighten the load of the central administration by assuming some of its responsibilities. In addition, local governments are the most suitable organizations that allow participation of citizens and also allow knowledge and skills of individuals to surface when taking local decisions.

¹⁸ Nadarođlu, 2001, p. 1.

¹⁹ Eryılmaz, Bilal, *Yerel Yönetimlerin Yeniden Yapılandırılması*, İstanbul: Birleşik Yayıncılık, 1997, p. 9.

Local governments are also important agencies in fostering a sense of townsmanship and democratic values. Political tendencies in a society start at the local level first. A majority of politicians first serve in local governmental bodies to prepare for national politics. For this reason local governmental bodies are usually regarded as a “school of politics.” Local governments also contribute to the political development of the individual through local votes and referenda.²⁰

In addition to all these qualities, local governments are entrepreneurial organizations given their autonomous structures. They can develop new ways of providing services by using the power of entrepreneurial initiatives. Every local governmental body is a different entrepreneurial power. In fact, municipalities in Turkey make important contributions to producers’ markets, discount sales, and building of affordable public houses and consumer protection.²¹

Local governments can also act as a mechanism to balance out local governments. These governments have an important role in alleviating the danger posed by a centralist state. The local opposition in democracies is formed by local governments. This way, political power is not concentrated in the hands of a single center, but is rather shared among various groups and governmental units.²² This is also important in ensuring the permanence of the state, as local governments acts as one of the many arteries that can work to ensure the satisfaction of citizens.

Local governments have emerged in order to fulfill certain targets and respond to certain needs through the historical evolution of societies. In order to be able to meet these expectations, local governments have to possess certain qualities. The most important one of these is autonomy. Autonomy is understood as local administrative agencies having their own executive organs. Local governments should have freedom in their actions both administratively and financially.

Being autonomous means having the ability to take decisions without any influence from any other unit and having the ability to implement those decisions without any form of pressure or influence. The existence of autonomy is tightly

²⁰ Eryılmaz, Bilal, *Kamu Yönetimi, Gözden Geçirilmiş Yeni Baskı*, İstanbul, Erkam Matbaası, 2003, p. 125.

²¹ *Ibid.*, p. 124.

²² *Ibid.*, p. 125.

related to the independence of executive organs and the suitability of financial opportunities to allow the protection and sustainability of this autonomy.²³

Keleş emphasizes two aspects of local autonomy. The first aspect is concerned with the relationship local organs have to the central administration. Local governments are not expected to be completely independent from the center in these relationships. Independence is a different concept than autonomy. The fundamental issue here is the ability of local units to carry out their own tasks without any interference of the center. An extensive form of autonomy is an absolute necessity. The second point Keleş emphasizes concerns the relationship local governments have to local populations. It is about the ability of elected local units to represent their voters adequately and about the representation mechanism being conducive to elect the right leaders who have the necessary qualities to ensure rightful representation.²⁴

It is generally accepted that local governments' being dependant on the center for every task and procedure they have to undertake is highly illogical. In such a station, efficiency in providing services would be nearly non-existent and productivity of local governmental units would decrease significantly.

Certainly, as local governments make their own decisions, a complete dismissal of the central administration is unthinkable. The custodianship of the central administrations should be there, but the limits of it should be clarified by law. Neither the meaning of the word autonomy nor of the word custodianship here should be exaggerated. For the idea of local governments taking their own decisions in the task they will perform is not based on the purpose of serving the interest of certain individuals or groups, but on the idea of increasing efficiency and providing ease in the delivery of services. In addition to this, custodianship entails not a permanent oppressive approach to local governments from the central government, but rather, it refers to an organ that will act as a legal inspection mechanism over the tasks to be performed.

²³ Tortop, Nuri, *Özerk, Üretken ve Katılımcı Mahalli İdare Anlayışı*, AİD, Cilt.24, Sayı 4, Ankara, 1995, p. 3-5.

²⁴ Keleş, Ruşen, *Yerinden Yönetim ve Siyaset*, Cem Yayınevi, İstanbul, 2000, p. 50.

It is highly important for local governments to have access to the necessary resources to be able to meet local needs. In our day, various economic, technological, social and cultural developments have added to the importance of local governments. Human needs have increased and even meeting all these needs has not been enough. Speed and efficiency in providing services has become more important than ever. In this situation, local governments' assuming more functions has become inevitable with new and increasingly more responsibilities falling onto their shoulders.²⁵ Services by local governments have an important place in our daily life. These services take up an important space in different aspects of our lives from "birth till death." The importance of these organizations stem from these services that they try to provide. Since local governments are relatively smaller units of administration, they offer more suitable grounds for the governed and the administrators to learn and live democracy. Local governments have also been called "schools of democracy" with respect to their position as a mechanism of check and balance in the face of the central government.²⁶ Another aspect unique to local governments because of their autonomous structure is that they can act as entrepreneurial institutions. They can develop new services by using the entrepreneurial powers they have. In fact, in the Turkish administrative experience, municipalities have made important contributions to producer markets, discount sales and supporting the local population with affordable housing and consumer protection.²⁷ At a local level, local governments have a hugely important influence on improving the welfare and quality of life of a local population.

1.2. Political participation

Participation is defined as the ability of individuals to take place in decision making processes of the relevant institutions regarding themselves, or planning or

²⁵ Eryılmaz, 1997, p. 9.

²⁶ Sarıkoce, A. İhsan, *Yerel Yönetimlerde Katılım ve İstanbul Büyükşehir Belediyesinde "Beyaz Masa" Uygulaması*, Marmara Üniversitesi Sosyal Bilimler Enstitüsü, İstanbul, 2002, p. 6.

²⁷ Eryılmaz, 1997, p.124.

designing of a particular zone or area and the cooperation of individuals in creating projects or achieving desired results.²⁸

Weiner defines political participation as any voluntary action that uses successful or unsuccessful, organized or unorganized, temporary or permanent, legitimate or illegitimate methods with the purpose of influencing public policy making, administration of public affairs and the election of leaders at the governmental, local or political level.²⁹

Participation in local governments can be examined in two parts. It is possible for city residents to show an interest in local government projects either in the form of organized or unorganized groups or as a result of their own personal interest. This type of participation can be defined as “active participation” or “participation by citizen’s initiative” as opposed to “passive participation” or “participation by municipalities’ initiative.”³⁰

In our age, when masses in most countries vote to elect their leaders, there are two approaches concerning the concept of participation. The first approach holds that participation is an indicator of modernization. The second approach is interested in the reasons why people prefer to seek individual participation, why they vote or join public demonstrations, or in other words, the reason why they are pushed to full political participation.³¹

Citizen participation, the principle of pluralism and legal accountability before voters are the minimum necessities for a democratic local government. In local governments, participation of citizens ensures sounder solutions to problems and that the solutions are more influential and consistent. Ensuring citizen participation in decision making is a reflection of the meaning of democracy in our age. This approach emphasizes participatory democracy: the participation of citizens in solution processes regarding their own problems rather than a representative form of democracy. In this sense, democracy entails the self-governing of local

²⁸ Yalçındağ, Selçuk, “*Belediyelerimiz ve Halkla İlişkileri*”, TODAİE Yayını, Ankara, 1996, p. 21-31.

²⁹ Weiner, M., “*Political Participation; Crisis of the Political Process*”, Crisis & Sequences in Political Development, Princetown University Pres, New Jersey, (1971), p. 164.

³⁰ Çubuk, Mehmet, “*Planlamaya Katılım (Sunuş)*”, Türkiye’de 14. Dünya Şehircilik Günü Kolokiyumu, İstanbul, M.Ü. Yayını, 1993, p. 11.

³¹ Kalaycıoğlu, Ersin, *Çağdaş Siyasal Bilim (Teori, Olgu ve Süreçler)*, Beta Yayıncılık, İstanbul, 1984. p. 9.

populations in issues that they are closely concerned with by using democratic ways and methods.³²

The raison d'être of local governments is to ensure the confidence and support of citizens and provide services in a participatory and democratic way in line with the wishes, requests and proposals of citizens. The most important characteristic of local governments that distinguishes them from the central administration is that they have been established to meet "local and common needs" and that they provide services on this basis.³³ The ability of people to elect the units that will govern them and serve them to meet their common needs is important both in terms of democratization and in terms of efficiency.³⁴ For these reasons there is general agreement that local governments are among the fundamental institutions of a democratic structure. Due to the various advantages they offer in meeting the demands of local communities for services and bringing democracy to a local level, local government agencies, and particularly municipalities, are hugely important.³⁵

Since the common good lies at the heart of local governing activities, ensuring participation is absolutely necessary. This will satisfy both the working people and the individual members of a community and ensure their support in the decisions to be taken. Local governments that are in a direct interaction with their social surroundings can provide productivity and rationalism thanks to full participation.³⁶ Local governments collect various taxes for a number of services to be delivered. The payback for these taxes includes a healthy environmental planning, infrastructure, transportation services... etc. Full participation can ensure higher productivity and rationality in these services.

³²Özer, M. Akif, "Yerel Demokrasi, Demokratik Yerel Yönetimler Ve Yerel Yönetimlerin Demokratikleştirilmesi Kavramlarının Analizi Üzerine", Türk İdare Dergisi, 2000. P. 426.

³³ Nadaroğlu, Halil, *Mahalli İdareler*, İstanbul: Beta Basın Yayın, 3.Basım, 1986. p. 17.

³⁴ Tekeli, İlhan, "Yerel Yönetimlerde Demokrasi Ve Türkiye'de Belediyeciliğin Gelişimi", Amme İdaresi Dergisi, 1983, Cilt 9-10.

³⁵ Yıldırım, Uğur ve Öner, Şerif, "The Turkish Online Journal Of Educational Technology", Tojet January 2004 Issn: 1303-6521 Volume 3, Issue 1, Article 8 <http://www.tojet.net/articles/318.htm> 2006

³⁶ Baş, Melih, "Kentsel Çevre Yönetiminde Toplam Kalite Yönetimi Perspektifi", Önce Kalite Dergisi, Sayı 17, 1996. p. 7.

Kalaycıođlu and Sarıbay³⁷ define political participation as, “Actions by individuals to influence those who hold office that are part of political decision making mechanisms as a result of their autonomously made decisions and preferences.” This definition, since it mentions the preferences of individuals, indicates a more passive form of participation but this paper will focus on the active participation of women in politics in the following section.

The importance of active political participation has been defined as the following, “The real issue is, as always, the problem of political empowerment. There is a direct correlation between problems of poverty and social justice and the political empowerment of women. Places where women participate equally in economic life and get a fair share of the wealth, are the places with the highest rate of participation. And the political participation of women, to a great extent, targets issues related to social justice. As women are more empowered, there are also attempts to make economic and social policies more sensitive to women’s demands.”³⁸ To put it in a different way, for demands of women to be heard and for women to be able to seek solutions to problems that are specific to women, they should be involved in politics.

This idea dates back to as far as the first appearance of the distinction between the governor and the governed. Participation has become a “sine qua non” for societies in this day when politics is conducted with clearer rules. In our age, when masses in most countries vote to elect their leaders, there are two approaches concerning the concept of participation. The first approach holds that participation is an indicator of modernization. The second approach is interested in the reasons why people prefer to seek individual participation, why they vote or join public demonstrations, or in other words, the reason why they are pushed to full political participation.³⁹

To date, many a definition of political participation has been made. Most of these definitions define political participation as a form of action. Integrating the

³⁷ Kalaycıođlu, E., Sarıbay, A.Y., “*İlkokul Çocuklarının Parti Tutmasını Belirleyen Etmenler*”, Türkiye’de Politik Deđişim ve Modernleşme, Alfa Yayınları, İstanbul, 2000, p. 413-423.

³⁸ Toksöz, G., Özkazanç, A. ve Poyraz, B., “*Kadınlar, Kalkınma ve Sosyal Adalet*”, Ankara Üniversitesi Kadın Sorunları Araştırma ve Uygulama Merkezi Yayınları, Ankara, 2001, p. 3-43.

³⁹ Kalaycıođlu, 2000, p. 9.

approach of certain political scientists have toward the concept of participation might introduce new view points on the issue. Political participation defines the state, attitudes and behavior of the members of society (citizens) vis-à-vis the political system. This is not only about casting one's vote in elections. It includes a vast scope of attitudes and actions ranging from a simple spark of curiosity to intensive forms of action.⁴⁰

Kalaycıoğlu also defines political participation as a form of behavior.⁴¹ This is the kind of behavior that has a subjective meaning for the individual. In order to speak about the participation of the individual in political life, the individual has to direct his or her behavior in an attempt to influence the decisions of the authority. Çam (1994: 169) emphasizes an interesting point in his definition of political participation. He defines political participation as the total of actions that seek to directly or indirectly influence the election of administrators and their decisions.

In addition to individual participation, one can also talk about participation in the political system by groups formed by different individuals. The most typical example of this are political parties. Political parties are the most comprehensive organizations that encourage democratic dynamism. They mobilize social segments both at the level of the individual and at a group level and integrate people into politics.⁴²

1.2.1. Citizen Participation in Local Governments

When the concept of participation is mentioned within the context of the Turkish administrative system, the first sense of the word is “the participation of citizens.” Citizen participation has various forms of implementation including general elections; council meetings held by local governments to inform the citizenry; citizen days and muhtar (local village leaders in Turkey) meetings that are usually held to discuss the problems of the neighborhood; participation in city

⁴⁰ Kapani, Münci, *Politika Bilimine Giriş*, Bilgi Yayınları, İstanbul, 1997, p.130-131.

⁴¹ Kalaycıoğlu, 2000, p. 200–201.

⁴² Powell, G.Bingham, *Çağdaş Demokrasiler*, Çev: Mehmet Turan, TÜDEV ve Siyasal İlimler Derneği Ortak Yayını, Ankara, 1990.

council meetings where citizens can express their wishes or other issues they have with local governments; city councils that organize the activities of urban administrations; planning circles/forums that are comprised of individuals selected by random sampling; citizen councils that make it possible for disadvantaged groups such as the disabled, the homeless or people suffering from poverty and for naturalized citizens to be included in the decision making process; future workshops that mostly include projects where young people are involved; round table meetings where various problems such as the environment or women's issues can be discussed and public opinion polls conducted over the internet.

In addition to the above, Çukurçayır lists telephoning, submitting petitions, volunteer work and membership in civil society organizations as methods of participation in the political process.⁴³ Participation by telephone occurs with the citizen directly relaying their problems to the relevant authorities over the phone or by leaving a voice message to be answered later. Petitioning, which is a constitutional right, also awards the opportunity for the citizen to protect his or her own interests but the success rate of this method in Turkey is directly correlated to the petition writer's awareness level. Volunteer work, defined as another form of participation, encourages further inclusion and also might provide addition economic value to local governments.

Civil society organizations have emerged as a reaction to specific inadequacies of public agencies.⁴⁴ As such, they differ from other forms of participation. Civil society organizations can be classified as an effective method of participation as they relay the message of the interested parties in a united voice to the relevant institutions. It is clear that civil society organizations contribute various benefits in many fields such as expanding the accessibility of urban services, forcing local governments to produce projects, creating awareness about participation. But they have also been criticized for blocking the provision of some services as they are independent of local governments and the central state.

⁴³ Çukurçayır, M. Akif, "Yeni Yönetim Modeli Arayışları Çerçevesinde Halkın Yönetim Süreçlerine Katılım Olanakları", Yerel Yönetimler Sempozyumu Bildirileri, İmaj Matbaası, Ankara, 2002, p. 211-224.

⁴⁴ Tanör, Bülent, "Türkiye'de Demokratikleşme Perspektifleri", TUSİAD Yayınları, İstanbul, 1997, p. 92.

Politics influences the daily lives of most people, either directly or indirectly. Despite this, some citizens are passive or apathetic in terms of participation.⁴⁵ To put it in a different way, a majority of citizens take up a passive category in political participation and use the legitimate methods of participation other than voting in a highly limited manner. This assertion is likely to be more valid in societies where democracy isn't yet strongly rooted in society.⁴⁶

1.2.2. The Necessity of Participation in Local Governments

Every man and woman is entitled to fundamental rights, but also has the responsibility to defend the rights of others and contribute to achieving the common good. A livable settlement without a sense of citizen loyalty is unthinkable. In our globalizing world, citizen loyalty is not limited to the local level alone. It also entails assuming global responsibility, or, in other words, being a world citizen.⁴⁷

Various issues such as installing city equipment into the fabric of the settlement, landscaping of streets, avenues, green areas and parks, arrangement of traffic and passenger zones and bringing infrastructural services have influences on people's life styles and daily lives. All these services amount to an interference in the environment and this interference can only gain legitimacy only if it is in compliance with the demands of the residents and if it has a function that increases the satisfaction people get out of life.⁴⁸ This is why in advanced democracies, city residents engage in various efforts to become involved in city administrations through different methods when local governments take decisions that shape life in the city and the lives of the different demographic groups in it. People in such countries are not only looking to influence the outcome of the decisions being made by city administrations, but at the same time they develop projects and submit to city

⁴⁵ Dahl, Robert A., *Who Governs? Democracy and Power in an American City*, Bookcrafters, New Haven, 1961, p. 279.

⁴⁶ Özbudun, Ergun, *Türkiye'de Sosyal Değişme ve Siyasal Katılma*, Ank. Ü. Yay., Ankara, 1975, p. 5.

⁴⁷ Tekeli, İlhan, "*İnsan Haklarının Yerleşmeye Mekana İlişkin Boyutları Üzerine*", İnsan, Çevre, Kent, İstanbul, Demokrasi Kitaplığı, 2002, p. 21.

⁴⁸ Kozcu, Şeyda ve Göregenli, Melek, "*Gençlik Ve Yerel Yönetimler: Bursa Ve İzmit Araştırmaları*", Gençlik Ve Kent Yönetimi, İstanbul: Demokrasi Kitaplığı, 2002, p. 202.

administrators as partners in the delivery of local services and even assume responsibility for such services.⁴⁹

As they plan their programs and projects local governments are obliged to take into consideration the environmental satisfaction of the local population.⁵⁰ This is why integrating the knowledge of the local people is an important element in city planning.⁵¹ It is particularly necessary to include civil society organizations in the planning process.⁵² In other words, the conditions that will lead how the planning process will proceed should be formed by citizen and civil society groups.⁵³

Local governments are the institutions that have primary responsibility in environmental management, because by turning local governments into an organized public agency, issues regarding the environment, the protection and conservation of environmental and natural assets can be ensured. In the case of Turkey, the most important missing element is the failure of citizens to get involved in the planning process. When we look at the principles laid out in the Urban Charter, the newest principle for Turkey -- that is of a revolutionary character -- is the integration of townspeople in the local administration and in the local planning process. According to the Urban Charter, townspeople are expected to get involved in the city's administration and planning through free and democratic elections. The Urban Charter sees it as normal for only professionals to be hired in technical matters that require knowledge, but holds that important decisions that are related to the future of the city should be taken by city residents.

Consequently, in this context, local governments can only be organized as a participatory democratic structure and act as a part of the public sphere that is open to questioning and dialogue only with a sense of awareness of being an urban resident that is based on an active, participatory, socially aware, virtuous and democratic understanding citizenship.

⁴⁹ Yıldırım, Ferzan, *Yerel Demokrasi ve Kentteki Gençlik*, İstanbul, Demokrasi Kitaplığı, 2002, p. 30

⁵⁰ Kozcu, 2002, p. 202.

⁵¹ Mosse, David, "*Halkın Bilgisi*", *Katılım Ve Patronaj: Kırsal Kalkınmada Eylemler Ve Temsiller*, *Katılım: Yeni Bir Zorbalık Mı?*, Çev., Çiğdem, Ahmet, Ed. Bill Cooke-Uma Kothari, İstanbul: Demokrasi Kitaplığı, 2002, p. 34.

⁵² Görmez, Kemal, "*Büyük Kentlerde Kent Planlaması Ve Bazı Sorunları*", Gazi Üniversitesi İ.L.B.F. Dergisi, Sayı 2, 2001, p. 135.

⁵³ Eke, Feral, "*Yönetimde Yerelleşmenin Planlama Açısından Koşulları*" Gazi Üniversitesi İ.L.B.F. Dergisi, Sayı 1, 2001, p. 143-152.

Citizens of a participatory democracy are not citizens that only have rights and see these rights as legal references and have a relationship with the administration based on the principle of negative freedom. The citizens of a participatory democracy, whether on an individual level or as part of organized social movements and collectives, are citizens who see the protection of the common interest as inherent in their rights, who act on the bases of “positive freedom” and who are socially aware, responsible, virtuous and active citizens.

In a participatory democracy, citizens aren't individualistic but they fight for the protection of individual rights and freedoms; they aren't “groupist” but act in solidarity for the recognition of group and community rights; they aren't fundamentalist nationalists, but rather virtuous democrat citizens that try to create a relationship of questioning and dialogue with the administration to bring out the common good. A local government-citizen relationship based on such an understanding of being urban can be transformed into a one open to dialogue and participation. And with such an understanding, local government can be reorganized in a participatory manner and as part of the democracy-public sphere relationship along the axis of “democratic governance.”

There was a time when political participation was seen only in terms of elections and it was defined as voting and related activities that can be carried out during election campaigns. This assumption saw political participation as a single dimensional activity. However, in our day, the act of participation is seen as a series of interchangeable actions that can be taken at different intensities.⁵⁴ In his research on participation, Milbrath has created three categories of participation levels – the spectator, transitional and gladiators-- based on the difficulty of the participatory action. As such, according to Milbrath, there is a hierarchy in these methods of participation. The assumption has been that those who are using the methods on the higher levels of the participation pyramid have already exhausted the methods of the lower levels.⁵⁵

⁵⁴ Nie Norman H., Verba, Sidney and Converse, Philip E., *Siyasal Katılma, Kamuoyu ve Oy Verme Davranışı*, Çev. Turan, İter ve Karamustafaoğlu, Tuncer, Siyasi İlimler Türk Der. Yayınları, Ankara, 1989, p. 8.

⁵⁵ Milbrath, Lester W and Goel, M.L., *Political Participation*, Second Edition, University Press of America, 1977, p. 16-22.

Citizen participation in local governments in Turkey has been increasing in the past few recent years. An increase in the overall education levels, the number of media outlets and the advance of the internet have played a major role in this increase. New reforms targeting local governments have made new methods of participation available. However, there are still significant gaps and loopholes in the new regulations. As this paper will explore, Turkey lags significantly behind developed countries in terms of methods of participation. Even the Şişli Municipality, which offers one of the most successful municipal services in terms of participation, has important inadequacies in this regard.

1.2.3. Local Governments and Participation in International and Domestic Law

One of the earliest principles that can be seen in most international legal documents about participation is also part of the Declaration of the Rights of Man and of the Citizen of 1789. Article 14 of the Declaration states, “All the citizens have a right to decide, either personally or by their representatives, as to the necessity of the public contribution; to grant this freely; to know to what uses it is put; and to fix the proportion, the mode of assessment and of collection and the duration of the taxes.” The first paragraph of Article 21 of the Universal Declaration of Human Rights of 1948 says, “Everyone has the right to take part in the government of his country, directly or through freely chosen representatives”.⁵⁶ Both provisions Grant the citizen the right of direct interference in political life.

On May 8, 1991 Turkey signed, albeit with reservations, the European Charter of Local Self-Government adopted by the Council of Europe in 1985. In 1992 Turkey ratified the Charter, which was printed in the Official Gazette on Oct. 3, 1992. The preamble of the charters states “that the right of citizens to participate in the conduct of public affairs is one of the democratic principles that are shared by all member States of the Council of Europe,” and that “it is at local level that this right

⁵⁶ Tarso, Genro and Ubiratan, Dde Souza, Porto Alegre: *Özgün Bir Belediyecilik Deneyimi*, İstanbul: Demokrasi Kitaplığı, 1999, p. 13-14.

can be most directly exercised.” The same Charter also mentions the right to “recourse to assemblies of citizens, referendums or any other form of direct citizen participation where it is permitted by statute.”

According to the principle of subsidiary, defined in the charter as being close to the citizen, “Public responsibilities shall generally be exercised, in preference, by those authorities which are closest to the citizen.” Allocation of responsibility to another authority should weigh up the extent and nature of the task and requirements of efficiency and economy.⁵⁷ This principle is a part of the understanding that local services should be performed by an authority outside the central government, in other words by local governments. To use another expression this has been referred to as “Delivering Public Services to the Service of the Public.”⁵⁸

The European Social Charter (adopted in 1961) and the European Urban Charter (1992) and the European Declaration of Urban Rights (1992) which stems from the urban charter; strengthen various points including issues regarding the disabled; leisure time and sports activities in cities; culture and the integrity of various cultures in cities; health; participation of locals; and provide important clues to forming well founded policies regarding citizen participation in the administration of the city.⁵⁹

The European Urban Charter adopts collaboration and solidarity as two main principles. The charter emphasizes collaboration and solidarity:

- a) between local authorities in individual member countries, in order to secure an improved quality of life in urban areas, recognizing also the additional benefits, responsibilities and opportunities arising as a result of the involvement of Central and Eastern European countries;
- b) between national and local governments in securing and strengthening, through political and financial commitment, the devolution of decision-making away from the centre towards towns and their communities;

⁵⁷ Keleş, Ruşen, "*Hizmette Halka Yakınlık (Subsidiarity)*", Çağdaş Yerel Yönetimler, C.4, S.L, 1995, p. 7.

⁵⁸ Aykaç, Burhan, "*Türkiye'de Kamu Yönetiminin Küçültülmesi, Yerel Yönetimler Ve Yerel Demokrasinin Amaçları*", G.Ü.İ.B.F. Dergisi, 1999, Sayı 1 C. 1, p. 7.

⁵⁹ Uluğtekin, Sevda, "*Gençliğin Gereksinimleri ve Hakları Açısından Türkiye'de Kentsel Gençliğe Yönelik Hizmetlere Bir Bakış*", Gençlik ve Kent Yönetimi, ed. Yıldırım, Ferzan, İstanbul: Demokrasi Kitaplığı, 2002, p. 81.

- c) between local governments and their communities, to examine and gain a closer understanding of the different needs of an urban area and involve local people in the decision-making process; and,
- d) significantly, between cities throughout Europe and beyond, transcending national boundaries.”

The first part of the charter states that the exercise of the rights in the charter should be “based upon solidarity and responsible citizenship implying an equal acceptance of duties.” Later, it lists the rights of citizens of European towns. The articles of the charter that are most pertinent to participation are Articles 12,17 and 20:

- a) PARTICIPATION (Article 12):- in pluralistic democratic structures and in urban management characterized by co-operation between all the various partners, the principle of subsidiarity, information and freedom from over-regulation;
- b) PERSONAL FULFILMENT (Article 17):- to urban conditions conducive to the achievement of personal well-being and individual social, cultural, moral and spiritual development;
- c) INTER-MUNICIPAL COLLABORATION (Article 18):- in which citizens are free and encouraged to participate directly in the international relations of their community;
- d) EQUALITY (Article 20):- where local authorities ensure that the above rights apply to all citizens, irrespective of sex, age, origin, belief, social, economic or political position, physical or psychological handicap.

In the 4.12 section of the “European Urban Charter on Citizen participation, urban management and urban planning,” the following is stated:

- “Without the principle of local democracy, human rights in towns are precarious.”
- “Management of a town must therefore be conducted in order to ensure that those people, whose rights and property are affected to a significant degree by proposed administrative acts and decisions are informed of them, have their views heard and thus become an active part in the decision-making process..”
- “The outcome of consultation on projects affecting the urban environment in the widest sense must be open to inspection by elected representatives, developers and members of the public. This is achieved through developing formal public consultation procedures; by providing guarantees of the impartiality in the process of consultation; by allowing free access to all public documents; by publicizing all projects on site; through publishing an official local

interest news sheet; through allowing recognizing and enhancing the role of voluntary organizations in bridging the gap between local government and the general public..”

- “The use of a referendum is essential where elected local representatives, whilst possessing a general mandate, do not have one for a new particular problem or policy.”
- “Citizens are the partners of elected representatives and local government officials, in planning and managing the community. In order to exercise these duties, they must be informed about all principal plans conceived by their elected representatives and officials. ”

The European Declaration of Urban rights has the following articles on participation. The signatory member states of the European Council should abide by the following provisions on participation:⁶⁰

- a) Right of citizens to participate in the conduct of public affairs is one of the democratic principles that are shared by all member States of the Council of Europe;
- b) The existence of local authorities with real responsibilities can provide an administration which is both effective and close to the citizen;
- c) That the principle of subsidiarity makes a primary contribution to the development of democracy in Europe
- d) The Charter and the European Charter of Local Self-Government are complimentary in the realization of the subsidiarity principle
- e) That a suitable governing unit should be established to realized the principle of subsidiarity
- f) That efforts should be made to uphold the values reached through the European Charter of Local Self-Government

As can be seen in these examples, many regulations exist in international law regarding the participation of citizens in local administrations. Most of these legislations have also been adopted by Turkey, but it would be difficult to say that they are enforced in practice. A look at Turkey’s local government culture reveals that many institutions and systems, such as foundations (waqf), imece (joint community projects), loncas (professional guilds) and avarız (charity boxes for the poor), have existed historically to foster solidarity in the community and the participation of its members. However, the will to attend to matters in this way has decreased significantly, with specialization and new modes of division of labor emerging over time. The Municipality Law No 1580 dated 1930 includes a heading “townspeople’s rights,” which clarifies the rights and responsibilities the residents of

⁶⁰ “Avrupa Yerel Yönetimler Özerklik Şartı”, http://www.belgenet.com/arsiv/sozlesme/aas_122.html

a town have to each other (1580, Art. .13).⁶¹ This provision in modern terminology concerns “urban rights.” In other words, although the rights of urban dwellers is not entirely a new concept in practice, it is still an innovative concept as it indicates that the spirit of participation and responsibility should be refreshed at all times.⁶² This same philosophy can be seen in Turkish laws regarding village administrations and also in the Municipality Law.⁶³

The relevant provisions of Law No 1580 clearly give the right to participate in municipal administration. Citizens have the right to “vote, participate in the administration of the municipality and benefit from the regular aid of the municipal administration.” Although the law speaks of the right to participation, it still is far from offering solutions to a large number of problems such as what form the participation will take and how issues of representativeness will be dealt with.⁶⁴ The only clear rule is that city council meetings should be public. The law also states that the agenda items to be taken up during city council should be disclosed to the public prior to the day of the meeting.

The only regulation regarding the participants of city council meetings concerns the rules for taking those “in the audience who are being loud or distracting the meeting out of the assembly hall.” However, “the relevant parties,” are also given the right to appeal the decisions of the municipal council. As seen in this case, when it gets to the particulars, the law is very limited. However, when one examines how the limits in the law are reflected in practice, the consequences cannot be observed at all. A study on city council participation of locals among township (belde) municipalities found that, there was no participation of township residents at all in these meetings in 75 percent of the municipalities studied. The case for the municipalities where participation in city council meetings was observed was no less different, with usually one or two locals attending the sessions only. In smaller districts, where locations are physically closer to each other and where social solidarity is expected to be stronger, the rate of participation decreases further. The

⁶¹ “*Bir Katılım Projesi Olarak Yerel Gündem 21 ve Belediyeler Yerel Gündem 21 Çalışmalarının Sürdürülebilirliği*”, <http://www.geocities.com/yereldemokrasi/yg21.htm> 2006.

⁶² Ibid., 2006.

⁶³ Ibid., 2006.

⁶⁴ Ibid., 2006.

“concerned parties” in the study which was conducted over the course of two years objected to three decisions of the city council alone and this happened only in one of the municipalities studied. The highly limited legal framework is accompanied with a participation pattern that lags significantly even behind that limited legal framework.⁶⁵

Article 62 of the Metropolitan Municipality Law no: 3030 states that municipalities can make use of “encümens” (subcommittees) to review the items on the agenda of the municipal council. It also envisions the establishment of commissions and calling experts, citizens and civil society groups to express their opinions. The new municipal law also attaches special importance to neighborhoods and neighborhood heads (muhtars), which creates the impression that participation at a neighborhood level has more advantages. The law gives additional duties to muhtars which are listed as follows:

- a) Identifying common needs through voluntary participation of neighborhood residents
- b) Improving the quality of life in the neighborhood
- c) Maintaining the relationship of the neighborhood with the municipality and other public agencies
- d) Expressing views on issues about the neighborhood
- e) Collaborating with other agencies and organizations.

Law no: 5393 assigns municipalities the following duties in relation to neighborhoods:

- a) Ensuring adequate financial help and support for the neighborhoods’ needs to be met within budgetary limits;
- b) Considering the common demands of the residents of the neighborhood and try to provide services that match the needs of the neighborhood.

The key words that come forward in local government programs are responsibility, transparency, effectiveness, the participation of the administered in decision making processes and democracy. Shortly, these notions amount to the following:

- a) Affording authority and flexibility to local governments
- b) Allowing local governments to determine the most suitable administration structure for its unique conditions and needs
- c) Protecting the local government from intervention of the central administration

⁶⁵ Çitçi, 1999, p. 245-246

One of the priority articles that was included in Turkey's Local Governments Specialized Commission Report, part of the country's 8th Five Year Development Plan, is increasing "participation of the citizen in local governments."⁶⁶ Another specialized commission report on Improving and Restructuring Public Administration also recommends participation of citizens in administrative decisions and expanding financial resources.⁶⁷

Other recommendations include facilitating the participation of locals in local council meetings and specialized committees working on various fields such as education, health, zoning, social funding, public works and environment and express their views and demands, the reports of these committees to be submitted to the councils, holding local referendums on critically important issues and forming public relations units or creating broadcasting organs to keep citizens informed.⁶⁸

⁶⁶ <http://www.geocities.com/yereldemokrasi/yg21.htm>, 2006.

⁶⁷ *8.BYKP Yerel Yönetimler Özel İhtisas Komisyonu Raporu*, <http://ekutup.dpt.gov.tr/yerelyon/oik554.pdf>, 2006.

⁶⁸ *Ibid.*, 2006.

CHAPTER II

PARTICIPATION IN LOCAL GOVERNMENTS ACROSS THE WORLD AND IN TURKEY

2.1. Local Participation Practices

Because it is not possible for the citizen to directly participate in government and decisions, the notion of classical democracy has been replaced with the idea of a participatory and pluralist democracy.⁶⁹ Most of the contemporary studies on democracy and diversity are for an active and dynamic democracy that maximizes citizen participation and allows citizens to interact with each other and discuss issues.⁷⁰

2.1.1. Local Participation Practices in Developed Countries

A look at the local government models of developed countries reveals that although the systems in these countries might be different in terms of the way they are structured, they share many similarities in terms of authority, power and effectiveness. Some of these countries, particularly France, have seen a restructuring in the state around the 18th century. The economic depression absolute monarchies faced was the primary factor in these restructuring attempts. However, in the case of France, the most radical change in the government structure came only after the 1789 revolution. The revolution completely abolished the old system and introduced a trilateral system made up of provinces, districts and municipalities.

⁶⁹ Olsen, M., *Modern Politics*, New Jersey : Prentice Hall Engewond Cliffs, , 1991, p. 32.

⁷⁰ Phillips, Anne, “*Farklığa Nasıl Yaklaşmalı: Fikirler Politikası Mı, Yoksa Mevcudiyet Politikası Mı?*”, *Demokrasi Ve Farklılık Siyasal Düzenin Sınırlarının Tartışmaya Açılması*, Çev:Zeynep Gürata, Cem Gürsel, ed. Seyla Benhabib, İstanbul: Demokrasi Kitaplığı, 1999, p. 205.

Practices regarding the participation of citizens in the local government process began first in the Western world. Many studies on this issue point to the existence of a depression in western democracies and that voters have become alienated from national politics and that new ways to bring them closer to national politics again need to be discovered. Studies indicate that this depression in democracy cannot be alleviated only by changing political actors, and that there is a profound feeling of dissatisfaction among voters.⁷¹

2.1.1.1. Sweden

The role played by municipalities and councils in the participation of the public in local government and in the delivery of public services at a local level is tremendously important. In this context, the organization of public participation in Sweden could be given as a significant example. Swedish regulations regarding local government activities are centered on the principles of openness, pluralism and democracy. The Swedish Constitution has granted the maximum possible autonomy to local governments as exemplified by the municipal power of taxing citizens independently. In addition, the Constitution also grants freedom to municipalities in meeting local needs according to the order or priorities decided by the local population. The fact that some of the municipal seats are reserved for female council members indicates that pluralism is an important principle in Sweden. Considering that the legitimacy of local units comes from the people, the public should be informed about all municipal activities. The reaction of the public, whether it be negative or positive, toward these activities indicates that the political role of the public is not only limited to casting votes in election times.⁷²

“In Sweden, municipal activities have been conducted on the principle of openness since 1766 as stated in the statute of press freedoms. The statute dictates that every Swedish citizen has a right to thorough information and free access to

⁷¹ Etzioni, Amitai, "Teledemocracy: The Electronic Town Meeting", Current, Sayı, 350, 1993, p. 26.

⁷² Kurt, Nihat, "Yarı-Doğrudan Demokrasi Kurumlarının Yerel Yönetimler Düzeyinde Uygulanması", Yerel Yönetim ve Denetim Dergisi, Cilt: 6, Sayı: 5, Mayıs 2001, p. 27.

public documents to allow an exchange of ideas.”⁷³ Local units have informative documents open for public review and have special consultation centers and city offices that serve the specific purpose of informing the people. “Although city offices are administrated by city councils and municipalities, which gives them a local character, they share this authority with the central government. They also contribute to lightening the burden of the center as they deliver services to city residents in line with the demands of the residents and also solve small-scale problems on their own.”⁷⁴

Sweden also holds open communication campaigns regarding local government implementations showing utmost sensitivity to the reactions and demands of the public. These campaigns include polls that reveal the desire of the local population for a certain project, allowing locals’ preferences and freedoms to gain dominance.⁷⁵

Although public day meetings are held not very frequently and usually at long intervals, objections to unwanted decisions taken by the center are voiced swiftly in these sessions.

Thanks to this system of municipalities locals see themselves as part of the government and have higher levels of confidence in local administrators than in national politicians. During the discussion of items on the city council’s agenda during sessions, there is usually a high level of local participation. The inclusion of voters during times other than election periods in decision making mechanisms usually occurs through petitioning, participation in public meetings and communicating with the consultation units of the local administration prior to a decision.⁷⁶

The Swedish appear to be happy with the public opinion poll system and with the complaint mechanisms that are part of this system as well as with the services and quality of services delivered. However, there is a contradictory situation that

⁷³ Gyford, John, “*İçişleri Bakanlığı Mahalli İdareler Genel Müdürlüğü, Yerel Yönetimlerde Halk Katılımı: İngiltere*”, Ankara 1998, p. 45.

⁷⁴ İçişleri Bakanlığı Mahalli İdareler Genel Müdürlüğü, “*Yerel Yönetimlerde Halk Katılımı: İsveç*”, Ankara 1998, p. 55.

⁷⁵ Gyford, 1998, p. 52.

⁷⁶ Kurt, 2001, p. 25.

arises in this system in that in addition to positive feedback, the number of complaints also increases. However, considering that in Sweden “public power comes from the people and that administrations are formed through free public will and the people’s right to vote in general elections,”⁷⁷ it becomes evident that the reason of these complaints is not negativity on the part of the participants, but their being better informed thanks to an open and transparent system based on democracy that allows rational preferences to be made.

2.1.1.2. France

The structure of local administrations in France is made up of three categories including regional local administrations, provincial local administrations and municipalities (*communes* in French). Local administrative units are autonomous agencies that elect their own executive organs. France has moved away from its centralist structure that had been in place until the ‘70s and started to strengthen local administrations. The units in which the elected officials serve in local governments, the abolishment of the need for a preliminary inspection of the decisions taken by these bodies and checking for compatibility with the law in the activities of local units after the activity has been completed are some of the elements that serve to move local governments away from centralism.⁷⁸ In the previous centralist structure, direct participation of the people in decision making mechanisms was not possible. Instead, people participated through indirect mechanisms.

“An important part of the representative system in France is the practice of merging different responsibilities in one office. This practice can weaken the power of the central authority over local governments and it can also help facilitate cooperation between the local and central administration. The most widespread example of this practice is merging parliamentary membership and membership in a

⁷⁷ Kurt, 2001, p. 27.

⁷⁸ Çevikbaş, Rafet, “Yerel Yönetimlerde Siyasal Katılım”, <http://www.nuveforum.net/1444-siyasal-bilimler/105344-yerel-yonetimlerde-siyasal-katilim/>

municipal council in one person.”⁷⁹ This allows a higher ranking position to merge with a position that is closer to the public and brings the central administration closer to local residents.

Local governments in France are structured in a bottom-to-top manner to ensure that the democratic principle can be served. Consultation councils set up by local governments to hear the demands and views of the citizens have the authority to collect taxes and hold referendums at anytime. The only authority over these units is the judiciary.

“A law adopted on Feb. 6, 1992 affords extensive rights to citizens to participate in local governments. Participation occurs through ‘consultation councils’ that bring together individuals elected by the representatives of voluntary organizations. In addition to this, consulting the people regarding any municipal decision is possible through local referendums.”⁸⁰ France, which has hierarchical and centralized local governments, strives to give a flexible and people-based shape to its local governments.

2.1.1.3. Portugal

The Portuguese Constitutions treats local governments as fundamental units in decision making mechanisms as part of the country’s localization efforts. The right to consult the people in referendums over issues concerning regional administrations or issues that are otherwise important was adopted in a law enacted in 1990. Regional referendums are conducted as per the elections law that regulate elections to local government offices.⁸¹

Citizen participation in decision mechanisms allows local units to deliver services that correspond to the demands of the locals. Local participation ensures

⁷⁹ Ünlü, Halil, “*Yönetimler Arası İlişkiler*”, (Başbakanlık TKİB yayını, İstanbul 1903) ve Yatkın, Ahmet, “*Türkiye’de Demokratikleşme ve Yerel Yönetimler*”, *Yerel Yönetim ve Denetim Dergisi*, Cilt: 7, Sayı: 6, Haziran 2002, p. 30.

⁸⁰ Akçakaya, Murat, “*Fransa’da yerel yönetimler ve halkın karar alma sürecine katılımı*”, *Gazi Üniversitesi İİBF Dergisi*, Cilt: 5, Sayı: 1, 2002, p. 173.

⁸¹ Gyford, 1998, p. 85.

protecting the local population's interests. The laws governing local administrations also ensure justice, openness, access to information and extend the opportunity to citizens to directly and actively participate in the political administration.

Many different methods have been adopted to facilitate people's participation in local governments. Meeting sessions of local government units are open to public. However, the executive branch is seen as being inadequate to answer all the issues put forth by the public and efforts are being made to remedy this situation. However, there are no flaws in communication between the public and the executive. Voters even have the opportunity to call decision making organs, given that they reach a certain number, to hold extraordinary meetings on issues outside the regular schedule.⁸²

The opportunity to access municipal records is also awarded to the citizens. The decisions must be announced publicly to inform the public in a printed bulletin before they can be implemented.

Citizens who can form local organizations have the authority to regulate petitions submitted by village residents, to participate in meetings and to fulfill duties regarding their areas of expertise. Citizens are also allowed to run for village administration positions. In those villages that are not large enough to have a council, such groups can participate in the local government as an association representing the interests of the voters in the given village. Portuguese citizens have the right to submit individual or collective petitions, issue their complaints through petitions and stage protests or demonstrations.⁸³

Participation in local government through representatives elected by voters is a must in making decisions in a democratic state which enables the public to be more effective in political decisions taken at the local government level.

⁸² İçişleri Bakanlığı Mahalli İdareler Genel Müdürlüğü, 1998, p. 110.

⁸³ Kurt, 2001, p.19.

2.1.2. Local Government Participation Practices in Turkey

Local governments have been improving in Turkey. An important reason behind this is the ever-improving trend in efforts to increase local participation. Recent amendments and practices encourage participation and enhance democracy. Nowadays, the success of a municipality is measured according to the extent of the participation of its citizens.

The laws in Turkey still do not oblige citizens to participate in politics except for the elections. Most Turkish citizens think that participation is to about voting in elections and submitting requests or complaints to the relevant authorities. The impact of citizens in decision-making processes is still quite limited.⁸⁴

The ratio of participation in elections is much higher than the EU average in Turkey. This is also true for local elections. However, the higher rate of electoral participation is not reflected in other platforms of politics. Efforts to increase participation in local administrations in Turkey have increased particularly in recent years. City councils and White Desks, units that hear requests and complaints from the local population first launched by the İstanbul Metropolitan Municipality, can be listed among the successful attempts to increase participation. Almost all municipalities and other local administrations have increased the means to provide a platform for the citizens to voice their requests and complaints and they have been working more to raise awareness on local government activities. Yet these efforts only function as a form of consulting and participation remains highly passive.⁸⁵

Citizens have a say in many issues regarding local governments. They can send away administrators, whose work they do not find satisfactory; they can express their opinions on environmental issues and public works projects; and they can have an impact on some decisions with a popular vote.⁸⁶ Participation can be divided into two: active and passive participation. "Active participation" refers to the individual or collective participation of citizens to municipal activities; interest shown by the citizens in local governments' activities and citizens' conveying their opinions or

⁸⁴ Sürdürülebilir Kalkınma Dünya Zirvesi Türkiye Ulusal Raporu, <http://www.cevko.org.tr/surdur/raporturk/5%20-%20yonetisim.enson.pdf>

⁸⁵ Yıldırım, 2002, p. 32.

⁸⁶ Geray, Cevat, *Yerel Demokrasi, Özerklik ve Halk katılımı*, Ankara, YTD, 1995, p. 74.

criticisms regarding local governments to the relevant authorities. In other cases, the demand for participation may come from the municipalities or other local governments and citizens may then join the administrative process. This is named “passive participation.”⁸⁷ Participation can be further divided into two categories as “traditional” and “modern” methods of participation. Casting votes in elections and membership in a political party are considered “traditional” while use of the internet is considered among the “modern methods.”⁸⁸

2.1.2.1 Historical Development of Local Governments in Turkey

Local governments in Europe and local governments from the times of the Ottomans must be explained to understand the history of local administrations in Turkey. Many differences can be seen in the evolution of local governments in Europe and the Ottomans.

Local administrations as a politico-legal concept and social-administrative institutions are a product of Medieval Europe. In reality, the development of local administration as an autonomous financial and administrative institution and the liberalization of the cities through gaining the status of a legal entity is a historical phenomenon that started in Europe in the 12th century.

The history of local governments do not go back to very old times in Turkish states. Local governments were established by higher authorities in a sudden and unexpected move without any demand from the citizenry. In Europe, on the other hand, local administrations emerged following a long process and after a certain accumulation of experience. In the Ottoman Empire, the local administrations were imposed on people from the top. However, since these impositions could not serve as a solution to the problems faced by citizens, amendments to related laws were frequent.⁸⁹

⁸⁷ Yalçındağ, 1996, p. 131

⁸⁸ Çukurçayır, M. Akif, *Siyasal Katılma ve Yerel Demokrasi*, Çizgi Kitabevi, 2002, p. 140.

⁸⁹ Erten, Metin, *Nasıl Bir Yerel Yönetim*, İstanbul, Anahtar Yayınları, 1999, p. 100.

Until the Tanzimat (Reformation) era, we see the presence of kadıs (Islamic judges) and charity foundations to solve the common problems of the citizens.⁹⁰ Kadıs were in charge of municipal affairs, public works and other problems.⁹¹ Kadıs were the most authorized people in the cities until the Tanzimat era. In addition to their municipal and judicial duties, they also supervised the foundations. It was also the duty of kadıs to serve as a public notary.⁹² Duties undertaken by kadıs are reminiscent of the duties of municipal police (zabıta), who supervise prices in markets and hear complaints from citizens. Until the Tanzimat era, other effective institutions in city administrations were the foundations.

With the declaration of Tanzimat Declaration in 1839, the system of Turkish local administrations gave up on their traditional organizational structure and began to take on a Western model. The first municipal administration in the modern sense in İstanbul was formed in 1854 under the name İstanbul Şehremaneti. This institution was headed by a highly authorized administrator who was appointed by the central government. In this institution, there was also an assembly, which was composed of high-profile civil servants and representatives trade guilds. The assembly functioned as a consulting body.⁹³

A 14-article piece of legislation was issued in 1855 for this newly-established municipal administration. In the second article of this legislation, Şehremaneti was given the duties of facilitating the supply of the basic demands of those in Dersaadet, of ensuring order among tradesmen and of ensuring cleanliness and order of the city. In the process of establishing İstanbul Şehremaneti, the government began efforts to form the sixth municipal department in harbor districts of Galata and Beyoğlu, where mostly foreigners resided. The government sought to maintain municipal works in these areas through the 6th department.⁹⁴ After the declaration of Islahat Fermanı (*The Imperial Reform Edict*), local councils were established. The first example was

⁹⁰ Bilgiç, Veysel K., *Yerel Yönetimler*, Ankara, 21. Yüzyıl Yayınları, 1998, p. 37.

⁹¹ Yavuz, Fehmi, *Şehircilik Ders Kitabı*, Ankara, A.Ü. SBF Yayını, 1953, p. 29-30.

⁹² Ortaylı, İlber, *Osmanlı'yı Yeniden Keşfetmek*, İstanbul, Timaş Yayınları, 2007, p. 127.

⁹³ Ortaylı, İlber, *Türkiye İdare Tarihi, Türkiye ve Orta Doğu Amme İdaresi Enstitüsü Yayını*, Doğan Basımevi, 1979, Ankara, p. 296.

⁹⁴ Keleş, 2000, p. 95 – 96.

the one formed in Lebanon. In these assemblies, every community was able to elect their own representatives. But this practice was unsuccessful.⁹⁵

In the Ottoman times, the first municipal effort took place in İstanbul's Beyoğlu and Galata neighborhoods with the 6th Municipal Department, named Altıncı Daire-i Belediye. The reason why this department was called the 6th department was that the most successful municipal services of the Paris Municipality, which the Ottomans took as an example, was provided in the place known as the Sixth Municipal District.

Starting from 1860, efforts to establish modern local governments began. However, the contribution of local governments to democracy was neglected⁹⁶ because the aim of the local governments was to meet the common demands of the citizens who resided in the same neighborhood. Still, it would be erroneous to say that the local governments of the time could take decisions freely or that they were autonomous.

In 1869, a law, known as Dersaadet İdare-i Belediye Nizamnamesi, was issued in an attempt to spread municipal administrations, which proved to work well in Beyoğlu and Galata.⁹⁷ The most important development regarding the local administrations in the Ottoman state was a law passed in 1976 on cities. In this law, mayors and assemblies were deemed as the organs of a municipality and the duties of a municipality were listed as cleaning, public works and ensuring the safety the of population and inspecting markets and trade.⁹⁸

The local governments of the Republican Era came as a continuation of the Ottoman-style local administration system. Even though the local governments and municipalism had undergone an evolution, the structural features were kept similar in the early years. According to Dursun⁹⁹, this situation (that the organs established in

⁹⁵ Ortaylı, İlber, "*Tanzimat'tan Sonra Mahalli İdareler (1840-1878)*", Ankara TODAİE Yayınları, 1974, p. 13-16

⁹⁶ Keleş, Ruşen, "*Kent ve Siyaset Üzerine Yazılar (1975-1992)*", İstanbul, IULA-EMMA (Yerel Yönetim Dünyası) Yayını, 1993, p. 36

⁹⁷ Erten, 1999, p. 102

⁹⁸ Ortaylı, 1979, p. 299

⁹⁹ Dursun, Davut, "*Cumhuriyet Döneminde Yerel Yönetim Anlayışı*", *İslam Geleneğinden Günümüze Şehir ve Yerel Yönetimler*, İlke Yayınevi, 1996, İstanbul, p. 14.

the early years of the Republic were true to their original forms) stems from the political, economical and cultural systems unique to Turkey.

After the Republic of Turkey was founded, local administrations, like all other areas, underwent changes. While innovations took place in order to prevent or even delay the collapse of the state in the Ottoman times; in the Republican Era, changes took place in order to strengthen the new state and to modernize it. However, states established by Turkish have historically had a central organization, which made it difficult to transform to a decentralized form. We still experience troubles rising from that tradition.

The aim of local government reforms in the Republican Era was to establish a culture of local governments and to raise these administrations to the level their contemporary counterparts. Article No. 93 in the 1924 constitution defines provinces, cities, towns and villages as legal entities. The same article states that administration of cities are based on the essence of decentralized authority.¹⁰⁰

Switching to a multi-party system was a very important step in favor of local administrations in Turkey. As in many other fields, the early years of the Turkish Republic witnessed important developments in local governments, whose impacts can still be seen today. For example, Türk Belediyecilik Derneği (Turkish Municipalism Association), which brought the problems and demands of the Turkish municipalities to a common platform for the first time, was established in this period. In addition, legislation change in 1946, brought down the duration of elections to municipal councils to one day from the previous election method which lasted a week. This ensure the safety of the elections. Despite these changes, the system of appointing mayors remained in palace.¹⁰¹

The 1961 constitution paved the way for mayors to be elected as well.¹⁰² In 1970s, local administrations got strengthened and there were attempts to increase the participation of citizens in local administrations. In this period, Turkish cities underwent socioeconomic change. Also in the 1970s, urbanization started to spread

¹⁰⁰ Hamamcı, Can, “*Merkezi Yönetim-Yerel Yönetim Ekseninde Belediyelerimizin Yapısı ve Demokratikleşme Eğilimi*”, Yayınlanmamış Doktora Tezi, Ankara, 1981, p.17

¹⁰¹ Tekeli, İlhan, *Cumhuriyet Döneminde (1923-1973) Türkiye’de Belediyeciliğin Evrimi*, Ed.: Ergun Türkcan, Ankara, 1978, p. 126-128

¹⁰² Ibid., p. 190-191

and migration from villages to cities increased. Of course this situation added to the problems faced by cities to a great extent. Under these circumstances, the role of local governments, particularly those of municipalities, became more important. Especially the mayors of metropolitan municipalities began to have more of a say in their parties. This helped citizens to be taken more seriously than before and helped the establishment of a more democratic and participatory structure. However, governments sometimes punished mayors from opposition parties by curbing the budget for their municipalities.

In the 1980s, liberalism began to prevail in Turkey. This situation also had repercussions in local administrations, which were deeply affected by liberalization. They were supported financially and the authority of especially municipalities were increased. In 1998, the General Directorate of the Public Administration Institute for Turkey and the Middle East (TODAİE) prepared a research titled Research Project on Local Administration (KAYA). The project, aiming to contribute to establish more participatory local governments, became an important step for necessary arrangements regarding the issue.¹⁰³ The report defines ideal local administrations as the ones that strengthen democracy, participation and that are open to supervision of the citizens. These ideal local administrations also have sufficient equity capital.¹⁰⁴

The early years of the Turkish Republic witnessed efforts to increase financial and administrative autonomy of the local governments. The central government attempted to diversify the sources of income available and give more power to local administrations through new legislation, also trying to increase citizens participation in local governments to a desired level.

Local administrations have been included in all constitutions since the 1876 constitution. While sometimes the authorities of the local governments are limited in the constitutions, sometimes they are given rather extensive authorities. The principles put forward by the 1876 constitution, aka Kanuni Esasi, are seen to be always in effect although differences are observed in each constitution. Municipal works, according to the Kanuni Esasi, are managed by municipal councils that are

¹⁰³ Çukurçayır, M. Akif, *Yurttaş Odaklı Yerel Yönetim*, Konya, Çizgi Yayınevi, 2003, p. 56

¹⁰⁴ “*Türkiye ve Ortadoğu Amme İdaresi Enstitüsü, Kamu Yönetimi Araştırması (KAYA): Genel Rapor*”, Ankara, TODAİE Yayınları, 1991, p. 7-12

formed as a result of elections in İstanbul and other provinces and the way of formation of these councils and how their members are elected are determined with particular laws.¹⁰⁵ In addition to many interesting features, the 1921 constitution is the one that underlined the principles of local governments most. A local administration specified with this constitution could not still ever be achieved, even today.¹⁰⁶

According to the 1924 constitution, the municipal works are carried out with the principle of decentralized authority and division of duty. Additionally, these works are conducted by city councils, whose members are elected by voters. The local administrations, according to the 1961 constitution, are “public corporate entities that meet the common needs of the residents of a province, district or village and the decision-making bodies of the local governments are elected by the citizens.” This particular article in the constitution mention three types of local administrations, whose decision-making bodies are elected by the citizens. These are special provincial administrations, districts and villages. Also in the last clause of the article, it is said that the establishment of local administrations, unity of them, their duties, authorities, finance and security affairs are regulated with laws in interaction with the central government.¹⁰⁷

The 1982 constitution defines local governments as units that are established to meet the common needs of the citizens, which have a legal corporate entity, whose decision-making bodies are elected by the citizens and whose authorities are determined by laws. These units are also under tutelage of the central government, according to the constitution. Also, the principle of providing income to the local administrations in accordance with their duties also takes part in the constitution.¹⁰⁸

¹⁰⁵ Keleş, 1993, p. 130.

¹⁰⁶ Recep Yazıcıoğlu, *Bu Sistem Değişmeli*, Birey Yayıncılık, 5. Baskı, İstanbul, 2000, p. 141-142.

¹⁰⁷ Keleş, 1993, p. 132.

¹⁰⁸ *TC. Anayasası*, 1982.

2.1.2.2. Pertinent Practices

Improvements in the information and communication technologies open new horizons in the political life and activities of democratic institution.¹⁰⁹ Innovations in information and communication technologies affect all areas of economic and social life in various ways. They also deeply affect the approaches to public administration, the methods of businesses and the lives of individuals. In other words, they lead to a social transformation. These technologies that have already put their mark on the 21st century make up a ground for “the information society.”¹¹⁰

Rising importance of obtaining knowledge, globalization, the birth of the information sector, the efficiency of the civil society organizations and strengthening of the organized society, computerization and inevitability of life-long learning are among the basic features of today’s information society.¹¹¹

Especially fast developments in information technologies come to an exciting level for all humanity. It is a revolution per se that all kinds of information and news can be conveyed to a far point in the world within seconds, thanks to these innovations. The aforementioned innovations are also important that they can trigger many other revolutions and have the potential to change the humans’ lives in many aspects.¹¹² At this point, the duty of the state is to pave the way for lateral communication and to actively join a conciliatory platform, which features a widespread participation, for coordination that would go beyond its abilities alone.¹¹³

When we take a look at the concept of participation and a specific management that put the concept of participation in our agenda, we see that the term of “good administration” is first mentioned in a book written by a British colony manager, Lord Lloyd, in which he talks about his experiences and targets in a British colony in Egypt. His job in Egypt is to ensure peace and good administration,

¹⁰⁹ Özgen, H. Neşe, “Katılımcı Kırsal Değerlendirme Yaklaşımı: Menemen Projesi Uygulaması Ve Halilbeyli Köyü Örneği”, Tarımsal Yayın ve Kırsal Kalkınmada Katılımcı Yaklaşımlar Bülteni, 2004, www.tuam.ege.edu.tr, 2006.

¹¹⁰ “Bilgi Toplumu Stratejisi (2006-2010)”, 11/7/2006 Tarihli Yüksek Planlama Kurulu, 2006/38 Nolu Kararı 28 Temmuz 2006 Tarih 26242 Sayılı Resmi Gazete, p. 29.

¹¹¹ <http://www.inet-tr.org.tr/> 2006.

¹¹² Sitembölükbaşı, Saban, “İletişim Teknolojisindeki Yenilikleri Ve Temsili Demokrasinin Geleceği”, Gazi Üniversitesi. İ.L.B.F Dergisi, C.5 Sayı 2 (2003), p. 193-213.

¹¹³ www.stradigma.com, 2006

according to Lord Lloyd. Here the term of “good administration” is a concept summarizing the general program of the colonial government.¹¹⁴ Today the participatory development allegedly serves to Western governments and helps them obtain more financial sources. The participatory development is also claimed to be used by the Western governments to limit the efficiency of the opposition, freedom fighters, radical Marxists. It is also claimed that the participatory development serves in favor of the Western cold war.

It can be researched how the British made use of the processes of “participatory development” in early 1950s in their strategies of ruralization in Malatya or how the U.S. used the same concept in its “passivization” campaigns in Vietnam in late 1960s. In both campaigns, masses were relocated and new “democratic” decision-making processes and institutions were put into effect.

Moreover, in 1970s, the US development institutions in India are suspected of using formal and traditional development technologies in order to break a Marxist resistance against community development processes. It is also reminiscent of a milestone reform movement in the process of modernization of the Ottomans: Tanzimat-ı Hayriyye, which means benevolent or good reform and “good administration.” The concept of “good administration,” which was put forward with the hope of ushering in a new era in administration, finds its roots in the history of imperialism. In that sense, this concept is neither new nor clean.¹¹⁵

Practices of participation in the local administrations can change from country to country and from government to government. A type of participation which looks advantageous for a local government may not be as much advantageous for another. Here the conditions of the country, social perceptions, economic level, education and demographical structure play an important role. In Şişli Municipality, the subject of this thesis, the rate of citizens participation in local government will be worked on via Internet, city council and opinion polls in Part III.

¹¹⁴ Güler, Birgül A., “*Kamu-Yerel Yönetim Reformu Ve Türkiye: Toplumsal Eşitsizlik Ve Yönetim* / *Türkiye Ekonomi Kurumu Tartışmalı Toplantı*, 2 Nisan 2004”, p. 2, <http://www.tek.org.tr>.

¹¹⁵ *Ibid.*, 2004, p. 2.

2.1.2.2.1. City council

City councils (expanded city council) can have an opportunity to work efficiently with their dynamic structures, which are formed with participation of experts and the representatives of democratic organizations, in order to pave the way for citizens' participation in elected local government bodies, getting organized from the lowest local administrative unit, including neighborhoods or villages, to the highest level.¹¹⁶

In addition to enabling citizens' participation, the targets of this council include overcoming the system's shortcomings with the participation of the citizens and finding solutions to the problems faced by the citizens after directly detecting the problems through its institutions and representatives of local government units. In short, among the leading targets of the councils is to make the city livable and modern with solidarity. The councils are attended by muhtars (village and neighborhood heads), representatives from their region, representatives from civil society organizations, directors of official institutions and representatives from universities and other educational institutions. The agenda of the council is determined in accordance with the suggestions of the participators. The discussions and decisions of the council shed light on future works and raise awareness of the citizens.

Municipalities hold meetings while civil society organizations mostly cooperate with them. In the framework of these relationships, these groups convey municipalities the opinions regarding the good of the entire city and advocates the interests of the people they represent.¹¹⁷ It must be adopted as the basic principal of representation that these councils are formed on the essence of neighborhood (mahalle) and the neighborhoods must be represented in accordance with the principle of proportional representation in the councils.¹¹⁸

¹¹⁶ 8.BYKP Yerel Yönetimler Özel İhtisas Komisyonu Raporu, 2006, p. 15.

¹¹⁷ Selçuk, Yalçındağ, "Belediyelerde Halk Katılımı", Türk İdare Dergisi, sayı 424 (1999), p. 63", Aktaran: İsmail Güneş, *Yerel Yönetimler Ve Sivil Toplum Kuruluşları*, <http://idari.cu.edu.tr/igunes/yerel/sivil1.htm> 2006.

¹¹⁸ Pektaş, Ethem Kadri, "Büyük Kent Belediyelerinin Eğitim Ve Kültür Hizmetlerine Siyasal Parti İdeolojilerinin Yansıması", <http://www.Ekitapyayin.Com/id/027/ikincibolum.Htm>, 2006.

Bursa City Council, which is a good example of city councils in Turkey, explains its targets as follows:

"The city council has been formed in order to spread local democracy and practice participatory administration model in real sense. Important topics keep being brought to the agenda of the city all the time. When we take a look at these topics, we see that they are: sustainable growth in Bursa, transportation, environment, preservation of historical and cultural heritage, migration, the awareness of being a citizen, the rights of the citizens, the responsibility of being fellow townsmen, city planning, awareness of earthquake, urban transformation, preservation of natural life, tourism, agriculture and industrial identity."

The aforementioned issues will continue to be the topics to occupy the agenda of Bursa, Turkey's fourth biggest province with a population over 2.5 million. What is important is that Bursa City Council supports the local administration with its scientific and practical decisions, which reflects the point of view of the council. Bursa City Council has always been a platform to make use of the growing power of the civil society on the highest level and it will keep this characteristic in the future as well." ¹¹⁹

City councils, whose applications are not in a desired level in Turkey yet, are formed in order to fill an important gap. Increasing the sanction power of the decisions taken at city councils or encouraging participation in the city councils would strengthen the power of these councils.

While city councils are efficiently used in big cities, they have a questionable power in smaller local administrations. In small local administrative units, including towns and districts, the bureaucratic obstacles are less between the local governments and the citizens than those in big cities. In small areas, the population is low and everybody knows each other directly or indirectly. For this reason, a citizen can easily reach a person who is in charge of the local government; is not stopped by bureaucratic obstacles. The citizen can even arrange a face-to-face meeting with a mayor. While city councils facilitate the participation of the citizens to local governments, they might be perceived as an obstacle between the local governments

¹¹⁹ <http://bursayg21.org/page.php?ID=283>

and citizens in smaller places. In big cities, the efficiency of the city councils are obvious but this kind of a participation method is not used in all big cities.

For example, Çanakkale Municipality mostly prefers to have face-to-face interaction in order to learn the wishes and complaints of the citizens as Çanakkale is a rather small city. Such gatherings take place most of the time at “communication tables.” While the desires of the citizens are learned through Internet, complaint boxes and face-to-face meetings, the municipality releases information through a local media program, known as “Belediye Saati” (Municipality Hour), boards, posters, Internet and a periodically published magazines.¹²⁰

2.1.2.2.2. Public Meetings

Local governments, especially municipalities, hold meetings in order to inform the public about their works and to hear out the desires and complaints of the citizens. These meetings are important for being platforms where local governments can reach out citizens directly and without needing a mediator. The decisions taken during these meetings are not binding for the local governments, however; they still feel the need to take these decisions into consideration. Moreover, these meetings increase information flow between the local governments and the citizens. Such meetings are among the activities to strengthen local democracy.¹²¹

Public meetings are held by local governments in order to inform the public. These are the gatherings where administrators, experts and citizens discuss the actions of a local government. The impact of these meetings is quite high in decisions made by a mayor. These meetings also serve to maintain a healthy information flow between citizens and local governments. In addition to discussing the problems of a town, suggestions by the citizens can also be evaluated at the meetings. Public meetings contribute to local democracy and local service.¹²²

¹²⁰ Karadeniz, Mustafa, *Yerel Yönetimlerde Halkla İlişkiler Uygulamaları ve Bir Uygulama*, Yayınlanmamış Yüksek Lisans Tezi, İstanbul, 2008, p. 208.

¹²¹ *8.BYKP Yerel Yönetimler Özel İhtisas Komisyonu Raporu*, 2006, p.15.

¹²² *Ibid.*, 2006,

Being the most common participation method used by the Turkish municipalities, public meetings are also known as public days because they are held in certain days in a week. Almost all municipalities hold public days. Mayors accompanied by other municipal authorities attend to these meetings in an attempt to seek solutions to problems voiced at the meetings and they listen to the citizens. A similar event is “muhtar meetings.” In order to inform a mayor about the problems of a neighborhood (mahalle), it is important to gather with muhtars, who closely follow the problems of a neighborhood.¹²³

Moreover, Round Table Meetings, attended by a limited number of participators including scientists and experts, are also held as a more elite working method.¹²⁴

It is a method to facilitate the citizens, who do not make use of other participation methods, to reach out the local governments.

2.1.2.2.3. Surveys

Surveys are carried out by local administrations to see the opinion of the public regarding a work they are doing or they plan to do. In order to obtain most accurate information, scientific aspects of the surveys must not be ignored. Surveys can be conducted in many ways. Commonly, numerical data are collected.¹²⁵ Some surveys attempt to obtain not quantitative but qualitative data.¹²⁶

Nowadays such approaches as “new management” or “total quality management” suggest carrying out polls in order to put out more satisfactory services and to increase the efficiency of the services. In addition to legal and institutionalized participation methods, these applications also allow the citizens to closely and constantly follow the actions of a local government. The survey method can also be

¹²³ 8.BYKP Yerel Yönetimler Özel İhtisas Komisyonu Raporu, 2006, p.15.

¹²⁴ Ibid., 2006,

¹²⁵ Tutum, Hülya –Cahit, *Kamuoyu Kimin Oyu*, İstanbul, Kesit Yayıncılık, 1995, p.11-12.

¹²⁶ Ibid., p. 11-12.

seen as a way to understand whether or not the services offered by a local government is approved by the people.¹²⁷

“The public research carried out via surveys basically serve for municipalities to understand what the city thinks of the city problems and the municipality. For this reason, a survey attempts to reveal opinion, tendencies and reactions of the people of a city regarding the municipality and other issues related with the city and to find out the problems concerning the municipality.”¹²⁸

2.1.2.2.4. Future Workshops

Future workshops aim to think on the problems in-depth and to find solutions to them. This method was first used by Robert Junkt and Norbert Müller in 1970s.¹²⁹ There are three phases:

- “1- Describe the current situation and find the complaints
- 2-The phase of fantasy and utopia
- 3- The phase of implementation to turn fantasy into reality.”¹³⁰

In order for the method to succeed, the groups must be managed well.¹³¹ Through brainstorming carried out in the groups, different ideas come out as solutions to problems. Moreover, this method helps individuals to get socialized.¹³²

The method is also seen as an efficient opportunity to initiate social and environmental projects for the future. Future workshops generally focus on future plans, social problems and youth. Future workshops are based on three essential phases of criticism, fantasy and implementation and they aim to make use of the opinions of the citizens. In these workshops, where participators are accompanied by a local manager, a brainstorming based on wishes and hopes are put forward and

¹²⁷ 8.BYKP Yerel Yönetimler Özel İhtisas Komisyonu Raporu, 2006, p.15.

¹²⁸ Yalçındağ, 1996, p. 113.

¹²⁹ http://www.demircihem.com/hem_proje/AB_Tanitim.asp

¹³⁰ Ibid.

¹³¹ Çukurçayır, 2003, p. 161

¹³² Ibid., p. 162

outcomes are evaluated. When people work in small groups, these workshops are also good for a democratic socialization.¹³³

2.1.2.2.5 Internet

Each communication technology considerably change the nature of dialogue between the citizens and their elected representatives. In very old times, a raised platform where a politician would climb to talk created a “rhetorician politician,” radio brought the voice of politicians to homes and television brought face-to-face discussions of politicians to people. Internet, which opened a brand new page in communication technologies, on the other hand, is likely to have a faster and broader impact on the masses.¹³⁴

The global communication atmosphere formed thanks to Internet brought along the model of e-state in order to make local governments more effective and high-quality and helped them facilitate participatory democracy.¹³⁵ Internet opened a reciprocal communication channel. On one side the elected administrators can explain themselves, their work and opinions to their voters and on the other side the voters can convey their wishes, problems and longings to their representatives.¹³⁶ In other words, thanks to Internet’s being presented for the use of the local people and thanks to a reciprocal communication and transfer of knowledge, a high-quality service is provided and the improvement of local democracy is aimed.¹³⁷

Thanks to Internet in particular, the agenda of a city can be followed, data related to a city can be collected thoroughly and the requests and complaints of the citizens can be learned as all these have a positive impact on local governments and

¹³³ 8.BYKP Yerel Yönetimler Özel İhtisas Komisyonu Raporu, 2006, p.15.

¹³⁴ Sitembölükbaşı, 2003, p. 193-213

¹³⁵ Yıldırım, 2004, Article 8.

¹³⁶ Şahin, Ali, Temizel, Handan ve Temizel, Metehan, “Türkiye’de Demokrasiden E-Demokrasiye Geçiş Süreci Ve Karşılaşılan Sorunlar”, <http://iibf.ogu.edu.tr/kongre/bildiriler/06-02.pdf> 2006

¹³⁷ Henden, H.Burçin ve Henden, Rıfki, “Yerel Yönetimlerin Hizmet Sunumlarındaki Değişim Ve E-Belediyecilik”, Elektronik Sosyal Bilimler Dergisi, Sayı 14 (48-66)www.e-sosder.com issn:1304-0278 güz 2005 c.4 2006

improve services provided by local governments.¹³⁸ Internet, on one hand, leads to changes in internal proceedings of the institutions that make up the state, in relationships between institutions and in the decision-making processes, on the other hand; it paves the way for the citizens to obtain information regarding the local government's actions and to actively participate in decision-making processes.¹³⁹

The interaction and relationship between the Internet and democracy lead to a widespread usage of Internet in administrative activities of developed countries, especially on the level of local governments. A report, titled "8. Beş Yıllık Kalkınma Planı Yerel Yönetimler Özel İhtisas Komisyonu Raporu" (The 8th Five-Year Development Plan-Special Expertise Commission Report on Local Administrations), deems Internet as one of the most important tools to citizens' participation in local governments and to enhance the democracy of communication.¹⁴⁰

Today many administrations make use of the Internet to offer more services to the citizens. Administrations on various levels create web pages to open up the cyber world in an attempt to expand the range of services they offer to the citizens. Thanks to websites, local governments create chat rooms, carry out various registrations related with the public on Internet, announce working hours, provide sketches to show the locations of official institutions, announce job opportunities and inform the citizens about traffic and weather conditions. Also many local governments use Internet as a tool to deliver registration and petition forms. A citizen can fill out a application forms online, send it to related local government units and check online if their forms are approved. Local governments also benefit from the Internet in order to find out what their voters think about the problems concerning their society. Important local issues found out that way are opened to public discussion.¹⁴¹

All institutions in today's world need to use Internet because Internet usage is no longer a luxury for our country and it has already turned into a must. Naturally

¹³⁸ Güler, Birgül Ayman, Akdoğan, Argun ve Oktay, Hakan, *Yerel Yönetimler Ve İnternet*, Türkiye'yi İnternete Taşımak Konferansı, www.inet.Tr.Org.Tr/inetconf7/Sunum/Yerelyönetim.doc

¹³⁹ Şahin, 2006.

¹⁴⁰ *8.BYKP Yerel Yönetimler Özel İhtisas Komisyonu Raporu*, 2006, p.15.

¹⁴¹ Sitembölükbaşı, 2003, p. 193-213.

local governments could not ignore such developments. Today almost all local governments have their own web pages.

The websites are generally used for the following goals:

“-To present general information about the city (history, statistics on various topics, maps, photos etc.)

- Data on the municipal officials and municipal councils (phone numbers of related units, names of the officials, the working hours etc.)
- Announcement of the events in the city (activities of various institutions)
- Calendar of important days (city cleaning days and hours etc.)
- Announcement of municipality-sponsored events
- Announcement of sports and entertainment events
- Working plan of mass transportation vehicles
- Addresses of official and private institutions.”¹⁴²

In addition, the websites of all local governments include an information corner, where the citizens can go to file applications in order to obtain specific data by making use of Right to Information Act. Also, with forum corners, it is aimed to pave the way for the citizens to have their say on the problems of their cities and to provide them with a platform for discussion. However, in Turkey, the citizens do not use websites on a desired level. The reason behind this is that they are not informed enough about such applications or they have difficulty to reach Internet. Furthermore, Turkish citizens still think that their online petitions do not arrive in their destination. Whereas, spread of Internet use is an important tool to increase participation in administrations.

One of the recent products of Internet, which has an undisputable power, is social networking websites. Social networking sites, such as Facebook and Twitter, offer an enormous opportunity for people to share their messages or announcements. Not only individuals but also political, social and commercial groups and institutions maintain their institutional services through these websites. Many municipalities have their institutional websites. On these websites, the citizens can convey their

¹⁴² Aktaran: Yiğit, Mehmet, *Türkiye’de Yerel Yönetimlerde Katılım, Demokrasi ve AB Sürecinin Etkileri*, Roland Schaefer, Rathaus Online-Verbesserung von, Bürgernaehе Und Verwaltungeffizienz Durch Einsatz Moderner Telekommunikationsmedien, Stad und Gemeinde, 1997, p.172

demands, requests and complaints to the authorities without a mediator. Like all over the world, politicians in Turkey convey their messages to the voters on the cyber world. However, the Internet has an important shortcoming: security. A page can be easily launched in the name of a politician. In such cases, it must be paid attention that the person's address is officially confirmed.

2.1.2.2.6. Telephone

Reaching to the authorities in order to express one's opinions, complaints and requests is a common participation method. Numerous features of this method puts it among the most commonly used ones.¹⁴³

“- An official to voice one's problems and requests is always on the other line of the phone;

- There is no such problem as looking for a related authority;
- It removes the trouble of submitting a written petition, therefore decreasing the costs. This method is also possibly seen as a way to exceed bureaucratic stages.”

Speaking with the officials on the phone also have various disadvantages in addition to advantages. Most importantly, an employee of a local government can have difficulty in focusing on his work due to increasing volume of phone conversations and their performance drops. According to a research carried out in Germany, phone conversations, especially those that take place during working hours, cause a decrease in work performance.¹⁴⁴

Telephone is widely preferred by the citizens to deliver their demands, requests and complaints to an official in large and smaller local governments. For example, the İstanbul Metropolitan Municipality has a unit, called “White Table.” Calling this municipal body on the phone, every citizen can find an official, who they can present their opinions and complaints to and receive an answer from. Şişli

¹⁴³ Çukurçayır, 2003, p. 173

¹⁴⁴ Aktaran: Yiğit, Mehmet, *Türkiye'de Yerel Yönetimlerde Katılım, Demokrasi ve AB Sürecinin Etkileri*, Dieter Grunow, Bürgernahe Verwaltung, Frankfurt/Newyork, Campus Verlag, 1988, p.65-66

Municipality has a similar body, named “Blue Desk,” which we will see in-depth in the following parts.

2.1.2.2.7. Petition

The most common method through which the citizens of Turkey deliver their requests and demands to the authorities is submitting a petition. The citizens convey their requests, complaints and opinions regarding the activities of local governments through petitions.¹⁴⁵

In order for the method of petition to function in the most efficient way, the law No. 3071, which regulates the use of right to petition, was put into effect. In the article No. 7 of this law, it is stated, “Turkish citizens and foreigners who reside in Turkey receive a justified response about their petitions regarding their requests or complaints in relation with themselves or the public within 30 days at latest. The response can be either the result of their petition or a document to inform them about the process. If only process is informed, another response is presented regarding the result.” The law aims to prevent delay in official responses to petitions. Today the laws sufficiently regulate the procedures regarding petitions. But Turkish citizens either are not aware of their rights to petition or they do not know how to use it. Also, the citizens cannot still feel comfortable in engaging with the state and cannot perceive the principle of “state for citizens.”¹⁴⁶

Petition is the best participation method to minimize the distance between the citizens and the administrations among others, including telephone and Internet. In e-state project, since electronic signature is not used actively enough, a submitted document is not an official one. Also it remains as an important security problem that third persons can make fake submissions in the name of other people with wrong information. Additionally, requests and complaints presented through petitions are official and they have to be answered. A citizen is highly likely to receive a respond,

¹⁴⁵ Knemeyer, Franz-Ludwig, *Bürgerbeteiligung und Kommunalpolitik*, München, Landsberg am Lech Olzog Verlag, 1995, p.122-123, Aktaran: Yiğit, Mehmet, *Türkiye’de Yerel Yönetimlerde Katılım, Demokrasi ve AB Sürecinin Etkileri*, Ankara, 2008, p. 53.

¹⁴⁶ Keleş, 1993, p. 11

affirmative or negative, after submitting a petition. With petition, citizens documents their demands.

2.1.2.2.8. Complaint Boxes

Complaint boxes are communication tools through which citizens can easily reach out to local administrators. The citizens can cast papers featuring their opinions and complaints to these boxes, which are placed in different spots of a city. Local administrators can manage their activities after looking into these boxes. One negative aspect of the complaint boxes is that they are sometimes used for wrong purposes. In some cases, local administrators do not open the boxes to take the complaints for a long time, causing depreciation of the complaint boxes in the eyes of the public.

Complaint boxes are mostly placed on the ground floor of the municipal service buildings or on busy streets and boulevards. Citizens' problems, requests and complaints reach out to local administrators with this method.¹⁴⁷

¹⁴⁷ Blbl, A. Rıdvan, *Halkla İlişkiler*, 2. Basım, Ankara, Nobel Yayınları, 2004. p. 153.

CHAPTER III

PARTICIPATION OF RESIDENTS IN LOCAL GOVERNMENT ACTIVITIES AT ŞİŞLİ MUNICIPALITY

3.1. General Information on Şişli Municipality

Şişli is a district of İstanbul located on the European side of the city. It was first given district status in 1954 as part of the Kağıthane district and contains no village settlements. Şişli, which has 28 neighborhoods, is surrounded with the Beşiktaş district in the east, Sarıyer in the north, Eyüp and Kağıthane in the west and Beyoğlu in the south. It has no coastal areas and includes a large number of historical edifices, businesses, modern shopping malls and cultural and arts centers. Şişli was separated from Kağıthane in 1987. Three northern neighborhoods -- Ayazağa, Maslak and Huzur form a cluster while the remaining 25 neighborhoods form the other cluster. These clusters are connected to each other through Büyükdere Street.¹⁴⁸

Şişli, like all other districts of İstanbul, has always witnessed a constant population increase. While the population of the district doubled in 1980s, the current population of Şişli, after it was separated from Kağıthane, is nearly 317,000. Almost half of the Şişli residents are born in İstanbul. People from Sivas, Ordu, Kastamonu and Erzincan make up the largest group in Şişli. Almost 85 percent of the Şişli population live in the southern parts of the district. The population density remains low in northern parts, in the neighborhoods of Ayazağa, Maslak and Huzur. In southern neighborhoods, including Mecidiyeköy, the population is dense because these parts of the district are a center of finance and entertainment.¹⁴⁹

Şişli mayors with a chronological order are as follows:

1984-1989 M.Emin SUNGUR - ANAP (Motherland Party)

1989-1994 Fatma GİRİK - SHP (Social Democratic People's Party)

¹⁴⁸ www.buraistanbul.com/sisli.html

¹⁴⁹ Ibid.

1994-1998 Gülay ASLITÜRK - ANAP (Motherland Party)
 1998-1999 Cüneyt AKGÜN - ANAP (Motherland Party)
 1999-2004 Mustafa SARIGÜL - DSP (Democratic Left Party)
 2004-2008 Mustafa SARIGÜL – CHP (Republican People’s Party)
 2009 -Mustafa SARIGÜL - INDEPENDENT

Mustafa Sarıgül was elected as a mayor for a third term in March 29, 2009 local elections. In Şişli Municipal Assembly, there are two deputy assembly heads and two secretary members. Also 22 independent, eight CHP and six Justice and Development Party (AK Party) take part in the assembly. The organizational scheme of the municipality is as follows¹⁵⁰ :

Mayor	Mustafa SARIGÜL
Head of Supervisory Board/ Director of HR and Trainings	Rahmi ELMAS
Editor in Chief	Selver KURTULUŞ
Director of Licenses and Supervision	Necati EKŞİ
Executive Assistant/Private Secretary / Director of Press-Publications and PR	İmdat KAYGIN
Director of Municipal Police Department	Adem MOLLA
Director of Legal Affairs	Nur SOLAK
Director of Technical Services	Gürsel AKKOYUNLU
Director of Transportation Services	Yahya ŞAHBAZ
Director of Sanitation Services	Alaattin AYAN
Director of Parks and Gardens	Esra DEDE
Director of Financial Services	Latife ÖZDEMİR
Director of Strategy Development	M. Kazım ARTUT
Director of Public Works and City Planning	Z.Güler ÖZDEMİR
Director of Construction Supervision	Sema VURUŞANER
Director of Plan and Project	Tülin EVEN
Director of Property and Expropriation	Muhittin İLERİ
Director Cultural and Social Services	Abubekir KAPLAN
Director of Health Services	Dr. Cüneyt AVCI
Director of Environment Protection and	Dr. Esra BOZYAZI

¹⁵⁰ <http://www.sislibelediyesi.com/site/framegetir.asp?getir=faaliyetler/mudurlukFaaliyetleri.asp>

Supervision	DAYLAN
Director of Information Technology	Davut KAYMAK

The Şişli Municipality's Directorate of Press-Publication and Public Relations is responsible for increasing the satisfaction of Şişli residents from municipal services and strengthen the image of the municipality in the eyes of the public by boosting their positive perceptions over the municipality. Additionally, they are charged with archiving online, written and visual news and reports concerning the municipality, holding cultural events within the borders of the district, preparing promotional magazines, brochures, booklets, flyers and banners to inform public about the services of the municipality and finding suggestions and complaints of the citizens who reside in the district and finding solutions.

The duties of the Directorate of Information Processing are to plan and manage all information systems owned by the municipality. Among other duties are to form infrastructure that allows the institution to make strategic planning, to contribute to the institution's operations by cooperating with other users of the municipality's information system and to provide service to users by managing the sources of information systems skillfully.

Among the aims of the Directorate of Environment Protection and Supervision are to primarily protect and improve the health of environment and people, to improve the awareness of water resources and the environment, to take necessary measures against all kinds of environmental pollution, to oversee the environmental issues and to increase cooperation with civil society institutions. Moreover, this unit also aims to improve a culture of safety by training the residents of the district about natural disasters and by launching plans against the natural disasters, including measures.

Among the responsibilities of the Directorate of Supporting Services is to manage and supervise numerous municipal units including administrative affairs and purchasing.

The Directorate of Property and Expropriation is responsible for issuing land titles, selling parcels of lands on the current rates, cancelling hypothecs, expropriating

lands to build roads, renting out municipality-owned building and renting properties for the municipality.

Among the duties of the Directorate of the Technical Works are carrying out research and projects, supplying materials, maintaining and repairing roads.

The Directorate of Legal Affairs is in charge of potential problems with consumers of the services before the issues turn into legal dispute.

The Directorate of Public Works and City Planning contains an office of licenses and an office that deals with the technical side of the job. The duties of these offices include regulation of the public works, approval of projects, approval of repair works and additional construction projects, issuing construction license and extending expired licenses.

The Directorate of Human Resources and Training fulfills all kinds of procedures regarding the personal rights of the employees.

The Directorate of Cultural and Social Works aims to present cultural, social, educational and sporting events to the people of Şişli. This institution also aims to protect the identity and value of the municipality and to pass values to future generations.

The Directorate of Financial Affairs is responsible for all kinds of financial procedures regarding purchase of goods and services, assessment of incomes and expenses, checking and payment of employees and civil servants, keeping a record of the needy families of veterans or martyrs and preparation of monthly balance sheet.

The Private Secretariat is a unit that is in charge of preparing the daily meetings of the mayor and ensuring to maintenance of the program without delay. Among the duties of a private secretary are to welcome local and foreigner guests of the mayor, to host them and to help them meet with the mayor; to arrange attendance to invitations including openings and weddings by municipal authorities; to send congratulatory notes, flowers and telegraphs; to ensure visits to associations, aid organizations and schools in the district and to hold trips to smaller units in the district.

The Directorate of Parks and Gardens is in charge of formation or maintenance of green areas which are spared for nature in city planning, producing or purchasing seeds, plants and other equipments for these areas, foresting streets within

the borders of the district, irrigation and maintenance of trees on the sides of roads and in the parks periodically and establishment of playgrounds, parks and sports fields as included in city planning. Moreover the directorate's duties include helping schools, hospitals and worshipping places etc. on landscaping.

The aim of the Directorate of Plan and Projects is to carry out researches, evaluations and projects regarding the topics under city planning, the essences of planning, the techniques of planning and public welfare.

The Directorate of Health serves in the issues of funerals, policlinic, health reports, medical examination of shop owners, license procedures, laboratory works and supervision of businesses.

The Directorate of Strategic Development builds up performance and quality standards.

The Directorate of Supervisory Board investigates complaints that are submitted by various bodies (including Interior Ministry, prosecutor's office, governor's office etc.) in the name of the mayor and takes necessary legal actions about culprits.

The Directorate of Sanitary Work is divided into 10: collecting garbage, sweeping streets and main arterial roads, cleaning streets with a team that is ready to go day and night, painting streets, street tiles and supporting walls, cleaning places of worship, distributing drinking water, cleaning market places, offering various other services presented by municipal police and all bureau works related with the directorate.

Among responsibilities of the Directorate of Construction Supervision are to oversee construction licenses and whether or not ongoing constructions abide by approved architectural project, to issue permits of land, foundation and after-foundation, to make progress payment to building audit companies, to evaluate all kinds of applications (verbal or written) submitted by the citizens regarding old constructions within the framework of property ownership law.

An Editor in Chief carries out official correspondences of the mayor, bureau services concerning the municipal assembly and municipal board, and maintains internal and external correspondence works.

Municipal police ensures the order of the district, welfare of the public and helps related authorities to implement the municipality decisions made for public well-being.

3.2. Participatory Methods at Şişli Municipality

A democracy and participation is meaningful when a local government is close to the citizens. Political participation becomes an effective method to find out the needs and problems of local people and to meet them. The presence of the public as subjects in local governments makes them eager to participate and increase the quality of the services.

There are different methods of implementation regarding local participation. “Local public surveys, popular votes, local public researches, public meetings, including public to local government and supervision organs, local civil society organization, including the public in city planning, public’s application to the judiciary in relation to environmental problems and including the public in city councils are among participation tools used in every country in accordance with their conditions.”¹⁵¹

Local governments, born out of necessity in the first place, have been later shaped around a concept of right and turned into a political activity. “Institutionalizing an administratively active local government brings the local government to the closest level to an individual in a democratic administrative perception that can effectively address city rights.”¹⁵²

The leading methods including the citizens to the local government in the Şişli Municipality is Blue Desk (Mavi Masa), city council and petition. Since these methods are the most common ones used by the public, here it is necessary to look into related data and documents.

¹⁵¹ Adıgüzel, Şenol, “*Yerel Düzeyde Yönetime Katılım ve Yerel Yönetimler Sürecinde İşlevleri Açısından Yerel Gündem 21 ve Malatya Belediyesi Yerel Gündem 21 Örneği*”, Çağdaş Yerel Yönetimler Dergisi, Cilt:12, Sayı: 1, Ocak 2003, p. 49.

¹⁵² Alkan, Hakan ve Öner, Şerif, “*İnsan Haklarının Toplumsal Kazanımı Sürecinde Yerel Yönetimler: Uluslar arası Normlar ve Aracı Haklar Yönünden Bir İnceleme*”, Çağdaş Yerel Yönetimler Dergisi, Cilt: 10, Sayı: 3, Temmuz 2001, p. 20.

3.2.1. Blue Desk

Public relations serves for an administration to make people embrace the politics the administration follows, to ensure public's trust and support to an administration, to announce an ongoing or planned activity to the public completely and all the time, to create a positive stance towards an administration, to discover what a public thinks of an administration, what a public's expectations and priorities are and what a public expects from an administration.¹⁵³

A well-functioning public relations body in local administrations facilitate the administrations make right decision to address public welfare and help the administrations receive needed public support by introducing their services.¹⁵⁴ In addition to being important and necessary, the public relations efforts also have various other targets. Public relations have four basic aims in local governments:¹⁵⁵

- Informing the citizens about the local government's policies and daily activities
- Giving citizens the opportunity to present their opinions regarding important new projects before being launched
- Giving the citizens information about the local government's system of functioning and the citizens' own rights and responsibilities.
- Infusing and improving the pride of being a citizen

For local governments, public relations are systematic, planned and constant efforts to get the support and trust of their community and they are based on a two-way communication. The public relations efforts eventually serve to realize the changes that the citizens demand in an attempt to in order to establish harmonization between the administration and the citizens.¹⁵⁶

The Blue Desk of the Şişli Municipality is an application of public relations. The unit helps the people who live in the borders of Şişli about all kinds of problems. It is a counseling desk that the citizens in Şişli can submit their demands and

¹⁵³ Tortop, Nuri, *Kamu Kuruluşlarında Halkla İlişkiler*, Ankara:TODAİE, 1975, p. 4

¹⁵⁴ Karaer, Tacettin, "*Belediyelerde Halkla İlişkiler*", İller Ve Belediyeler Dergisi, Sayı 499 (1987) 99-125

¹⁵⁵ Tortop, Nuri, *Halkla İlişkiler*, Ankara :Yargı Yayınları, 1998,

¹⁵⁶ Yalçındağ, Selçuk, "*Belediyelerde Halkla İlişkiler*", Türk İdare Dergisi, Sayı 377 (1987), p. 75-114

complaints through telephone, petition, Internet or face-to-face interaction. The Blue Desk employs five workers. The employees at this desk guide the citizens as to where they can submit their demands and complaints. Especially those who go to the municipality to convey their demands or complaints directly apply to the Blue Desk, which is located on the ground floor of the municipality. After listening to the applicants, the Blue Desk employees guide them to the next step to be taken. Not only those who go to the municipality building can benefit from the Blue Desk, but the desk also answers to the demands and complaints submitted on the municipality's website or they directly convey the demand or complaint to a related unit of the municipality. The submitted demands or complaints on the municipality's website, <http://www.sisliblediyesi.com>, are taken and followed via a program, called KEYOP. The Blue Desk employees who see the submissions on the screen forward the demand to a related directorate at the Şişli Municipality through the system. If the demand should be seen by another institution, the Blue Desk guides the applicants to the related institution.

According to the reports of KEYOP program, which was put into effect in May 2010 in order to receive and follow demands and complaints, a total of 782 different demands and complaints were submitted to the Blue Desk in 2010 through Internet. The largest number of submissions, 112, were about street lamps, which was followed by pavements with 51 submissions. The desk received only single submissions on loudness, unlicensed construction of an extra floor, flower pot, sanitation, health center, rain drain and air conditioner. When the figures are evaluated on the basis of the months, September was the busiest month with 170 demands as 167 demands were submitted in November and 156 in December. The smallest number of submissions was presented in May with 14.¹⁵⁷ According to the data taken from the Directorate of Information Technologies, a total of 1223 submissions were made throughout 2009. When the data of 2009 and 2010 are compared, it is seen that the number of Internet submissions dropped in 2010. While

¹⁵⁷ See Appendix 10.

there were 101 demands per month according to 2009 data, the monthly average of submissions on KEYOP has been 97,75.¹⁵⁸

The municipality records show that the municipality has saved the entire process regarding online submissions presented to the institution and it informs the owner of the submission. For example, in a petition dated Jan. 13, 2010, a person submits a complaint about the management of their building. The subject of the submission is as follows: “Since there is no downpipe to empty rain water in our building, all the water scatter around on passersby and the management of the building does not take any measures against this. I request an examination on the building and especially the side looking at an electric transformer.”

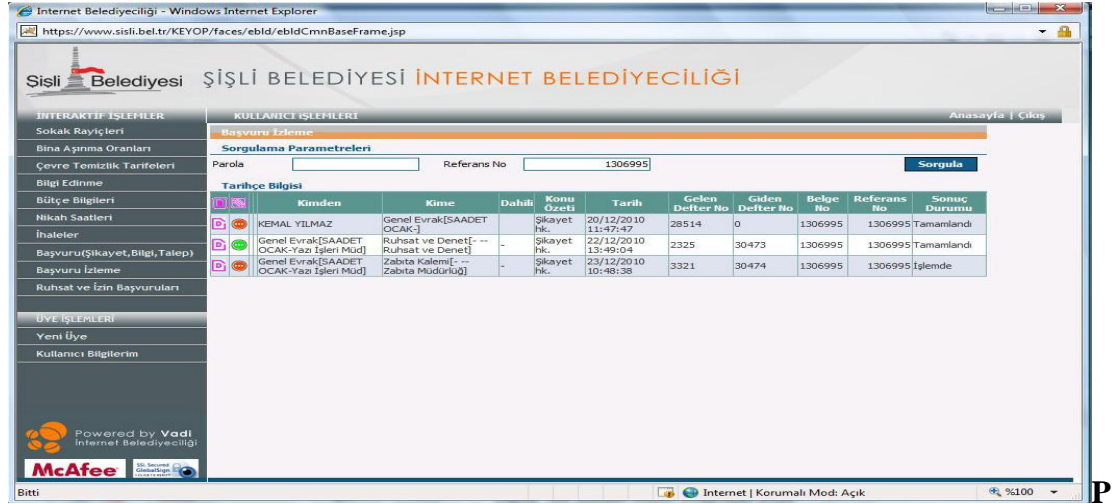
The complaint letter in Appendix 8 was conveyed to the Directorate of Municipal Police and the problem was solved. The complaint was submitted on Jan. 13, 2010 and it was referred to the Directorate of Municipal Police on Jan. 14, 2010. Municipal policemen went to the building in question on the following day, Jan. 15, 2010 and conveyed the notification in Appendix 8 in exchange of signature. In a later check, it was seen that the necessary changes did not take place and a document, Administrative Sanction, was issued on Sept. 7, 2010 and it is added to the Appendix 8. In a certificate of notification issued by the Directorate of Municipal Police, it is stated: “...rain water dropping from the roof of you building damages the environment for the water is not drained through a pipe. You are hereby notified that if you do not install the aforementioned pipes from the roof through the ground within 72 days, a legal action will be taken against signature with reference to misdemeanor law.” Since the notification was not abided, an administrative sanction document was issued by the Directorate of Municipal Police and it was taken to an archive.¹⁵⁹

Following the launch of the KEYOP program, the process is followed through the program as it can be seen in Picture-1. After referred to the related municipal unit, the response of the related unit is submitted under the title of “açıklama” (explanation) to finalize the submission. A person who submitted a demand can follow the process online on a screen as seen in Picture-1. One can go to the web page

¹⁵⁸ Ibid.

¹⁵⁹ See Appendix 8.

of <http://www.sislibelediyesi.com> and enter the page of application by typing a reference number given in the first step of the application in order to instantly view who has done what about the submission, for how long the process has been under way or whether or not it has been completed.



Picture-1

The Directorate of Information Technologies, which manages the KEYOP program used by the Blue Desk, the personal website of mayor Mustafa Sarıgül, www.mustafasarigul.com, and the mayor's Facebook and Twitter accounts, has 21 employees. The website of the municipality, launched in 2000, has been renewed four times so far. The website is viewed 4,000 times on average every day and it has 1519 members in the e-municipality application.

When the figures of hits that websites of municipalities get are compared on www.belediyeden.com, it is seen that the Şişli Municipality tops the list of the İstanbul municipalities on the page of "Belediyeler Web Sıralaması" (Municipalities Web Rankings) on Picture-2.

The screenshot shows the website 'Belediyeler Web Sıralaması' with a table of municipalities. The table has columns for Rank, Name, General Rank, Score, Alexa Turkey, Alexa World, Google PageRank, Site Speed, and Status. The top three entries are Şişli Belediyesi, Ümraniye Belediyesi, and Pendik Belediyesi.

Sıra	Adı	Belediyeden Genel Sırası	Belediyeden Puanı	Alexa Türkiye	Alexa Dünya	Google PageRank	Site Hızı		
1	Şişli Belediyesi	4	2.589	2.372	107.772	5	Çok Hızlı	Detay	Yayınla
2	Ümraniye Belediyesi	7	2.332	5.492	519.039	4	Ortalama	Detay	Yayınla
3	Pendik Belediyesi	9	2.172	9.279	633.657	4	Çok Hızlı	Detay	Yayınla

Picture-2

The Şişli Municipality was the runner-up in the category of e-services from the state to the citizens as part of a competition launched by the website of www.etrodulleri.org to evaluate and award the websites that belong to public institutions.

The website of <http://www.sislibelediyesi.com>, prepared, developed and updated by the Şişli Municipality's Directorate of Information Technologies, is also the first district municipality which launched an iPhone application. The website also serves in both Turkish and English. Also, vocal versions of the news put on the website are available for disabled citizens.

If used effectively, the website paves the way for the citizens to fulfill many of their needs at home -- and even on iPhone. For example, there is a section on the website, named Blood Bank, open for everybody. In case of a need, the blood groups and communication addresses of voluntary citizens can be reached on the website. Also the decisions made by the Municipal Assembly, the decision-making processes and even the assembly's meetings can be viewed live on the website. This application also paves the way for the municipality to get transparent and for the citizens to be informed about the issues in relation with their district directly from the decision-making body.

The Şişli Municipality launched Turkey's first mobile municipality application in 2002 in order not to lose contact with the citizens. The vehicle is designed to help citizens carry out all procedures without having to visit the

municipality and it is planned to provide services in places far from the city center and places where mostly populated by workplaces. Not having a regular system of working hours, this vehicle serve to the citizens who cannot get out of work during the day to carry out their works at the municipality.

3.2.2. City Council

The public plays an active role in the application of city council, where a democratic participation is directly implemented. In order to fit the public participation on a democratic and legitimate ground with meeting activities, it is necessary to establish public councils, where local governments are frontrunners, with the contribution of the civil society institutions and to make these councils active in decision-making processes. The leading criticism regarding the issue of representation is that “the assemblies of local governments are composed of local elites and they are different from the people whom they represent. It is also said that the assemblies can represent local oligarchies and political cliques, rather than being a reflection of the public will in general, and choices based on personal commitment can dominate the assemblies in case of the presence of a traditional social structure.”¹⁶⁰

It is a fact that this democratic public movement educates and informs local people about participation. “Public councils, city councils, city public assemblies and city solidarity assemblies hold public meetings in Turkey.”¹⁶¹ For example, “a city assembly and a city meeting is formed with the participation of the citizens who are eligible to vote; they mostly gather once in a year and they make decisions after discussing general legal issues.”¹⁶²

The Şişli Municipality can be shown among the most active examples carrying out the application of city councils. The application of city councils was put

¹⁶⁰ Bora, Şemi, “Kuzey Kıbrıs Cumhuriyeti’nde Yerel Yönetimler”, Çağdaş Yerel Yönetimler Dergisi, Cilt: 5, Sayı: 6, Kasım 1999, p. 8.

¹⁶¹ Çukurçayı, M. Akif, “Siyasal Katılım Olanakları Açısından Yerel Siyaset: Yönetişim ve Yerel Alanda Yararlanabilecek Diğer Yönetimler, Yerel Yönetimler Üzerine Güncel Yazılar -1”, Editörler: Özgür, Hüseyin ve Kösecik, Muhammet, Nobel Yayınları, Ankara, 2005, p. 225.

¹⁶² Yıldırım, Selahattin, “Yerel Yönetimler ve Demokrasi”, TOKİ Yayınları, Ankara, 1993.

into effect with the publication in the Official Gazette on Oct. 8, 2006 and the Şişli Municipality launched a city council on Feb. 27, 2007.¹⁶³ According to a City Council report published on the website of the Şişli Municipality, Şişli mayor invited 110 representatives to the founding general meeting of the City Council. The invitees are as listed below:

- 2 : PARLIAMENTARY DEPUTIES
- 1 : ŞİŞLİ MAYOR
- 1 : ŞİŞLİ LOCAL GOVERNOR (KAYMAKAM)
- 1 : MUNICIPAL ASSEMBLY FIRST DEPUTY MAYOR
- 7 : REPRESENTATIVES OF POLITICAL PARTIES
- 7 : MEMBERS OF PROVINCIAL GENERAL ASSEMBLY
- 11 : MEMBERS OF MUNICIPAL ASSEMBLY
- 10 : REPRESENTATIVE OF GOVERNOR'S OFFICE
- 11 : MUHTARS
- 3 : FROM UNIVERSITIES
- 1 : FROM BAR ASSOCIATION
- 4 : FROM CHAMBER OF MERCHANTS AND CRAFTSMEN
- 3 : REPRESENTATIVES OF THE TURKISH UNION OF ENGINEERS AND ARCHITECTS' CHAMBERS (TMMOB)
- 11 : REPRESENTATIVES FROM WORKERS' UNIONS
- 13 : REPRESENTATIVES OF ASSOCIATIONS -DERNEK
- 6 : REPRESENTATIVES FROM TURKEY LOCAL AGENDA 21 (YG21)

As a result of these invitations, the first City Council featured 52 individuals.

The City Council meetings took place regularly once in six months at the Şişli Municipality headquarters. The participators each receive invitation letters and phone calls before each meeting. The City Council is open for every citizen who would like to attend.

The Şişli City Council meeting in the second half of 2009 that I attended for this study took place in the assembly hall of the municipality. The meeting that took place with a large participation was not attended by anybody other than the representatives. The largest group among the participators was those who are members of managing boards of associations or foundations. As a result, the problems and the area of activity of associations were mostly discussed during the

¹⁶³ <http://www.sisliblediyesi.com/yeni/prj/t1.asp?PageName=kentKonseyi>

meeting. However, there were numerous topics discussed in direct relation to the people who reside in Şişli.

Every participator was given the floor after they asked during the meeting. Opinions that oppose to the common opinions were also voiced. Despite this, the meeting was maintained and ended in discipline.

The decisions made in the previous meeting was read aloud at the beginning of the meeting. What happened after the decisions was explained and the letters written to related authorities and the answers from the authorities, if there is any, were shared with participators. The issue of the City Council participators' benefiting from public buses free of charge (free ticket) was also discussed as it had been demanded in the previous meeting. It was reminded that the issue is not in the area of responsibility of the Şişli Municipality but it concerns the İstanbul Metropolitan Municipality. The negative response of the İstanbul Metropolitan Municipality was shared with the participators later.

At the Şişli Municipality, City Councils take place twice in a year and they are recorded with an official report. The document in Appendix 1 is a report which features all discussions from the beginning to the end of the meeting. The decisions made at the end of the City Council are distributed to related authorities in or outside of the Şişli Municipality. Then the authorities are informed about the decisions they are concerned with a cover letter.

Since the City Council features representatives from various fields, different expectations are discussed during the meetings. The demands voiced at the meetings are archived in the form of reports. A number of demands voiced by the participators at a City Council General Meeting on Dec. 25, 2008 are given below:

“Hayri Suçsoran took the floor. He wanted the meetings to take place more frequently, the members [of the City Council] to have free tickets for the city buses, the members of the Social Insurance Institution (SSK) to be able to get medication prescribed in all health centers as they can only get prescriptions at Ayazağa Health Center and a campaign to be launched to promote signboards in Turkish.

Atif Ülük took the floor. As head of Association of Retired Commissioned Officers, he said the association attaches great importance on preschool education. He said they demand to open a preschool inside Oyak Housing Complex and submitted their demand on the municipality.

Kemal Özkılıç took the floor. The pedestrian ways are kept being occupied. It is impossible to walk on the pedestrian ways, which are important for people's daily lives. He said the occupation of pedestrian ways should be stopped. The safety of ongoing constructions is still not enough. There is a construction for which no measures have been taken is underway on a main street in Harbiye.”

The decisions made at Şişli City Council are presented to the approval of the Şişli Municipal Assembly. A number of City Council decisions stated on a report dated Aug. 15, 2009 are as follows:

- To inform the public about the problems concerning the changes on the Property Ownership Law
 - To strengthen the buildings against earthquake and inform the citizens about the issue
 - To clean the streets from animal dirt and the parks from bottles of alcoholic beverages
 - To support flower arrangements on top floors
 - To prevent street vendors with microphones
 - To find alternative solutions in the neighborhoods with frequent traffic congestions and on the route of hospitals in the morning and evening times and to solve a road connection problem in the entrance and exit of Feriköy neighborhood
- To solve the problems concerning base stations¹⁶⁴

The City Council where the aforementioned demands were discussed took place on June 15, 2009. After two months, on Aug. 15, 2009, the suggestions and criticisms were referred to the municipality by the Şişli City Council Executive Board head with a letter.¹⁶⁵ The letter read, “The Şişli City Council General Meeting took place on June 15, 2009. The opinions and criticisms voiced at the general meeting is presented in an attachment. I kindly submit for you take necessary actions on the basis of the article 76 of the Municipal Law No. 5393.”

The criticisms and suggestions submitted to the municipality are examined by the municipality's Legal Commission. The following statement was made in the report presented to the Şişli Municipality following an examination: “It is upheld by our commission to implement the criticisms and suggestions that can be implemented according to the strategic plan and to present the others to the municipality to be referred to the Strategy Development Unit, which will evaluate

¹⁶⁴ See Appendix 7.

¹⁶⁵ See Appendix 2.

them in the new strategic plan to be made.¹⁶⁶ The Şişli Municipal Assembly finalized this report prepared by the municipality's Legal Commission by voting. A number of criticisms and suggestions submitted by the City Council's working groups is as follows:

- Attaching importance to the promotion of Atatürk and his principles and giving education on public-related issues in education programs
- Protecting the city, the identity of Şişli, the awareness of being a citizen
- Protecting historical and cultural values and supporting classical and Turkish music
- Preventing misuse of Turkish on signboards and launching campaigns to this end
- Supervising street vendors
- Preventing the store owners from erecting posts in front of their stores
- Producing permanent solutions to the problem of parking lot (Suggestion of a parking lot project in Kuştepe's Anıt square by Mr. Naim Tanyeri) and evaluating the pricing of İSVAK
- Lack of doctors in health clinics
- Assignment of a meeting hall with the capacity of 20 people for the City Council
- Prevention of dog trade without discipline and rules

A number of criticisms and suggestions submitted to the Şişli Municipal Assembly by the City Council Executive Board are presented to the Director of Environment Protection and Supervision with a petition.¹⁶⁷ The criticisms and suggestions presented in two articles are as follows:

- Increasing special information and promotion programs on earthquakes, preparing plans for gathering and reinforcement in case of an earthquake and arranging natural areas and parks regarding the issue
- Carrying out plantations and maintenance works in green areas, squares and sidelines of the roads and giving priority to plant types which need less water

After the Şişli City Council Executive Board informed the related authorities about the decisions, a bureaucratic process started. Criticisms and suggestions are responded after undergoing an evaluation at these institutions.¹⁶⁸ For example, the participators of the City Council demanded a re-evaluation of the prices at parking lot in aforementioned report. This demand was referred to the İstanbul Metropolitan Municipality's Directorate of Partnership Coordination at Fund Raising and

¹⁶⁶ See Appendix 4.

¹⁶⁷ See Appendix 5.

¹⁶⁸ See Appendix 6.

Partnership Department. The related authority sent an answer concerning the demand to the Şişli City Council Executive Board. The answer read: “In relation to your letter recorded in the section (a), our cover letter has been sent to our partner, İSPARK A.Ş. General Directorate, and it is expressed with a response sent by our partner, recorded in section (b), ‘When parking lot fees are determined, a minimum and maximum limit drawn by the İstanbul Metropolitan Municipality Department of Property of the Directorate of Property is not exceeded.’”¹⁶⁹

The Şişli Municipality prepares an activity report concerning the services it provides and regularly follows. This initiative is a sign that the municipality follows the submitted criticism and suggestions in earnest and informs the public about the municipal services. The topics referred to the Municipal Assembly by the Şişli City Council according to the council’s Activity Report for the second half of 2009 are as follows:

- Informing the public against earthquake
- Informing the public regarding the issues of property ownership
- Building facilities for the retired
- The problem of lack of public toilets and the cleansing of the existing ones
- Sparing sections for mothers with babies at Şişli public toilets
- The problem regarding dumped glass alcohol bottles and broken glasses in green areas
- The problems regarding animal dirt and related cleaning efforts in Kurtuluş
- The problem regarding road connection in the entrance and exit of Feriköy
- Building İstanbul Cultural Center in Şişli
- The problem of beggars
- Finding a solution regarding the rent of Atatürkist Thought Association (ADD) building, evaluation of a demand to build a facility where social-cultural events including theater, concerts and seminars will be held
- Encouraging and rewarding flower arrangements on the top floors of the buildings
- Problem of street vendors with microphones
- Publication of a book named “Bir Şehir Kuruyorum” (I am establishing a city)
- Launching a website by the municipality to be reached by everybody ¹⁷⁰

Again in the 2009 second half report of the City Council, the below points are put forward:

¹⁶⁹ See Appendix 4.

¹⁷⁰ See Appendix 7.

- Working on earthquake-related Urban Renewal Projects and reinforcement projects, and drafting credits and long-term payment plans regarding these projects
- Working on the routes, schedules, speed and the arrangement of getting on and off the buses and on projects to facilitate the bus ridings for the handicapped
- Launching special projects regarding the neighborhoods with traffic congestion and rush hours
- Locating base stations appropriately not to threaten the human health
- Attaching necessary importance to Atatürk principles at schools
- Eliminating the problems regarding the postal service
- Taking necessary measures against ticks

These criticisms and suggestions were approved to be referred to the municipality and the Governor's Office. The same report also informs that a decision made in 2008 rejected. The statement concerning the rejection is as follows: "Our 2008 City Council demand to award the City Council members with free tickets to municipality buses was responded negatively by the İstanbul Metropolitan Municipality."¹⁷¹

Moreover, in order to present the criticisms and suggestions that come as a result of the City Council meetings, a 17-member Working Group of Education Services, Social Welfare and Solidarity, a 14-member Working Group of Public Works, Prosperity, Tourism and Traffic Services and a 10-member Working Group for Health, Environmental Protection and Sanitary.¹⁷² In the Working Group of Education Services, Social Welfare and Solidarity, there are representatives from various institutions and civil society organizations located in Şişli, including the Provincial General Assembly, Şişli Education Directorate, Banksen, Fatih University Continuing Education Center (FÜSEM), Association of Modern Retired People, Darülaceze Lovers Association, Association of the Physically Handicapped, Education Volunteers Foundation and the Union of Turkish Women.

The Working Group of Public Works include representatives from institutions and civil society organization such as Tourism and Traffic Services, there are representatives from Revolutionary Construction-Work Workers' Union, Civil Defense Directorate, Municipal Assembly, Chamber of Public Realtors, Turkish

¹⁷¹ See Appendix 7.

¹⁷² See Appendix 8.

Union of Hotel, Restaurant and Recreation Areas Workers, the Turkish Union of Trade, Cooperative, Education, Office and Fine Arts Workers, Bilgi University, Chamber of Architects of the Turkish Union of Engineers and Architects' Chambers (TMMOB), Chamber of Automobile Craftsmen and Şişli Police Department. The Working Group of Health, Environment Protection and Sanitation is composed of representatives from institutions and civil society organizations including the Textile, Knitting and Clothing Industry Workers' Union of Turkey, Local Agenda 21 on Women and Combat against Drug, Şişli Health Group, the Turkish Bank and Insurance Employees Union (BASS), the Municipal Assembly, and the Union of Tobacco, Alcoholic Beverage, Food and Related Industry Workers.

3.2.3. Petitions

Submitting a petition about requests and complaints regarding the work of the local governments is one of the most common participatory methods used by the citizens. Petitions minimize the distance between the administration and the public, functioning similarly as telephone and Internet. The possibility of receiving an answer, positive or negative, increases thanks to petitions and citizens documents their demand with petitions.

Petitions are used for all kinds of demands by the citizens residing in the borders of Şişli. Despite the municipality's Internet website, which is viewed more and more every day, the citizens still apply the municipality via printed petitions. However; Internet paves the way for individual and collective applications. Although more than one person can submit demands regarding the same issue through Internet, everybody does not have Internet access. In the places with Internet access, individuals still may not use the municipality's website. Moreover, in order for the demand to be considered and to have a sanction power, it is important that complaints submitted online corresponds to the same report period as the reports prepared by a related unit or they go to the same person who deals with similar complaints. Yet, it is almost impossible to achieve the described situation.

With these reasons, citizens take their printed petitions to related municipal unit. For instance, in a petition dated Aug. 20, 2010, an unwanted renovation is mentioned. The petition, signed by 17 people living in the street, was submitted to the Şişli Municipality. Since the issue concerns the Directorate of Technical Works, the petition was referred to the directorate on Aug. 20, 2010. The subject of the petition is specified as “the work of inlaying cobblestone by removing the street asphalt.” The citizens explain their argument as follows in the petition:

“We reside in Kuyu Street in İzzetpaşa neighborhood of Şişli. The asphalt of Çam street, right next to our street, has been removed with the vehicles of the municipality. As the residents of the street, we saw that cobblestones and pavement stones were brought to the lower part of the street.

We learned from the workers that the removed asphalt will be inlaid with these equipment and the asphalt on our street will be replaced as well. As the people who reside on this street, we definitely do not have such a demand. We are glad that our street was fixed in the past with the asphalt taxes we paid.

On these days when we are financially troubled, we see such expenses and works carried out without our consent and with our taxes unnecessary; and instead, we believe that it would be right to conduct projects to solve the problems of the people, who live in the neighborhoods with inappropriate infrastructure and whose houses and work places flood during rainy and snowy days etc.”

Evaluating this demand, the Directorate of Technical Works decided to stop the renovation works with an order signed by the director on Aug. 28, 2010.¹⁷³

As seen in this example, the citizens can easily submit their demands to the related authorities at the Şişli Municipality and if the demand is reasonable, the response becomes affirmative. Also, during the research for the thesis, it is observed that the citizens can submit their demands both by petitions and vocally at the office of the director of Technical Works.

¹⁷³ Bkz. EK-9.

CHAPTER IV

CONCLUSION

Local governments, the second largest and most important units of public administration system after central governments, are institutions that deliver public services along with central governments. As their sizes differ according to the management systems of their countries of origin, local governments offer public services at local/regional levels.

Local governments work efficiently to implement basic social policies, including services regarding education, health and accommodation and to increase the welfare of their populations with their activities. Localization, along with globalization, is one of the legacies left to the 21st century from the previous century. process, is municipalities.

Since late 20th century, all the systems we know have been in a constant process of transformation as the world order changes fast. Under these circumstances, government systems also need renewal and to remain open for change.

The most important unit of local governments, which are products of the localization

Since people cannot ignore the developments in the world, the method of “working behind closed doors” is not valid any longer in many fields. These developments oblige one to see democratization as a solution strategy, also making it necessary to strengthen social solidarity, to institutionalize public sovereignty and to see local autonomy as a constitutional value.

The view of including those who are governed to the government comes to the fore at this point. In order to achieve this, localization of administration is seen as the best method. When we consider that the units that are closest ones to the public are local governments, it is inevitable for local governments to play an active role in political life due to factors such as efficiency of services, productivity, speed and determination of prior needs.

Local public services must be open for supervision and the phases of planning, programming and carrying out their social-political activities should involve representatives of civil society institutions, socially-sensitive entrepreneurs and academic circles. The structure of provincial social bodies, their functions and distribution of members in these bodies must be revised. Rather than bureaucrats and technocrats, these local bodies must include experts of this social area. These bodies must function on expert level, they must be re-designed in accordance with participatory democracy and they must be awarded an autonomous status to be more efficient. In order to create a social energy, local dynamics must be allowed to form independent organizations.

Projects performed to promote participation are supported through activities of Internet use, neighborhood meetings, petitions, city councils, counseling centers and public days. Opportunities presented to the citizens in these ways are sure to pave the way for individual improvement, aroused awareness of citizenship and publicly taking place in decision-making processes as well as contributing to national democracy.

If everybody cleans their doorstep, the entire neighborhood gets cleaner. From this point of view, it is also understood that clean neighborhoods mean clean city. In other words, the citizens with the awareness of participation can introduce the awareness of being a citizen and such awareness makes very serious contribution to the democratization of a country.

This study found that the citizens who live in Şişli are not generally aware of the concept of participation. When City Councils, which are open for all citizens in the district, are taken into consideration, the individual participation of the citizens are only seen in a few examples, excluding organized activities such as those of associations and political parties. The individuals who attended were observed to have voiced their individual requests and suggestions, rather than those of the community. The submissions presented to the Şişli Municipality's Blue Desk and City Council as well as the submissions presented in the form of petitions show that many citizens are not aware of their rights to participate in local governments. The awareness of the citizens' participation in local governments can be a topic for another thesis and related statistics and results can be found through opinion polls.

Despite being public institutions, municipalities are expected to be more modern and focused on solutions because their staff are usually changed in every local elections. For this reason, the bureaucratic procedures are expected to be less challenging at municipalities. However, it was observed that the problems regarding efficiency, productivity and speed at municipalities are reminiscent of those at other public institutions. The troubles experienced at obtaining necessary information and documents for this thesis are examples of the aforementioned shortcomings.

Still, it was seen that the Şişli Municipality's Department of Information Technology has successfully carried the municipality works onto cyber world. With iPhone application and mobile municipality application, the Şişli Municipality has offered innovative service to the citizens. Moreover, the municipality's website was voted as the most successful project of a public institution for the citizens by www.e.tr.org in 2009-2010. In addition to being able to reach out the website sections in both Turkish and English, many texts have vocal versions for the citizens with disabilities.

The Şişli Municipality's website ranked first by taking the largest number of votes on a list of the websites of district municipalities at a competition launched by www.belediyeden.com. Despite this, the fact that the municipality, which has a population of 317,337 people and whose average of literacy is higher than the average of Turkey, has 1519 members on the e-municipality system shows that the citizens are not ready enough to use Internet for participation in local governments. It is likely that one of the leading reasons why the citizens are not ready enough is that the municipality has not promoted and maintained activities of public relations sufficiently.

Internet, as one of the local participation methods, speeds up and facilitates the communication between the citizens and the municipality. It both allows the citizens to participate in the local government with little energy and time and diminishes the workload of municipal employees.

The public opinion has positive perceptions over the Şişli Municipality. In both media organs and among the citizens, the prevailing opinion is that the municipality offers modern, warm and tolerant services, which are identified with the mayor. Given the positive features of Şişli and the Şişli Municipality, the citizens'

participation in the local government is expected to be high for the municipality, one of Turkey's most successful municipalities. However, the municipal services have remarkable shortcomings regarding this issue. One can have an idea over Turkey's situation in general by looking at the situation of the Şişli Municipality in terms of local participation. Even in the Şişli Municipality, the applications of local participation are not rooted enough. This situation puts forward that the local governments and the citizens in our country have not yet managed to reach the desired level while they remain open to improvements.

In Turkey, politics is an occupation that requires great deal of time and energy for most people. However, the impact of individuals' being politicized on participation would surely be the topic for another study. Yet this issue remains out of the scope of this research. It would be an interesting topic to research the legal processes to increase participation in local governments, the future of local governments and the observation of the local participation in Turkey during the process of the country's harmonization with the European Union.

One of the results reached through this thesis is that the condition of efficiency and productivity for local governments can be measured with their closeness with the citizens. In this sense, to adopt a participatory administrative approach requires citizen-based and structural arrangements to encourage participation. First of all, participation requires active individuals. For this reason, the citizens must be trained on the issue of participation and they must be allowed to reach all kinds of information regarding governmental activities. A local government must establish an environment of confidence to give the citizens the message that their requests, opinions and expectations are important. Establishment and persistence of confidence is dependant on the citizens as well as on the people who are employed at the local governments. For this reason, employees must be trained to have the necessary competences. Only through such an integrated approach, philosophy of a democratic and participatory administration can be established and maintained; and an administration can gain the quality to integrate the government and the citizens.

APPENDICES*

Appendix 1

KENT KONSEYİ GENEL KURULU TOPLANTI TUTANAĞIDIR

25.12.2008

1- Kent Konseyi Genel Kurulu gündemde belirlendiği gibi belirtildiği yer ve saatte toplanmıştır. Toplantı, Yürütme Kurulu Başkanı **Bayram ÖZATA** tarafından açıldı ve Divan üyeliklerine **Kadri VEZİROĞLU** ile **Necdet MERCAN**'ın seçilmesine karar verildi.

2- Açılış ve Saygı Duruşunun ardından Gündemin 2. maddesi olan **Çalışmalar Hakkında** Bilgi Sunuşuna geçildi. **Çalışma Gruplarının hazırlayıp Yürütme Kuruluna sundukları "Eleştiri ve Öneriler"**in, İdarelerin görev alanlarına göre, Büyükşehir Belediyesi, Kaymakamlık ve Şişli Belediye Başkanlığı olmak üzere ayrıştırılıp görüşülmek üzere ilgili İdarelere gönderilmiş olduğu üyelere anlatıldı. **Şişli Belediyesi görev alanına giren maddelerin, Şişli Belediye Meclisi'ne sunulması görüşülerek, kabul edildi.**

3- Gündemin 3. maddesi olan görüşmelere geçildi.

Söz almak isteyenlere söz verildi.

➤ **Naim TANYERİ** söz aldı.

-Kent Konseyi İsim Listesinin hazırlamakta olduğu kitabında yer almasını,
-Kitabının basılmasını,
-Otobüslere inip binerken çok sıkıntı çektiğini ve yaşlı ve engellilerin benzer sıkıntılar çektiğini hatırlatarak, konunun Büyükşehir belediyesine önerge verilmesini istedi.

Başkan, söz alarak Naim Tanyeri'ne kitap için teşekkür etti ve kitabın basımının Belediye Yönetimine önerilmesini oya sundu. İttifakla kabul edildi.

➤ **Hayri SUÇSORAN** söz aldı.

- Toplantıların sıklaşmasını,
- Üyelere Ücretsiz toplu taşıma kartı olmasını,
- SSK'lıların ilaçları sadece Ayazağ'daki Sağlık Merkezinde yazdırabildiğini, Her yerde yazdırabilmesini,
-Türkçe müziğimiz, türkülerimiz, şarkılarımız kayboldu, Türkçe tabela kampanyası açılmasını istedi.

➤ **Necdet Mercan**, Sağlık Merkezlerinde reçete yazmanın Sağlık Bakanlığı'nın iznine tabi olduğunu, Bu yetkinin bir tek Büyükşehir'de olduğunu belirtti.

➤ **Saime OĞUZHAN** söz aldı.

Kent Konseyi Başkanlığı'na hazırlamış olduğu gerekçeli talebinin okunmasını, bu konudaki görüşlerin alınarak Şişli Kent Konseyi Kararına dönüşmesini talep etti. Talebi okundu, görüşüldü.

-Engelliler bilgi bankası kurulması konusunda karar Kabul edildi.

* All of the documents presented as appendices are scanned copies of the originals taken from the Şişli Municipality. As such, any grammatical, spelling or similar errors in the originals have been left as in the original, without any corrections.

➤ **Nilüfer AKAKTAN** söz aldı.

-İnsana yatırımın Aileden başladığını, bunun yolunun da Kadınlardan geçeceğini vurgulayarak, Kadın Eğitimi ile ilgili konulara ağırlık vermeliyiz dedi. Şiddet, toplumsal cinsiyet ve kadının rolü konuları, okul aile birlikleri ile ailelere ulaştırılabilirse bir adım atılmış olur, Ka-der'in başlattığı çalışmalar hazır birlikte devam ettirmeliyiz dedi.

Kiraathanelerde, Halkevlerinde Belediye ile birlikte çalışabilir.

Ayrıca Karakol polislerinin, özellikle şiddete maruz kalan kadınlarımızla ilgilenen birimdekilerin eğitilmesini istedi.

➤ **Necdet Mercan Gülbağ'da** 'toplum merkezimiz evlilik eğitimi veriyor dedi.

➤ **Atıf ÜLÜK** söz aldı.

-Emekli Subaylar Derneği Başkanı olarak İlkokul öncesi eğitime önem verdiklerini ve bu konuda geliştirdikleri projenin Oyak Sitesi'nde bir kreş talebi olduğunu ve Başkanlığa Sunulduğunu dile getirdi.

➤ **Nevsel DURUAK** söz aldı.

Şehir dışından Şişli'ye okumak için gelen öğrencilere destek olunmalı ve muhtarlarımıza yönelmelerini sağlamalıyız dedi.

➤ **İsmet ÖZPENPE** söz aldı.

Kent Konseyi ne iş yapar? Vatandaş biliyor mu? Vatandaşa ne tür bir faydası olur? Vatandaş Kent Konseyine nasıl ulaşacak? Diye sordu.

➤ **Kemal ÖZKILIÇ** söz aldı.

Yaya Yollarının işgali devam etmektedir. Günlük yaşantısında çok önemli yeri olan yaya yollarında, yürümek imkansız hale gelmiştir. Yaya yollarının işgali engellensin istedi.

İnşaat güvenliği halen yetersiz durumdadır. Harbiye ana caddede tedbir alınmadan devam eden inşaat vardı. Dikkat edilmeli dedi.

➤ **Adil ÖNGEL** söz aldı.

İstanbul deprem bölgesindedir. Tadilat ve tamirat işleri etkin ve yetkin olmayan ellerdedir. Kim daha ucuza yapıyorsa işlerimizi ona yaptırıyoruz. İçerde yapılan tadilat ve tamiratlar İç mimarların uzmanlığındadır ve yasayla verilmiştir. Tadilat ve tamiratların İç mimar gözetimde yapılmasına dair protokol hazırlanmasını istedi.

SBS yönetmeliği yayınlandı. Şişli Belediyesi'nin Dünya Belediyesi olarak birçok konuda önderlik yaptığını, bu konuda da gerekli adımların atılarak, Oda ile işbirliği içinde çözülmesini istedi.

➤ **Mualla ERKUT** söz aldı.

Belediyenin adres ve numara verdiği yer merkezi sistemde nasıl gözükmüyor?

Adrese dayalı sistem ile muhtarlık seçmen listelerinde tutarsızlıklar var dedi.

Ortak alanlarda ışıklandırmaların önemsenmesini,

Otobüslerin duraklara yanaşmadan yolcu indirip bindirdikleri için trafik akışını

kitlemeleri konusunda ve Şoförlerin eğitilmeleri konularında çalışmalar yapılmasını istedi.

İmar ve Eğitim Çalışma Gruplarında görev almak istediğini belirtti.

➤ **Mevsim GÜRLEVİK** söz aldı.

Kent Konseyi siyaseti belirleyecek konumda değil. Eksiklikleri tespit etme yeri. Abide-i Hürriyet Nakiye Elgun Sokak'ta 5 katlı binanın (Disk'in bitişiği) yıkılmak üzere olduğunu, Anıtlara bağlı olduğu için önerilerek, dikkate alınmasını istedi.

➤ **M.Çetin ALP** söz aldı.

Büyükşehir'de birçok Kent Konseyi'nde çalışan arkadaşlar henüz toplanmamakta, siz bu konseyi nasıl ilerletiyorsunuz' diye Şişli Kent konseyi'nin övgü aldığını iletti.

➤ **Havva GÜRAK** söz aldı

Umudunu yitirmiş yaşlı ve çocuklara yönelik Umut aşılama çabalarımızı sürdürüyoruz. Evrensel bir felsefede yapılan, kupaların üzerine işlenen motiflerle umut dağıtmaya ve üretmeye devam ediyoruz. Belediye'de ve okullarda bu kupalar dağıtılabilir dedi.

➤ **Bayram ÖZATA** proje halinde sunulunca karara dönüştürebiliriz dedi.

➤ **Cemil ÇİFTÇİ** söz aldı.

H.E.Adivar ve Feriköy arasındaki tünel çalışması nedeniyle oluşan çamurun giderilmesini istedi. Sarıçiçek sokağın aşırı dik olmasından dolayı kışın araçların çıkamadığını, belki yolun döşemesinin değiştirilmek suretiyle veya burada başka bir çalışma yapılmasını istedi.

➤ **Hikmet SUNER** söz aldı.

Yaşlıların öğle namazından hemen önce ve sonra sağlık ocaklarına gittiklerini, bu nedenle Öğle saatinde kapalı olan sağlık ocaklarına giremediklerini belirterek, Sağlık Ocaklarının kapılarını öğle saatinde açabilir miyiz diye sordu.

➤ **Hayri SUÇSORAN** söz aldı.

Atatürkçü Düşünce Derneği üniversiteye hazırlık ve liseler için kurs veriyorlar. Desteklemeliyiz dedi.

➤ **Kadri VEZİROĞLU** söz aldı.

Kent Konseyine katılanların tümüne çalışmalar dolayısı ile teşekkür etti. Gelecek Toplantının Yerel Yönetimler seçimlerinden sonra, yeni seçilen üyelerle yapılacağını, seçimlerde tüm adaylara başarılar dilediğini söyledi, Kent Konseyi tanıtım Kartlarının dağıtılmasına geçildi.

10. Başkan Bayram ÖZATA Kapanış konuşmasını yaparak toplantıyı bitirdi.

Divan Başkanı
Bayram **ÖZATA**

Divan Üyesi
Kadri **VEZİROĞLU**

Divan Üyesi
Necdet **MERCAN**

Appendix 2

**T.C.
İSTANBUL İLİ
ŞİŞLİ KENT KONSEYİ
YÜRÜTME KURULU BAŞKANLIĞI**

15.8/2009

Sayı : 09-02
Konu: Kent Konseyi
Kararları Hk.

BAŞKANLIK MAKAMINA

Şişli Kent Konseyi Genel Kurulu 15.06.2009 tarihinde yapılmıştır. Genel Kurulda, dile getirilen görüşler ve eleştiriler, ekteki listede sunulmuştur. 5393 Sayılı Belediye Kanunu'nun 76. maddesine göre işlem yapılmak üzere bilgilerinize saygıyla arz ederim.

Bayram ÖZATA
Şişli Kent Konseyi
Yürütme Kurulu Başkanı

Ek _____ :
Genel Kurula sunulan Görüşler Listesi

BELEDİYE MECLİSİNE TAKDİM

MUSTAFA SARIGÜL
Belediye Başkanı

KENT KONSEYİ GENEL KURULUNA SUNULAN ELEŞTİRİ VE ÖNERİLER

- Kat mülkiyeti kanunundaki değişiklikler ile ilgili sorunlar konusunda halkın aydınlatılması
- Depreme karşı binaların güçlendirilme ve vatandaşların bilgilendirilmesi çalışmaları
- Sokak tuvaletlerinin sayısı, bebekli annelere uygun bölümler ve temizlik problemleri
- Hayvan pisliği ile ilgili sokak temizliği, yeşil alanlardaki alkol şişeleri ve cam kırıkları sorunları
- Sokaktaki mikrofonlu satıcıların önlenmesi
- Medeni dilenciler konusunda çözüm yolları
- Teras Kat çiçek düzenlemeleri desteklenmeli
- Trafiğin çok sıkışık olduğu semtlerde, Hastane güzergahlarında, sabah ve akşam saatlerinde bazı noktalara alternatif çözüm arayışları, Feriköy Giriş- Çıkışı yol bağlantısı sorunu
- Otobüslerin güzergahları ile yaşlı ve engellilerin binış ve iniş sorunları
- Baz istasyonları sorunları
- Posta Teşkilatının yavaş çalışması

7

Appendix 3

ŞİŞLİ KENT KONSEYİ EĞİTİM HİZMETLERİ İLE, SOSYAL YARDIMLAŞMA VE DAYANIŞMA ÇALIŞMA GRUBU

	AD - SOYAD	KURUMU	TELEFON	İMZA
1	Kanber Durna	İl Genel Meclisi	0532 246 02 45	
2	Durmuş Kaya Durdu	İl Genel Meclisi	0532 212 60 14	
3	Yusuf Aydın	Banksen	0 212 232 10 00	
4	Eyüp Çakar	Adalet Ve Kalkınma Partisi Şişli İlçe Başkanlığı	0.212.356 59 56 0.532.274 39 58	
5	Recep Denizoğlu	Çağdaş Emekliler Derneği	0544 606 24 67	
6	Ömer İlhan Güneş	İlçe Milli Eğitim Müdürü	0212 296 65 63	
7	Havva Gürak	Dilhan (Darülaceze Gönül Verenler Derneği)	0536 508 19 92	
8	Saime Oğuzhan	Bedensel Engelliler Derneği Şişli Şubesi	0532 275 35 59	
9	Turgut Malkoç	Şişli Belediye Meclisi	0532 323 79 05	
10	Av. Abdurrahman Özgür	İstanbul Barosu	0.212.246 64 08 0532 682 04 40	
11	Kemal Özkılıç	Hilton Oteli Headwaiter Emekli	0 533 688 17 60	
12	Mehmet Polat	Fatih Üniversitesi Sürekli Eğitim Merkezi	0.212 272 30 56	
13	Vangel Rocikopulo	Lions 118- T	0532 733 05 92	
14	Ruhan Selçuk	Eğitim Gönüllüleri	0532 275 57 55 0212 225 42 44	
15	Hayri Suçsoran	DSP Şişli İlçe Başkanlığı	0212 241 62 56 0 555 480 06 91	
16	Aynur Üner	Türk Kadınlar Birliği	0.212.259 33 03 0.533.344 66 16	
17	Çetin Yıldız	Sosyal Yardımlaşma Ve Dayanışma Vakfı Müdürü	0212 231 76 07	

ŞİŞLİ KENT KONSEYİ
İMAR, BAYINDIRLIK, TURİZM
VE TRAFİK HİZMETLERİ ÇALIŞMA GRUBU

	AD - SOYAD	KURUMU	TELEFON	İMZA
1	Dursun Açıkbaz	Devrimci Yapı-İş Sendikası	0 537 665 39 02 0 555 224 50 38	
2	Nurten Akatay	Sivil Savunma Müdürü	0212 210 32 42 0532 341 52 37	
3	Mehmet Çetin Alp	Belediye Meclis Üyesi	0532 214 20 61	
4	Sabri Ateş	Umum Emlak Kom.Esnaf Odası	0212 211 55 55	
5	Cemil Çifçi	Toleyis Sendikası	0212 225 68 84 0 532 228 45 23	
6	Osman Gürsu	Tezkoop İş Sendikası	0 212 232 39 47	
7	Prof. Dr. Murat Güvenç	Bilgi Üniversitesi	0.212.311 53 93	
8	Mustafa Keskin	Oto Sanatkarları Odası	0212 276 11 34	
9	Nazan Özbaydar	TMMOB Şehir Plancıları Odası	0.212.232 48 20	
10	İsmet Özpenbe	İl Genel Meclis Üyesi	0555 208 77 13	
11	Sultan Pınar	TMMOB Mimarlar Odası	0.212.607 03 03 0 532 266 11 35	
12	Servet Sarıçicek	İlçe Emniyet Md.Yrd.	0212 214 42 70	<i>Değ. Becek</i>
13	Naim Tanyeri	Kuştepe Mah.Anıt.Yap.Der.	0.212.212 03 25	
14	Aynur Üner	Türk Kadınlar Birliği	0.212.259 33 03 0.533.344 66 16	

ŞİŞLİ KENT KONSEYİ
SAĞLIK, ÇEVRE KORUMA VE TEMİZLİK HİZMETLERİ
ÇALIŞMA GRUBU

	AD - SOYAD	KURUMU	TELEFON	İMZA
1	Azmi Çam	Teksif Sendikası	0 212 213 80 42	
2	Nevsal Duruak	Uyuşturucu ile Mücadele ve Kadın Kom. Y.G. 21	0 535 768 78 57	
3	Dr. Aytaç Göçecek <i>ilker</i>	İlçe Sağlık Grup Başkanı	0 212 217 93 33	<i>Dr. Aytaç Göçecek</i>
4	Zafer Gökçegöz	Bass Sendikası	0 212 356 53 81	
5	Doğan Kılıç	Belediye Meclis Üyesi	0 533 641 63 90	
6	Mevlüt Kocadağ	Oda Temsilcisi	0 212 233 82 48 0 212 251 32 70	
7	Mustafa Silahyürekli	İl Genel Meclis Üyesi	0 533 815 15 40	
8	Muzaffer Şener	Oda Temsilcisi	0212 232 36 58 0 532 321 31 57	
9	Aslan Şirin	Tek Gıda İş Sendikası	0 212 217 66 46	
10	Dalida Yazıcıyan	Bedensel Engelliler	0 535 423 13 26 0 212 230 62 55	

Appendix 4

T.C.
İSTANBUL İLİ
ŞİŞLİ İLÇESİ
BELEDİYE BAŞKANLIĞI

Yazı İşleri Md.
Meclis Kalemi
Sayı : 173
Konu : Meclis Kararı Hk.

15.10.2009

ŞİŞLİ KENT KONSEYİ
YÜRÜTME KURULU BAŞKANLIĞINA

Belediyemiz Meclisinden karar alınmak üzere Müdürlüğümüze gönderilmiş bulunan 15.08.2009 gün ve 09-02 sayılı teklifiniz;

11 / 10 / 2009 tarihinde (173) sayılı MECLİS KARARI ile karara bağlanmıştır.

Bilgi ve gereğini arz ederim.

Babür İSTANBULLU
Yazı İşleri Müdürü

EKİ :
(2) adet KARAR ASLI
ve ekleri.

T.C.
İSTANBUL İLİ
ŞİŞLİ İLÇESİ
BELEDİYE BAŞKANLIĞI

Toplantı Dönemi	: 6	Birleşim Sayısı	: 2
Toplantı Yılı	: 1	Oturum	: 1
Toplantı Tarihi	: Eylül - 2009	Karar Tarihi	: 11.09.2009
		Karar Numarası	: 173

ŞİŞLİ İLÇESİ BELEDİYE MECLİSİ KARARI

KONU : 15.06.2009 tarihinde olağan Genel Kurul'unu gerçekleştiren Şişli Kent Konseyi'nin, bu toplantıda almış olduğu ve Şişli Belediyesi'nin yetki alanına giren konuları Hk.

İLGİ : a) Kent Konseyi Yürütme Kurulu Başkanlığının 15.08.2009 gün ve 09-02 sayılı yazısı.

b) Hukuk Komisyonunun 11.09.2009 günlü meclis birleşimine sunulan 11.09.2009 tarihli raporu.

TEKLİF : Kent Konseyi Yürütme Kurulu Başkanlığının ilgi (a) yazısında; " Şişli Kent Konseyi Genel Kurulu, 15.06.2009 tarihinde yapılmıştır. Genel Kurul'da dile getirilen görüşler ve eleştiriler, ekli listede sunulmuştur.

5393 sayılı Belediye Kanunu'nun 76. maddesine göre işlem yapılmak üzere bilgilerinize saygıyla arz ederim. "

ifadesi ile Belediye Meclisinden karar alınması istenmektedir.

Hukuk Komisyonunun ilgi (b) raporunda;

" Belediyemiz Meclisinin 07.09.2009 günlü birleşiminde Komisyonumuza havale edilmiş bulunan Şişli Kent Konseyi Yürütme Kurulu Başkanlığı'nın teklifi tetkik edilmiştir.

Kent Konseyi Genel Kurulunda, Belediyemiz hizmetleri ile ilgili olarak belirlenen eleştiriler ve önerilerden; stratejik plana uygun olarak yerine getirilmesi mümkün olanların uygulanması, stratejik planda yer almayan hususların, yeni yapılacak Stratejik Plan çalışmalarında değerlendirilmesi için, Strateji Geliştirme Birimi'ne iletilmek üzere Belediye Başkanlığına sunulması ve Belediye Meclisinde alınacak kararın Kent Konseyi'ne gönderilmesi komisyonumuzca uygun bulunmuştur. Yüce meclise saygı ile arz olunur. "

KARAR : Konu, Şişli Belediye Meclisinin 2009/ Eylül ayı toplantısının 11 Eylül 2009 günlü ikinci birleşiminde görüşülmüş olup, Hukuk Komisyonunun ilgi (b) raporunun sunulduğu şekli ile kabulüne yapılan işaretle oylama sonucu oybirliği ile karar verilmiştir.

Meclis İkinci Başkan Vekili

Halil ÇAKIR



Kâtip

Faik TUNAY



Kâtip

Günay Hayri GİRİK



ŞİŞLİ BELEDİYESİ MECLİS BAŞKANLIĞINA
HUKUK KOMİSYONU RAPORU

TEKLİFİN ÖZÜ.....: 15.06.2009 tarihinde olağan genel kurulunu gerçekleştiren Şişli Kent Konseyi'nin, bu toplantıda almış olduğu ve Şişli Belediyesi'nin yetki alanına giren konular Hk.

KOMİSYON GÖRÜŞÜ: Belediyemiz Meclisinin 07 Eylül 2009 günlü birleşiminde Komisyonumuza havale edilmiş bulunan Şişli Kent Konseyi Yürütme Kurulu Başkanlığı'nın teklifi tetkik edilmiştir.

Kent Konseyi Genel Kurulunda, Belediyemiz hizmetleri ile ilgili olarak belirlenen eleştiriler ve önerilerden; stratejik plana uygun olarak yerine getirilmesi mümkün olanların uygulanması, stratejik planda yer almayan hususların, yeni yapılacak Stratejik Plan çalışmalarında değerlendirilmesi için, Strateji Geliştirme Birimi'ne iletilmek üzere Belediye Başkanlığına sunulması ve Belediye Meclisinde alınacak kararın Kent Konseyi'ne gönderilmesi komisyonumuzca uygun bulunmuştur.

Yüce meclise saygı ile arz olunur.

11 Eylül 2009

HUKUK KOMİSYONU BAŞKANI
TEZCAN YARAMANCI

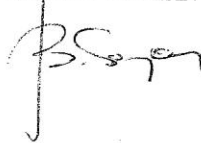
BAŞKAN VEKİLİ
HAMİT TAHAN



ÜYE
NURETTİN ODUNCU



ÜYE
BÜLENT SOYLAN



ÜYE
FATMA ÖZDEN AY

KENT KONSEYİ ÇALIŞMA KURULLARI
ELEŞTİRİ VE ÖNERİLERİ İLE İLGİLİ RAPOR

1. Eğitim programlarında Atatürk'ün ve ilkelerinin tanıtımına önem verilmesi, kamuya ait bilgiler verilmesi
2. Kentine sahip çıkma, Şişli kimliği, Kentlilik bilinci
3. Şehirde yaşama kültürünün geliştirilmesi
4. Şişli ilçesi ve mahallelerinin kuruluş ve gelişimini anlatacak kitapların basımının sağlanması "Yabana İstenen Kız, Duvara Vuran Gölgesi Karakaçanın Namusu" ile "Siyasilere Mektuplar II, Bir Şehir Kuruyorum ve Unutamadıklarım" isimli kitapların basımı
5. Beldemizle ilgili her türlü bilgilerin toplanması konusunda üniversiteli gençlerin istihdamı
6. Tarihi ve Kültürel Değerlere Sahip çıkılması, Klasik ve Türk Müziğinin desteklenmesi
7. Cephe Yenileme Projelerinin devamının sağlanması
8. Mahalle muhtarlarının işlevsel kılınması, imkanlarının ve görevlerinin artırılması konusunda yasal çalışma
9. Meydan, cadde, sokak isimlerinin ve numarataj sisteminin Kent Bilgi Sistematiği içerisinde düzenli duruma getirilmesi
10. Boş alanlara yeni inşaatların durdurulması, TOKİ'nin ve diğer inşaatçıların sadece eski binaları yıkıp yerlerine depreme dayanıklı bina yapmalarına ve siteler kurulmasına izin verilmesi ve teşvik edilmesi
11. Yol ve kaldırım yapım, bakım ve onarımlarında teknik kurallara uyumun sağlanması, israfın önlenmesi
12. Parklarda, yeşil alanlarda, meydan ve yollardaki ağaçların dikim ve bakımlarının titizlikle yerine getirilmesi
13. Kablolı yayın ve radyo televizyon antenlerindeki kaosa son verilmesi
14. Esnafın dükkan önünde kaldırım kazık çakmasının önlenmesi
15. Otopark sorununa kalıcı çözümler üretilmesi(Kuştepe özelinde Anıt meydan ve otoparkprojesi Sn. Naim TANYERİ'nin önerisi) İSVAK'ın ücretlendirmesinin değerlendirilmesi
16. Cadde ve sokakların asfalt eksiklikleri ve temizliği
17. Trafik güvenliği, engellilerle ilgili kaldırım ve merdiven düzenlemeleri
18. İnşaat sahiplerinin alması gereken önlemler
19. Tabelalardaki Türkçe kirliliğinin önlenmesi, kampanya yapılması
20. Yaya yolları trafiği, gürültüsü, işgali
21. İşportacıların denetimi
22. Deprem konusunda özel bilgilendirme ve tanıtım programları
23. Deprem toplanma ve ikmal bölge ve planlarının hazırlanması, yeşil alanların parkların artırılması
24. Temizlik araçlarının gece çalışması
25. Tüketiciyi koruma ünitesi, bilinçlendirme ve bilgilendirilmesi

26. El becerileri kurslarının geliştirilmesi
27. Bakkal ve kasaplarda hijyenik denetim
28. Alarm sistemlerinin gürültü kirliliği

29. Sağlık ocaklarındaki hekim eksikliği

30. Yeşil alanların sarhoşlar ve köpekler tarafından işgali
31. Disiplinsiz ve kualsız köpek ticaretinin önlenmesi
32. Genel anlamda kent güvenliği, şiddet, gasp
33. Tamirhane ve boyahanelerin denetlenmesi
34. Spor ve güzellik salonlarının denetlenmesi
35. İstihdam konusunda çalışmalar yapılması, İngilizce Turizm Otelcilik Eğitimi
36. Öğrenci bursları
37. Yaşlılar evi ve kütüphane zenginleştirilmesi
38. Evde bakım üniteleri hastabakıcı eğitimi
39. Otobüs duraklarındaki arizi değişikliklerin hızla ve düzenli olarak yerine getirilmesi, Emeklilerle ilgili ulaşım kolaylığı sağlanması
40. Otobüslerin iç ve dış temizlikleri ile güzergahlardaki işleyişlerindeki düzensizliklerin giderilmesi
41. Kent Konseyi için 20 kişilik bir toplantı salonunun tahsisi

Appendix 5

**T.C.
İSTANBUL İLİ
ŞİŞLİ KENT KONSEYİ
YÜRÜTME KURULU BAŞKANLIĞI**

16/02/2009

Sayı : 07-21
Konu: Kent Konseyi
Kararları Hk.

ÇEVRE KORUMA VE KONTROL MÜDÜRLÜĞÜ'NE

Şişli Belediye Meclisi'nin 12.02.2009 tarih ve 46 sayılı kararı uyarınca, Kent Konseyi Yürütme Kurulunun Şişli Belediye Meclisine sunduğu eleştiri ve önerilerden, Stratejik plan doğrultusunda Müdürlüğünüzü ilgilendiren maddeler ekte sunulmuştur.

Gereğini ve bilgilerinizi rica ederim.

Bayram ÖZATA
Şişli Kent Konseyi
Yürütme Kurulu Başkanı

Ek _____ :
Şişli Belediye Meclis kararı
Kent Konseyi Eleştiri ve Öneriler listesi

**ÇEVRE KORUMA VE KONTROL MÜDÜRLÜĞÜ'NÜN
YETKİ ALANINA GİREN ELEŞTİRİ VE ÖNERİLER**

1. Deprem konusunda özel bilgilendirme ve tanıtım programlarının yoğunlaştırılması ve deprem toplanma ve ikmal bölge planlarının hazırlanması, belirlenecek yeşil alanların, parkların bu konuda düzenlenmesi
2. Parklarda, yeşil alanlarda, meydan ve yollardaki ağaçların dikim ve bakımlarının titizlikle yerine getirilmesi ve su ihtiyacı az olan bitki türlerine öncelik verilmesi

T.C.
İSTANBUL İLİ
ŞİŞLİ İLÇESİ
BELEDİYE BAŞKANLIĞI

12.02/2009

Yazı İşleri Md.
Meclis Kalemi
Sayı : 46
Konu : Meclis Kararı Hk.

ŞİŞLİ KENT KONSEYİ YÜRÜTME KURULU BAŞKANLIĞINA

Belediyemiz Meclisinden karar alınmak üzere Müdürlüğümüze gönderilmiş bulunan 19.01.2009 gün ve 07-20 sayılı teklifiniz;

ile karara bağlanmıştır. 06 / 02 2009 tarihinde (46) sayılı MECLİS KARARI

Bilgi ve gereğini arz ederim.

Babür İSTANBULLU
Yazı İşleri Müdürü



EKİ :
(2) adet KARAR ASLI
ve ekleri.

T.C.
İSTANBUL İLİ
ŞİŞLİ İLÇESİ
BELEDİYE BAŞKANLIĞI

Toplantı Dönemi	: 5	Birleşim Sayısı	: 3
Toplantı Yılı	: 5	Oturum	: 1
Toplantı Tarihi	: Şubat - 2009	Karar Tarihi	: 06.02.2009
		Karar Numarası	: 46

ŞİŞLİ İLÇESİ BELEDİYE MECLİSİ KARARI

KONU : 25.12.2008 tarihinde Olağan Genel Kurul'unu gerçekleştiren Şişli Kent Konseyi'nin, bu toplantıda almış olduğu ve Şişli Belediyesi'nin yetki alanına giren konuları Hk.

İLGİ : a) Kent Konseyi Yürütme Kurulu Başkanlığının 19.01.2009 gün ve 07-20 sayılı yazısı.

b) Hukuk Komisyonunun 06.02.2009 günlü meclis birleşiminde sunulan 06.02.2009 tarihli raporu.

TEKLİF : Kent Konseyi Yürütme Kurulu Başkanlığının ilgi (a) yazısında; " Şişli Kent Konseyi olağan genel kurulu 25.12.2008 tarihinde yapılmıştır. Kent Konseyi Yönetmeliği'nin 14. maddesine göre, Belediye Meclisi gündemine alınarak görüşülmesi istenilen hususlar, ilişikte sunulan genel kurul tutanağında belirlenmiştir.

Belirlenen konuların Belediye Meclisinin ilk toplantı gündemine alınması ve sonucundan bilgi verilmesini arz ederim. "

ifadesi ile Belediye Meclisinden karar alınması istenmektedir.

Hukuk Komisyonunun ilgi (b) raporunda;

" Belediyemiz Meclisinin 02 Şubat 2009 günlü birleşiminde Komisyonumuza havale edilmiş bulunan Şişli Kent Konseyi Yürütme Kurulu Başkanlığı'nın teklifi tetkik edilmiştir.

Kent Konseyi Genel Kurulunda, Belediyemiz hizmetleri ile ilgili olarak belirlenen eleştiriler ve önerilerden; stratejik plana uygun olarak yerine getirilmesi mümkün olanların uygulanması, stratejik planda yer almayan hususların, 29 Mart 2009 seçimlerinden sonra yeni yapılacak Stratejik Plan çalışmalarında değerlendirilmesi için, Belediyemizin ilgili müdürlüklerine iletilmek üzere Belediye Başkanlığına sunulması ve Belediye Meclisinde alınacak kararın Kent Konseyi'ne gönderilmesi komisyonumuzca uygun bulunmuştur. Yüce meclise saygı ile arz olunur. "

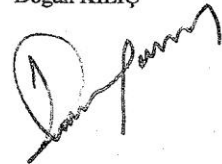
ifadesi ile Belediye Meclisinden karar alınması istenmektedir.

KARAR : Konu, Şişli Belediye Meclisinin 2009/ Şubat ayı toplantısının 06 Şubat 2009 günlü üçüncü birleşiminde görüşülmüş olup, Hukuk Komisyonunun ilgi (b) raporunun sunulduğu şekli ile kabulüne yapılan işaretle oylama sonucu oybirliği ile karar verilmiştir.

Meclis Birinci Başkan Vekili
Bayram ÖZATA

Kâtip
Hasan ERCAN

Kâtip
Doğan KILIÇ



ŞİŞLİ BELEDİYESİ MECLİS BAŞKANLIĞINA
HUKUK KOMİSYONU RAPORU

TEKLİFİN ÖZÜ.....: 25.12.2008 tarihinde olağan genel kurulunu gerçekleştiren Şişli Kent Konseyi'nin, bu toplantıda almış olduğu ve Şişli Belediyesi'nin yetki alanına giren konular Hk.

KOMİSYON GÖRÜŞÜ: Belediyemiz Meclisinin 02 Şubat 2009 günlü birleşiminde Komisyonumuza havale edilmiş bulunan Şişli Kent Konseyi Yürütme Kurulu Başkanlığı'nın teklifi tetkik edilmiştir.

Kent Konseyi Genel Kurulunda, Belediyemiz hizmetleri ile ilgili olarak belirlenen eleştiriler ve önerilerden; stratejik plana uygun olarak yerine getirilmesi mümkün olanların uygulanması, stratejik planda yer almayan hususların, 29 Mart 2009 seçimlerinden sonra yeni yapılacak Stratejik Plan çalışmalarında değerlendirilmesi için, Belediyemizin ilgili müdürlüklerine iletilmek üzere Belediye Başkanlığına sunulması ve Belediye Meclisinde alınacak kararın Kent Konseyi'ne gönderilmesi komisyonumuzca uygun bulunmuştur.

Yüce meclise saygı ile arz olunur.

06 Şubat 2009

HUKUK KOMİSYONU BAŞKANI
ABDURRAHMAN DÖNMEZ

RAPORTÖR ÜYE ÜYE ÜYE
EKREM TÜRKMEN MEHVEŞ EMEÇ BİROL REŞAT GAVAZ MÜRVEŞ BAŞCI

Ekrem Türkmen

Reşat Gavaz

Mürveş Başcı

Appendix 6

T.C.
İSTANBUL BÜYÜKŞEHİR BELEDİYESİ
Kaynak Geliştirme ve İştirakler Daire Başkanlığı İştirakler Koordinasyon Müdürlüğü

Sayı : M. 34. 0. İBB. 0. 30. 65-609/699
Konu : Şişli Kent Konseyi Görüşleri

14 /09/2007

T.C.
İSTANBUL İLİ
ŞİŞLİ KENT KONSEYİ
YÜRÜTME KURULU BAŞKANLIĞINA


İlgi: (a) 07/10 sayılı ve 05-07-2007 tarihli yazınız,

(b) İSPARK A.Ş. Genel Müdürlüğü'nün 06-09-2007 tarihli ve 30.20/2007/540 sayılı yazısı,

İlgi (a)'da kayıtlı, "Kent Konseyi" konulu yazınız ile "Büyükşehir Belediyesi Ünitelerini ilgilendiren konulardaki görüşlerin yazınız ekindeki liste ile sunulmuş olduğu" hususu bildirilmiştir.

İlgi (a)'da kayıtlı yazınız ilgisi nedeniyle iştiraklerimizden İSPARK A.Ş. Genel Müdürlüğü'ne üst yazınız ile iletilmiş olup, iştirakimiz tarafından gönderilen ilgi (b)'de kayıtlı cevabi yazı ile "İSPARK A.Ş.'nin otopark ücret tarifelerini belirlerken, İstanbul Büyükşehir Belediyesi Emlak ve İstimlak Daire Başkanlığı-Emlak Müdürlüğü'nün Otopark Ücret Tarifesi'nin alt ve üst sınırlarını aşmayacak şekilde belirlenmekte olduğu" hususu belirtilmiştir.

Bilgilerinize arz ederim.


Yılmaz ŞENER
Kaynak Geliştirme ve İştirakler
Daire Başkanı

EK:

EK-1. İlgi (b) yazı (1 adet - 1 sayfa)

**KENT KONSEYİ ÇALIŞMA KURULLARI TARAFINDAN BELİRLENEN
BÜYÜKŞEHİR BELEDİYESİ'NİN YETKİ ALANINA GİREN
ELEŞTİRİ VE ÖNERİLER**

1. Tarihi ve Kültürel Değerlere Sahip çıkılması, Klasik ve Türk Müziğinin desteklenmesi
2. Cephe Yenileme Projelerinin devamının sağlanması
3. Meydan, cadde, sokak isimlerinin ve numarataj sisteminin Kent Bilgi Sistematiği içerisinde düzenli duruma getirilmesi
4. Boş alanlara yeni inşaatların durdurulması, TOKİ ve diğer inşaatçıların sadece eski binaları yıkıp yerlerine depreme dayanıklı bina yapmalarına ve siteler kurmasına izin verilmesi ve teşvik edilmesi
5. Yol ve kaldırım yapım, bakım ve onarımlarında teknik kurallara uyumun sağlanması, israfın önlenmesi
6. Parklarda, yeşil alanlarda, meydan ve yollardaki ağaçların dikim ve bakımlarının titizlikle yerine getirilmesi
7. Kablolu yayın ve radyo televizyon antenlerindeki kaosa son verilmesi, yeni bir düzenlemeye kavuşturulması
8. Otopark sorununa kalıcı çözümler üretilmesi(Kuştepe özelinde Anıt meydan ve otoparkprojesi Sn. Naim TANYERİ'nin önerisi) İSVAK'ın ücretlendirme sisteminin yeniden değerlendirilmesi
9. Cadde ve sokakların asfalt eksiklikleri ve temizliği konularında çalışmalar yapılması
10. Trafik güvenliği, engellilerle ilgili kaldırım ve merdiven düzenlemeleri yapılması
11. İnşaat sahiplerinin alması gereken önlemlerin belirlenmesi
12. Tabelalardaki Türkçe kirliliğinin önlenmesi, bu konuda bir Kampanya başlatılması
13. Yaya yolları trafiği, gürültüsü, işgali konularında eğitim ve uygulama çalışmaları yapılması
14. İşportacıların denetimi
15. Deprem konusunda özel bilgilendirme ve tanıtım programlarının yoğunlaştırılması
16. Deprem toplanma ve ikmal bölge planlarının hazırlanması, bu konuda yeşil alanların ve parkların belirlenerek gerekli düzenlemelerin yapılması
17. İstihdam konusunda çalışmalar yapılması, İngilizce Turizm Otelcilik Eğitimi yapılması
18. Otobüs duraklarındaki arizi değişikliklerin hızla ve düzenli olarak yerine getirilmesi, Emeklilerle ilgili ulaşım kolaylığı sağlanması
19. Otobüslerin iç ve dış temizlikleri ile güzergahlardaki işleyiş düzensizliklerinin giderilmesi

Appendix 7

ŞİŞLİ KENT KONSEYİ YÜRÜTME KURULU BAŞKANLIĞI

KENT KONSEYİ GENEL KURUL BAŞKANLIĞINA

Kent Konseyi **2009 yılı İkinci Yarı Faaliyet Raporu**, özetle aşağıda sunulmuştur.

- Kent Konseyi, Haziran Genel Kuruluna sunulan **görüş, eleştiri ve proje önerileri**, Yürütme Kurulu tarafından;
- Belediye Meclisi'ne sunulmak üzere **Belediye Başkanlığı'na** iletilmiştir.

Belediye Meclisi tarafından, karara bağlanan konular aşağıdadır:

- Depreme karşı vatandaşın bilgilendirilmesi
- Kat mülkiyeti ile ilgili konularda halkın aydınlatılması
- Emekliler Tesislerinin yapılması
- Sokak tuvaletlerinin eksikliği, temizliği sorunu
- Şişli'deki tuvaletlerde, bebekli annelere hitap edecek bölümlerin ihdası
- Yeşil alanlardaki alkol şişeleri ve cam kırıkları sorunları
- Kurtuluş'ta hayvan pisliği ile ilgili sokak temizliği sorunları
- Feriköy Giriş- Çıkışı yol bağlantısı sorunu
- İstanbul Kültür Merkezi'nin Şişli'de yapılması
- Medeni dilenciler sorunu
- Atatürkçü Düşünce Derneği kirasının çözümlenmesi, sosyal-kültürel faaliyetlerin yürütüleceği, tiyatro, müzik, seminerlerin yapılacağı bir tesis talebinin değerlendirilmesi,
- Teras Kat çiçek düzenlemelerinin özendirilmesi ve ödüllendirilmesi
- Sokaktaki mikrofonlu satıcılar sorunu
- "Bir Şehir Kuruyorum" isimli kitabın basımı
- Herkesin yararlanabileceği bir internet sayfasının Belediyece oluşturulması

Belediye Meclisi aşağıdaki konuların, Büyükşehir Belediye Başkanlığına ve Kaymakamlığa sunulmasını kararlaştırmıştır.

- Deprem ile ilgili olarak, Kentsel Dönüşüm Projeleri, güçlendirme projeleri, bu projeler ile ilgili krediler ve uzun vadeli ödeme planları üzerinde çalışmalar yapılması
- Otobüslerin güzergahları, zamanlamaları, hızları, iniş ve binişler ile engellilerin yararlanma olanakları projeleri üzerinde çalışmalar yapılması
- Trafiğin sıkışık olduğu semtler ve saatler konusunda özel proje çalışmaları yapılması

- Baz istasyonlarının insan sađlığını tehdit etmeyecek şekilde konumlandırılması
- Okullardaki eđitimde Atatürk İlkelerine gerekli önemin verilmesi
- Posta Teşkilatının çalışmasındaki sorunların giderilmesi
- Kene problemine karşı gerekli önlemlerin alınması

Belediye Meclisi tarafından, karara bağlanan bu konular ilgili ünitelere ileilmek üzere Strateji Geliştirme Müdürlüğü'ne gönderilmiştir.

Ayrıca, Stratejik Plan yapımı sırasında kullanılmak üzere Kent Konseyi üyeleri tarafından doldurulan Anket Formları, Belediye Strateji Geliştirme Müdürlüğü'ne iletilmiştir.

2008 Yılı Kent Konseyi Kararı geređi Büyükşehir Belediye Başkanlığı'na "Kent Konseyi üyelerinin Belediye Otobüslerinden ücretsiz yararlanması" konusundaki talebimize, İstanbul Büyükşehir Belediyesi tarafından olumsuz yanıt verilmiştir.

Dönem içinde Yürütme Kuruluna ulaşan başkaca, herhangi bir eleştiri ve proje önerisi olmamıştır.

Faaliyet Raporunu Kent Konseyi'nin bilgisine saygıyla sunarım.

Kent Konseyi
Yürütme Kurulu Başkanı
Bayram ÖZATA

Appendix 8



T.C.
ŞİŞLİ BELEDİYESİ
Mavi Masa Sonuç Formu

Başvuruyu Alan :
Tarih : 13.01.2010 No : MECİDİYEKÖY - 47

Başvuru Bilgileri

İlgili Kişi : ahmet Yıldırım E-Mail :
Telefon : 02121000000
Faks :

Başvuru Sahibinin İkamet Adresi

Mahalle : MECİDİYEKÖY
Sokak : KERVANGEÇMEZ SK.
Kapı : 4 Daire : 4

Şikayet Adresi

Mahalle : MECİDİYEKÖY
Sokak : KERVANGEÇMEZ SK.
Kapı : 4 Daire : 4

Başvuru Konusu

Binamızın yağmur sularını indiren iniş borusu olmadığından tüm sular yoldan geçeni insanlar üzerine savrulmakta bina yönetimi bu konuyla ilgili önlemler almamaktadır. Binanın özellikle yanınfa bulunan elektrik trafosu tarafından incelenmesini rica ediyorum.

Havale Bilgisi

Havale Tarihi : 14.01.2010
Havale Edilen Birim : ZABITA KALEMİ
İlgili Kişi : ADEM MOLLA

Çözüm

Çözüm Tarihi : 29.04.2010
Çözümleyen Birim : ZABITA KALEMİ
Açıklama : YAPILAN TEBLİGATA UYULMADIĞINDAN İDARI YAPTIRIM TUTANAĞI UYGULANMIŞTIR.



ŞİŞLİ BELEDİYESİ

Şikayet Sahibi Bilgileri

İlgili Kişi : ahmet Yıldırım
Telefon : 02121000000
Faks :
E-Mail :

Başvuru Sahibinin İkamet Adresi

Mahalle : MECİDİYEKÖY
Sokak : KERVANGEÇMEZ SK.
Kapı : 4 Daire : 4

Başvuru Konusu

Binamızın yağmur sularını indiren iniş borusu olmadığından tüm sular yoldan geçen insanlar üzerine savrulmakta bina yönetimi bu konuyla ilgili önlemler almamaktadır. Binanın özellikle yanınfa bulunan elektrik trafosu tarafından incelenmesini rica ediyorum.

T.C.

ŞİŞLİ BELEDİYESİ

Mavi Masa Başvuru Formu

Başvuruyu Alan :

Bimer No :

Tarih

: 13.01.2010

No :

MECİDİYEKÖY

- 47

Birim Havale Detayları

Havale Tarihi : 14.01.2010
Müdürlük : ZABITA KALEMİ
İlgili Kişi : ADEM MOLLA

Şikayet Adresi

Mahalle : MECİDİYEKÖY
Sokak : KERVANGEÇMEZ SK.
Kapı : 4 Daire : 4

09.04.2010
M. Aralgen M. Zorlu
24.04.2010

Cevale
M. Zorlu
09.04.2010



T.C.
ŞİŞLİ BELEDİYESİ
Mavi Masa Başvuru Formu

Başvuruyu Alan : Bimer No :
Tarih : 13.01.2010 No : MECİDİYEKÖY - 47

ŞİŞLİ BELEDİYESİ

Şikayet Sahibi Bilgileri

İlgili Kişi : ahmet Yıldırım
Telefon : 02121000000
Faks :
E-Mail :

Birim Havale Detayları

Havale Tarihi : 14.01.2010
Müdürlük : ZABITA KALEMİ
İlgili Kişi : ADEM MOLLA

Başvuru Sahibinin İkamet Adresi

Mahalle : MECİDİYEKÖY
Sokak : KERVANGEÇMEZ SK.
Kapı : 4 Daire : 4

Şikayet Adresi

Mahalle : MECİDİYEKÖY
Sokak : KERVANGEÇMEZ SK.
Kapı : 4 Daire : 4

Başvuru Konusu

Binamızın yağmur sularını indiren iniş borusu olmadığından tüm sular yoldan geçen insanlar üzerine savrulmakta bina yönetimi bu konuyla ilgili önlemler almamaktadır. Binanın özellikle yanınfa bulunan elektrik trafosu tarafından incelenmesini rica ediyorum.

TEBELLÜĞ İLMUKHABERİ

Şişli Belediye Başkanlığı Mavi Masa Başvurusunun 14.01.2010 tarih ve 45 sayıları ile haxaleli email gereği;

Şişli Mecidiyeköy Kervan Geçmez sok.no:4 kapı sayılı binanın çatı dan akan yağmur suları piması bağılı olmasından dolayı zarar vermek te olup, söz konusu pimas borularını zemine (7) gün zarfında in dirterek bir gidene bağlanabilir, aksi takdirde heklarda Kabahatler Kanununa ist madaen yazıl işlem yapılacağı hususu imza mukabili tebliğ olunur. 15.01.2010

Tebellüğ Eden

Hüsnü BAYITAN (Bina yöneticisi)

Canan ÖZ-TÜRK (Cahsan)

Tebellüğ Eden

Metin AYDOĞAN
Zbt.Me.

Mehmet CAN
Zbt.Me.

ZABITA MÜDÜRLÜĞÜ'NE

Şişli Belediye başkanlığı Mavi Masa Başvuru Formu 13.01.2010 tarihli e-mail gereği;

Şişli- Mecidiyeköy Kervan Geçmez Sok. No:4 kapı sayılı binaya gidilerek pimas borularının tamirinin yapılması için tebligat yapılmış olup, bilahare yapılan kontrollerde tadilatın yapılmadığı görüldüğünden, bina yönetimine 07.09.2010 tarihinde 10/00050 cilt varak sıra nolu İdari Yapırm Tutanağına tanzim edilmiştir.

Durum bilgi ve tenisplerinize arz olunur. 09.04.2010

Metin AYDOĞAN
Zbt.Me.

Mustafa TANRIKULU
Zbt.Me.

Appendix 9

ŞİŞLİ BELEDİYE BAŞKANLIĞI'NA İSTANBUL

20/08/2010

Konu: Sokak asfaltının sökülerek parke taşı döşenmesi işi

Şişli ilçesine bağlı, İzzetpaşa Mahallesi Kuyu sokakta ikamet etmekteyiz. Oturduğumuz sokağın hemen yan tarafı olan Çam Sokağın asfaltı, Belediye Başkanlığınız tarafından bugün iş makineleri getirilerek sökülüştür. Mahalle sakinleri olarak, sokağın alt tarafına da parke taşları ve tratuar taşlarının getirildiğini gördük.



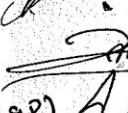
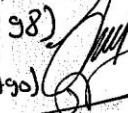
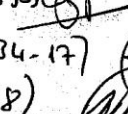



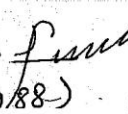
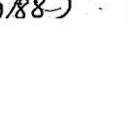

Belediye çalışanlarından kaldırılan asfaltın yerine getirilen bu malzemelerin döşeneceğini ve aynı şekilde oturduğumuz sokağın da aynı suret ile sökülerek parke taşı döşeneceği bilgisini aldık.

Sokak sakinleri olarak, Belediye Başkanlığınızdan böyle bir talebimiz kesinlikle bulunmamaktadır. Geçmişte yollarımız bozukken ödediğimiz asfalt vergileriyle yapılan sokağımızın halinden son derece memnunuz.

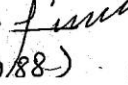
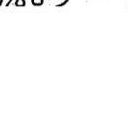
Ekonomik olarak sıkıntı çektiğimiz şu günlerde, vatandaş olarak vergilerimizle yapılan bu türden harcama ve çalışmaların talebimiz de olmamasına rağmen lüzumsuz ve gereksiz gördüğümüzü, bunun yerine, alt yapısı düzgün olmayan, kışın yağışlı havalarda evlerini, işyerlerini su basan insanların sorunlarını çözecek vb. projeler üretilerek hayata geçirilmesinin daha doğru olacağı inancındayız.

Sonuç olarak Belediye Başkanlığınızdan, sokağımızda yapılacak bu çalışmanın durdurularak iptal edilmesi hususunda gereğini önemle arz ederiz.

Adres: İzzetpaşa Mahallesi Kuyu Sk. Sakinleri; (Ad / Soyadı - İmza)

Murat Aydın (537.8420919)  Fahrettin SOKAS 
Orhan Özdemir (2463912)  (0534.8844053)
Kadir Özdemir (2463912) 
Mustafa SOKAS (532.3828898) 
Neslihan Kurban (0536.2966790) 
Atağün SALTIK (532 247-34-17) 
Zelina SALTIK (224-48-38) 
Nurten Kumbute (Kıvıncı) 
ALTAN SALTIK (224 1986) 
Mustafa KARASU (224 4806) 

Bilgi:
İstanbul Valiliği'ne
İzzetpaşa Muhtarlığı'na

Fatma ALTAN (0212 236 0330) 
Osman Zeki Akdemir (0212.2465988) 

Serdar Keremur (0212.296 29 29)

Amir TANAK (0536.877 61 83)

Ugur CABAN (0212.247 65 47)

Buhattin AYDIN (532.627 26 17)

Fen İşleri Müd.

20.08.2010

T.C.
Şişli Belediye Başkanlığı
GENEL EVRAK SERVİSİ

Sayı: 210/0

Ref: 1264575

Tarih: 27/8/2010

T.C.
Şişli Bld. Başkanlığı
Fen İşleri Müdürlüğü

Sayı: 210/1265


Tarih: 23/08/2010

Eki:

Foto talebe

Öğrenci

galerisinin yapılması


GÜRSEL AKKOYUNLU
Fen İşleri Müdürü

28.08.2010

Appendix 10

T.C.
İSTANBUL İLİ
ŞİŞLİ BELEDİYESİ
ÇALIŞAN PERFORMANS BELGE TURU RAPORU

24/12/2010

Halkla İlişkiler Müdürlüğü												Yıl : 2010		
Turu - Aylar	01	02	03	04	05	06	07	08	09	10	11	12	Toplam	
-	0	0	0	0	0	0	0	0	0	0	0	1	6	7
- Toplamı	0	0	0	0	0	0	0	0	0	0	0	1	6	7
Bildirim(Başvuru)														
-	0	0	0	0	8	29	22	26	6	6	7	9	113	
DİĞER	0	0	0	0	3	0	0	1	0	0	9	5	18	
İLAÇLAMA	0	0	0	0	0	2	0	8	7	6	6	5	34	
ASFALTLAMA	0	0	0	0	0	1	0	5	9	7	11	11	44	
EŞYA ALIM	0	0	0	0	0	1	0	0	14	3	0	2	20	
MOLOZ ALIM	0	0	0	0	0	1	0	2	11	11	19	6	50	
GÜRÜLTÜ ŞİKAYETİ HK.	0	0	0	0	0	0	0	1	0	0	0	0	1	
KÖKÜ ŞİKAYETİ HK.	0	0	0	0	0	0	0	1	1	1	2	2	7	
HAVA KİRLİLİĞİ HK.	0	0	0	0	0	0	0	2	1	0	1	0	4	
SOKAK YIKANMASI	0	0	0	0	0	0	0	1	2	4	0	2	9	
TEMİZLİK	0	0	0	0	0	0	0	5	5	2	7	4	23	
KANALİZASYON	0	0	0	0	0	0	0	4	10	2	1	7	24	
SÜPÜRGEÇİLER	0	0	0	0	0	0	0	1	4	2	1	0	8	
KÖPEK	0	0	0	0	0	0	0	4	0	2	4	0	10	
TRETUVAR	0	0	0	0	0	0	0	2	3	0	0	0	5	
GÜRÜLTÜ	0	0	0	0	0	0	0	1	5	2	1	5	14	
ÇÖP	0	0	0	0	0	0	0	3	10	5	4	8	30	
SK.LAMBASI	0	0	0	0	0	0	0	3	10	35	35	29	112	
KAÇAK KAT	0	0	0	0	0	0	0	0	1	0	0	0	1	
DEMİR KAZIK	0	0	0	0	0	0	0	1	9	2	4	2	18	
İŞGAL	0	0	0	0	0	0	0	0	9	5	8	8	30	
LOGAR KAPAĞI	0	0	0	0	0	0	0	0	2	1	0	1	4	
SAĞLIKSIZ ORTAM	0	0	0	0	0	0	0	0	1	1	1	0	3	
TADİLAT	0	0	0	0	0	0	0	0	4	2	3	1	10	
KALDIRIM	0	0	0	0	0	0	0	0	11	15	12	13	51	
TOZ	0	0	0	0	0	0	0	0	2	0	0	0	2	
İSTEK	0	0	0	0	0	0	0	0	1	4	0	0	5	
BİNA GÜVENLİĞİ	0	0	0	0	0	0	0	0	4	2	0	1	7	
RUHSAT	0	0	0	0	0	0	0	0	0	0	1	1	2	
DUVAR YIKIMI	0	0	0	0	0	0	0	0	2	2	0	0	4	
KONTEYNER	0	0	0	0	0	0	0	0	2	1	3	2	8	
SK.SATICISI	0	0	0	0	0	0	0	0	3	0	0	0	3	
SİĞARA	0	0	0	0	0	0	0	0	2	1	1	0	4	
AĞAÇ KESİMİ	0	0	0	0	0	0	0	0	2	1	0	0	3	
ÇEVRE	0	0	0	0	0	0	0	0	2	0	1	0	3	
AĞAÇ DİKİLMESİ	0	0	0	0	0	0	0	0	2	0	0	0	2	
SAKSI	0	0	0	0	0	0	0	0	1	0	0	0	1	
SU SIZINTISI	0	0	0	0	0	0	0	0	3	1	2	1	7	

DKM_PERFORMANS_BIRIM_BELGETURU_AYLIK1

1/ 2

T.C.
İSTANBUL İLİ
ŞİŞLİ BELEDİYESİ
ÇALIŞAN PERFORMANS BELGE TURU RAPORU

24/12/2010

Halkla İlişkiler Müdürlüğü												Yıl : 2010														
Türü - Aylar	01	02	03	04	05	06	07	08	09	10	11	12	Toplam													
Bildirim(Başvuru)																										
İNŞAAT	0	0	0	0	0	0	0	0	0	3	3	6	5	17												
ÇEVRE TEMİZLİĞİ	0	0	0	0	0	0	0	0	0	1	0	0	0	1												
AĞAÇ	0	0	0	0	0	0	0	0	0	2	2	3	9	16												
MERDİVEN	0	0	0	0	0	0	0	0	0	1	1	0	0	2												
SAĞLIK OCAGI	0	0	0	0	0	0	0	0	0	1	0	0	0	1												
İZİNSİZ ÇALIŞMA	0	0	0	0	0	0	0	0	0	1	3	0	0	4												
SEYYAR SATICI	0	0	0	0	0	0	0	0	0	0	3	0	2	5												
ARAÇ	0	0	0	0	0	0	0	0	0	0	2	5	2	9												
PARK	0	0	0	0	0	0	0	0	0	0	2	2	0	4												
KAĞIT ATIKLARI	0	0	0	0	0	0	0	0	0	0	1	2	0	3												
YAĞMUR GİDERİ	0	0	0	0	0	0	0	0	0	0	1	0	0	1												
KLİMA	0	0	0	0	0	0	0	0	0	0	0	1	0	1												
YIKAMA	0	0	0	0	0	0	0	0	0	0	0	2	6	8												
Bildirim(Başvuru) Toplamı													0	0	0	0	0	11	34	22	71	170	144	165	149	786
Bildirim(Bilgi)																										
	0	0	0	0	3	2	1	0	0	1	1	1	1	9												
Bildirim(Bilgi) Toplamı													0	0	0	0	3	2	1	0	0	1	1	1	1	9
Halkla İlişkiler Müdürlüğü													0	0	0	0	14	36	23	71	170	145	167	156	782	

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