

# 2019

## ACTIVITY REPORT



TURKISH ELECTRICITY  
DISTRIBUTION CORPORATION





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**TURKISH  
ELECTRICITY DISTRIBUTION  
CORPORATION**



“We consider the electrification attempt that will cover the entire country as one of the main elements to develop the Turkish nation.”

A black and white image of the signature of Mustafa Kemal Atatürk, the founder of the Republic of Turkey. The signature is written in a cursive, flowing style.





**Recep Tayyip ERDOĞAN**  
**President**









The main factors that show the socio-economic development levels of the countries are production, transmission, distribution and efficient use of energy. With the increase in digitalization in the world recently and spreading over a wide area of the internet of things and the use of artificial intelligence, the importance of electrical energy is increasing day by day. Therefore, meeting the increasing electricity demand in a timely, continuous, economical and quality manner is a vital point for the technology-based sustainable growth of the countries. In addition to provision of the increasing energy demand, it is of great importance to use energy efficiently and economically in every stage, to increase citizen satisfaction, and to contribute to the development and practices of stakeholders in the sector up to the end point where they reach the users through distribution lines. The increase in the competition that has emerged with the liberalization of the electricity markets in the last 20 years has brought significant improvements in customer satisfaction, supply continuity and service quality with it. In this sense, important regulations have been implemented to establish a financially strong, stable and transparent electricity market. TEDAŞ continues its activities to meet the needs of this process. I hope that 2019-2023 Strategic Plan of TEDAŞ General Directorate will provide the highest contribution to the economy, sector and citizen satisfaction of our country and shed light on the next five years, and I would like to thank all managers and employees who contributed to the preparation of the plan.

**Fatih DÖNMEZ**  
**The Minister of Energy**  
**and Natural Resources**



Türkiye Elektrik Dağıtım A.Ş., which has the vision of reaching the illuminated Turkey in which there is continuous energy with the understanding of high quality service and effective control as a priority in the electricity distribution sector with innovative solutions and applications it developed, serves our nation with almost half a century of experience.

With our Lighting Mobile Tracking Application, which we have launched in 2019 based on the principle of Uninterrupted Service, more than 288.000 applications were solved in the fastest and most effective way with a percentage of 99.62 without any correspondence. Our streets and avenues are 25% more illuminated by minimizing the number of malfunctioning lamps with the applications of analysis, project, development, test and all other stages that our employees play an active role; and our illuminated Turkey target has been reached in terms of streets and avenues.

As TEDAŞ family, we strive to ensure continuity of quality service in the electricity distribution sector, based on the priority of customer-oriented, customer satisfaction while performing the services in our area of responsibility. As in every year, audits (21 general audits, 21 lighting audits and 30 partial audits) have been carried out in the Distribution Companies in 2019 and the quality of the service received by our consumers has been increased and maintained.

Workforce and certification processes were contributed by measuring the national qualifications within the international quality principles and standards in the activities of Vocational Examination and Certification by our institution and trainings have been provided to many participants from home and abroad.

As TEDAŞ, we aim to reach international standards in Management System Applications and to make it a corporate policy. In this process, TS EN ISO 9001:2015 Quality Management System, TSE EN ISO/IEC 17024 Personnel Certification Accreditation and ISO 22000:2005 Food Safety Management System that we have begun to work in 2016 were completed in 2019 and these systems were brought to our Institution. ISO 27001 Information Security Management System installation works have begun in the last quarter of 2019.

Our activities for 2019 in line with the determined goals and objectives are reflected in an accurate, complete and true manner in this report. I express my gratitude to all our staff and stakeholders for their devoted works in the realization of these activities, and I hope that they continue their works with the same effort and enthusiasm. Best regards.

**Halil İbrahim LEVENTOĞLU**  
**General Manager**



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## AIMS AND GOALS

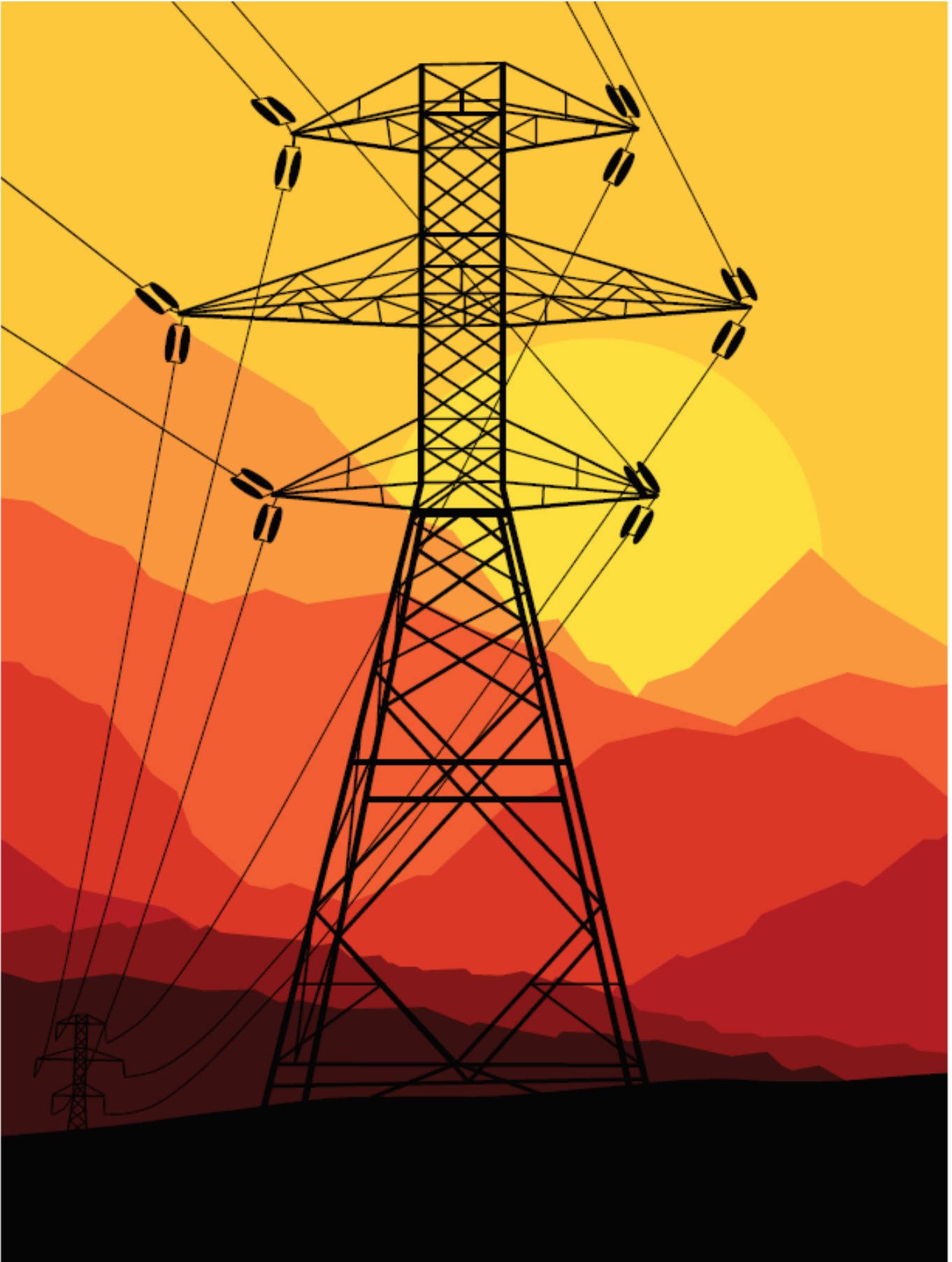
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## GENERAL INFORMATION

### ABOUT TEDAŞ



From the very first day it acquired the status of a legal entity on April 26, 1994, TEDAŞ has fulfilled the services within its area of responsibilities and made maximum efforts to ensure the continuity of high-quality service in the electricity power distribution industry, based on its people-oriented approach and by making customer satisfaction a top priority. It is attempting to carry out the tasks undertaken by all units in order to achieve the target of Bright Turkey in which continuous light energy is provided with an effective audit approach.

Having transformed from a classic public administration institution into one that is more dynamic and suitable for the current needs, TEDAŞ has achieved concrete improvements in its field of activity as of the end of 2017 with its maxim “On to New Targets Together.” We are conscious of our responsibilities arising from our undisputed role in economic and social life by making it our primary aim to supply high-quality, continuous, and economical electricity, our institution sustains its work with a resolve and determination with all of its components serving this end.





## HISTORY

In 1878 electrical energy started to be used in daily life for the first time in the world. The first power plant was established in London in 1882. Our country's first power plant was established in Tarsus on September 15, 1902. It was built to produce 2 kW power, and it began electricity production with the help of a dynamo. The first time large-scale electricity production was achieved in Istanbul was on February 14, 1914, when the Silahtarağa Thermal Power Plant, the first major power plant, opened. The required energy for tram transportation, lighting and telephone network was supplied from this power plant. When the Republic was founded in 1923, the installed power was only 33 MW and electrical power was available in only four cities, namely Istanbul, Izmir, Adapazarı and Tarsus. Between 1911 and 1930, electrical energy activities were carried out by concession companies. After the establishment of institutions such as MTA, ETIBANK, EİEL, DSI and İller Bankası in the 1930s, the services were transferred to the municipalities with the state's purchase of the concessions granted to foreign companies in 1939. Following the First Consultative Energy Conference, which met on April 4, 1953, in line with the resolution made which highlighted the need for a central institution to undertake the production, transmission and distribution of electricity, it was decided to establish the Electric Corporation of Turkey (TEK). With law no. 1312, TEK was set up in 1970 and the centralization of electricity generation, transmission and distribution by a public monopoly was added to the agenda. Thus, the generation, transmission, distribution and sales of electricity in the country were gathered under TEK, excluding for the activity zones of the concession companies and the areas inside the municipal borders. After obtaining positive nationwide results from its services, which became operational with 2,234.9 MW installed power, the power plants and networks owned by public institutions such as Etibank, İller Bank and DSI were transferred to TEK. In 1982, the electricity distribution services other than its generation and transmission were transferred from the municipalities to TEK. At that time, our installed power was 6,638.6 MW and our production 26.6 billion kWh. TEK was restructured as two state economic enterprises so as to sustain its services more effectively and efficiently, and in a contemporary manner within the framework of the privatization policies, with the Council of Ministers decision No. 93/4789 dated August 12, 1993, namely, Türkiye Elektrik Üretim-İletim A.Ş. (Electricity Generation- Transmission Corporation of Turkey) (TEAŞ) and Türkiye Elektrik Dağıtım A.Ş. (Turkish Electricity Distribution Corporation) (TEDAŞ). Accordingly, TEAŞ and TEDAŞ each assumed their legal entity status on April 26, 1994.

After TEDAŞ obtained its legal entity status in 1994, the General Directorate of TEDAŞ initiated its activities to engage in the distribution and trade of electricity in accordance with principles of efficiency and profitability. Later, as part of the transition to the free market system within the electricity distribution system in Turkey, a decision was made to privatize electricity distribution and retail sale services by restructuring state-owned electricity enterprises based on distribution areas. TEDAŞ was brought into the scope and program of privatization by the resolution of Privatization High Commission on April 2, 2004. Accordingly, Turkey was divided into 21 distribution zones. On September 30, 2013, the rights to operate the 21 distribution zones were transferred to the private sector for a 30-year license period, while the ownership of the plants was retained by our General Directorate. Following the completion of the ISO 9001, the 2015 Quality Management System installation work became the latest revision of the Quality Management System initiated with the aim of increasing the quality of service within the framework of TEDAŞ's vision, mission and quality policy. The company's central units, regional offices and training and certification centers were inspected by SGS, the world's leading inspection, verification, testing and certification company., between November 20 and 22, 2017. The inspections were completed successfully and it was determined that the quality management system and the activities carried out are suitable for certification and TEDAŞ is entitled to receive TS EN ISO 9001: 2015 Quality Certificate. The "Türkiye Elektrik Dağıtım A.Ş. Main Statute," prepared by TEDAŞ General Management, based on Decree number 233 dated June 8, 1984 on State Economic Enterprises, Decree number 399 dated January 22, 1990 and the attachment to Decree number 93/4789 dated August 12, 1993, which was prepared in accordance with the decision of the Council of Ministers and the Electricity Market Law number 6446, was published in the Official Gazette and came into force. As of today, the TEDAŞ General Directorate continues to work in the electricity distribution sector with its central organization and 21 regional directorates located in the 21 distribution regions.

# CORPORATE STRUCTURE

## SENIOR MANAGEMENT



**Halil İbrahim  
LEVENTOĞLU**  
Chairman of the Board

- 2016- TEDAŞ General Directorate - General Manager and Chairman of the Board
- 2013-2016 TEDAŞ Bosphorous Regional Coordination Office - Chief Expert
- 2010-2013 İstanbul Anatolian Side Electricity Distribution Co. - Chief Expert
- 2008-2010 İstanbul Anatolian Side Electricity Distribution Co.- General Manager
- 2002-2008 EDO ENERJİ İstanbul - General Manager
- 1996-2002 İGDAŞ İstanbul - Assistant General Manager
- 1994-1996 İGDAŞ- İstanbul - Customers Manager
- 1991-1994 AKTAŞ ELEKTRİK İstanbul - Regional Responsible
- 1989-1991 MSB İzmit Construction and Real Estate Chairman Kocaeli - Control Engineer
- 1989-1990 Zonguldak, Turkish Hard Coal Authority - Service Engineer
- 1986-1988 Makro Mühendislik İstanbul-Company Manager



**Ahmet ERDEM**  
Member of the Board

- 2018- Ministry of Labor, Social Services and Family - Minister Assistant
- 2015-2018 Ministry of Labor and Social Security - Consultant
- 2015-2015 Ministry of Labor and Social Security - Minister
- 2014-2015 Ministry of Labor and Social Security - Consultant
- 2009-2014 Prime Ministry Consultant
- 2007-2009 Ministry of Labor and Social Security - Consultant
- 2003-2007 Ministry of Labor and Social Security - Deputy Consultant
- 1997-2003 Ministry of Labor and Social Security- Ministry Consultant
- 1996-1997 Ministry of Labor and Social Security - Deputy Consultant
- 1985-1996 Ministry of Labor and Social Security - Secretary General of the High Referee Board
- 1986-1988 Makro Mühendislik İstanbul-Company Manager



**Osman İLTER**

Member of the Board

- 2016- TEDAŞ General Directorate - Member of the Board
- 2003-2018 Prime Ministry Privatization Administration - Vice President
- 2016-2016 Türkiye Şeker Fabrikaları A.Ş. General Directorate - Chairman of the Board
- 2012-2016 Türkiye Denizcilik İşletmeleri A.Ş. - Vice Chairman of the Board and Member of the Board
- 2004-2011 Petkim Petro Kimya A.Ş. - Chairman and Member of the Board of Directors
- 2001-2002 Nitromak A.Ş. - Board Member
- 1998-2000 Manisa Pamuklu Dokuma A.Ş. - Board member
- 1996-1997 Aksantaş A.Ş. - Member of the Board
- 1996-1997 Köyteks Yatırım Holding A.Ş. - Member of the Supervisory Board
- 1995-1995 Sümerbank Bankacılık A.Ş. - Member of the Supervisory Board
- 1994-1995 Turban Turizm A.Ş. - Member of the Supervisory Board
- 1993-1995 Adıyaman Çimento Sanayi A.Ş. - Member of the Board
- 1993-1994 Aşkale Çimento Sanayi A.Ş.- Member of the Board
- 1993-1993 Pancar Motor Industry and Trade Inc. - Member of the Board
- 1992-1995 Köytaş A.Ş.- Member and President of the Board
- 1992-1992 Meysu A.Ş. - Member of the Board



**MURAT TOKAT**

Member of the Board

- 2017-2019 TEDAŞ General Directorate - Member of the Board
- 2016-2017 ETKB General Directorate of Energy Affairs-Deputy General Manager
- 2014-2016 Ministry of Transport, Maritime Affairs and Communications - Specialist
- 2013-2014 Enerjisa - Ayedaş - Chief Controller
- 2002-2013 Ayedaş - Chief Controller
- 1997-2002 Aktaş Elektrik Ticaret Anonim Şirketi - Assistant Inspector
- 1996-1997 Özkanlar Turizm Yatırım Anonim Şirketi - Accounting



**MAHMUT YAĞIZ**

Member of the Board

- 2017- TEDAŞ General Directorate - Assistant General Manager - Member of the Board
- 2016-2017 TEDAŞ General Directorate Asset Management Department / Audit and Strategy Department - Head of Department
- 2013-2016 General Directorate of Agricultural Enterprises - Head of Department
- 2012-2013 Ministry of Food, Agriculture and Livestock - Advisor to the Minister
- 2011-2012 TEİAŞ General Directorate Research Planning Coordination Department - Branch Manager
- 2009-2011 TEİAŞ Directorate of Education, Department of Education and Safety - Chief Expert
- 2006-2009 Baskent Electricity Distribution Corporation General Directorate - Chief Specialist
- 2004-2006 TEDAŞ Diyarbakır Electricity Distribution Organization -Management Manager / Chairman of the Management Committee
- 2003-2004 TEDAŞ Diyarbakır Electricity Distribution Enterprise - Assistant Technical Manager
- 2003-2003 TEDAŞ Diyarbakır Electricity Distribution Enterprise - Customers Manager / Engineer
- 2001-2003 Ministry of Energy and Natural Resources General Directorate of Energy Affairs - Engineer
- 1997-2001 Etibank - Engineer / Technical Chief
- 1995-1997 BUGSAŞ Ankaray - Power Supply and Scada Chief Engineer



**ZAFER TURUT**

Member of the Board

2018-	TEDAŞ General Directorate - Assistant General Manager - Member of the Board
2017-2017	TEDAŞ General Directorate - Chief Expert (Deputy Director General)
2017-2017	TEDAŞ General Directorate - Chief Expert (Officer of Asset Management Department)
2015-2017	TEDAŞ General Directorate - Chief Engineer (Contracted)
2013-2015	TEDAŞ Boğaziçi Regional Coordinator - Chief Expert (1st Degree)
2009-2013	Law No. 5434 - ADDED Art. 71 Service
2008-2009	Van Gölü EDAŞ Chief Expert (Company Manager)
2006-2008	ARAS Provincial Directorate - Provincial Director (Van Gölü EDAŞ Company Manager Officer)
2005-2006	ARAS Provincial Directorate - Provincial Director
2005-2005	ARAS EDAŞ Iğdır Enterprise - Director of the Organization and Chairman of the Management Committee
2005-2005	ARAS EDAŞ Iğdır Enterprise - Deputy Manager and Member of the Management Committee (Manager of the Organization and the Chairman of the Management Committee)
2004-2005	ARAS EDAŞ Iğdır Enterprise - Deputy Manager and Member of the Management Committee
2003-2004	TEDAŞ Iğdır EDM - Deputy Manager and Member of the Management Committee
2002-2003	TEDAŞ Muş EDM - Project and Facility Manager and Member of the Management Committee
2002-2002	TEDAŞ Muş EDM - Project and Facility Manager (Elazığ EDM Officer)
2001-2002	TEDAŞ Muş EDM - Project and Facility Manager (Ent. Mng. Asst. Officer) Member of the Management Committee
1995-2001	TEDAŞ Muş EDM - Planning and Facility Manager (Ent. Mng. Asst.(Tech.) Duty) Board Member
1994-1995	TEDAŞ Muş EDM Planning and Facility Directorate - Chief Engineer Cont. (On behalf of Pln. and Facility Mng.) and Mng. Com. Member
1994-1994	TEDAŞ Muş EDM Planning and Facility Directorate - Facility Chief Engineer (Member of the Management Committee)
1994-1994	TEDAŞ MUS EDM Planning and Facility Directorate - Plan Project Chief Engineer Engineer Cont. (Member of the Board)
1994-1994	TEK Muş EDM Planning and Facility Directorate - Plan Project Chief Engineer Engineer Cont. (Member of the Board)
1990-1994	TEK Muş EDM Planning and Facility Directorate - Plan Project Chief Engineer Engineer Contracted
1989-1990	TEK Van Gölü EDM Muş Provincial Directorate - Engineer (Contracted)
1989-1989	TEK Van Gölü EDM Muş Provincial Directorate - Engineer (SSk)

# CORPORATE STRUCTURE

## GENERAL MANAGER ASSISTANTS



MAHMUT YAĞIZ  
Deputy General Manager



Zafer TURUT  
Deputy General Manager



Nihat ISMUK  
Deputy General Manager



Zübeyir ÇALIŞAN  
Deputy General Manager

### A-MISSION AND VISION

#### OUR VISION

#### OUR MISSION

To provide high-quality services in the electric power distribution industry based on continued customer satisfaction.

To achieve the objective of a “Bright Turkey” where uninterrupted power is supplied with our sense of high-quality service and efficient oversight.

## GENERAL INFORMATION

# B-AUTHORITY, DUTIES AND RESPONSIBILITIES

The central organization and 21 regional directorates in 21 distribution areas of the General Directorate of TEDAŞ conduct the following activities;

- Conducting the expropriation activities for electricity distribution plants in accordance with the relevant legislation;
- Performing the tasks assigned for general lighting works;
- Examining and inspecting the activities of electricity distribution companies in accordance with the authority assigned by the Ministry;
- Carrying out operations and procedures that may be required in accordance with the principles defined by the Operating Rights Transfer Agreement as the owner of distribution plants in the distribution areas taken over and operated by private law legal entities in accordance with Laws No. 3096 and 4046;
- Examining and assigning priority to the investments of distribution companies by necessity, suitability, and characteristic aspects, and monitoring their physical, financial realization and electrification;
- Conducting or commissioning other entities to conduct activities related to electricity distribution retail sales and retail sales services;
- Operating electricity distribution plants and engaging in the purchase and sale of electricity in Turkey and abroad when necessary and/or commissioned, and carrying out any activity in relation thereto;
- Conducting R&D studies to improve service quality and customer satisfaction, and to determine new performance criteria;
- Carrying out project inspection and approvals, and provisional and final acceptance of facilities, and so on. for a fee;
- Performing duties that may be assigned under the Regulation on Measures for Distribution and Supply Licenses in Electricity Market;
- Drafting the specifications of the materials and equipment used in distribution plants, and assessing the materials and equipment to be used in the grid for conformity with the specifications;
- Defining, monitoring, and reporting performance criteria for call centers and providing monthly performance reports to the Ministry;



- Defining performance criteria based on outage and troubleshooting times, and monitoring and reporting malfunctions to the Ministry on a monthly basis;
- Performing procedures related to complaints;
- Establishing, participating, or cooperating with companies in Turkey and abroad;
- Engaging in energy consultancy and engineering activities for national and international distribution companies;
- Obtaining and/or granting documentation and certification related to its activities;
- Offering national and international training programs, granting certificates to the public and private sectors, issuing professional competence certificates, and procuring services for such purposes when necessary;
- Providing all support services for a fee when requested by distribution companies;
- Evaluating yearly data in the energy industry and drafting a statistics book;
- Preparing quantities of bills;
- Conducting or commissioning others to conduct surveys, plans, and projects related to its activities, and ensuring that relevant facilities and systems are established in relation thereto;
- Engaging in cooperative and coordinated activities with other natural and legal entities to execute its activities;
- Procuring goods and services from Turkey or abroad as required for its activities;
- Performing research and development studies on systems and machinery equipment related to its activities; manufacturing or commissioning others to manufacture such systems and equipment when necessary, taking into consideration domestic opportunities;
- Owning movable property and real estate as well as any rights in kind and intellectual rights, selling, purchasing, leasing/renting and leasing out movable and immovable property;
- Insuring and securing distribution assets;
- Purchasing services while performing its activities;
- Performing duties and liabilities as assigned by the Electricity Market Law No. 6446;
- Performing activities that may arise from other legislation.

## GENERAL INFORMATION

### C- INFORMATION ABOUT OUR ORGANIZATION PHYSICAL STRUCTURE

#### BLOCK ABCD

$$139 \times 24,20 = 3.363,80 \text{ m}^2$$

$$3.363,80 \text{ m}^2 \times 22 = 74.003,60 \text{ m}^2$$



#### BLOCK KLMN

$$21,45 \times 83,50 = 1.791,08$$

$$1.791,08 \text{ m}^2 \times 7 = 12.537,56 \text{ m}^2$$

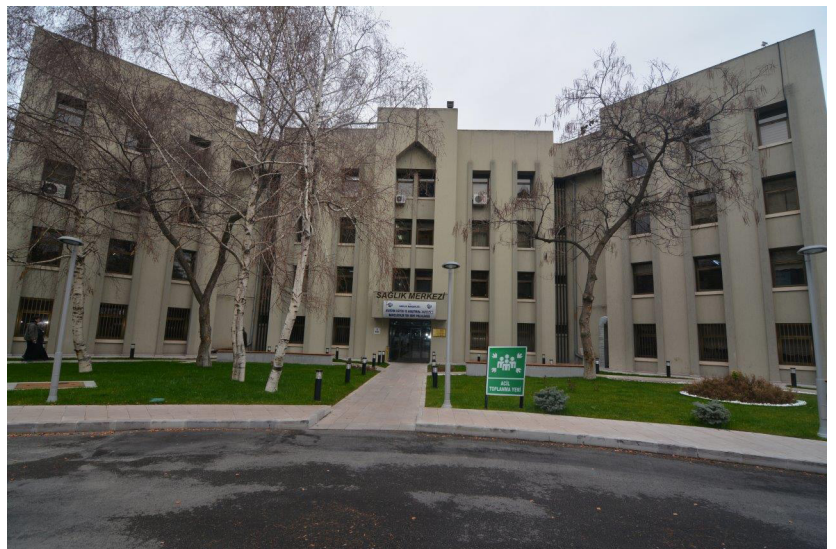
$$\text{Yan kısım } 23 \times 97 = 2.231 \text{ m}^2$$

$$2.231 \text{ m}^2 \times 3 = 6.693,00 \text{ m}^2$$

$$\text{Block KLMN total area} = 19.230,53 \text{ m}^2$$

#### BLOCK O HEALTH S. BUILDING

$$955,87 \text{ m}^2 \times 5 = 4.779,35 \text{ m}^2$$





**BLOCK P NURSERY  
BUILDING**

$2.617,55 \text{ m}^2 \times 3 = 7.852,65 \text{ m}^2$



**BLOCK R GUEST HOUSE  
BUILDING**

$1.297,03 \text{ m}^2 \times 8 = 10.376,24 \text{ m}^2$

**BLOCK F**

$39,50 \times 58,6 = 2.314,70 \text{ m}^2$

$2.314,70 \text{ m}^2 \times 6 = 13.888,20 \text{ m}^2$

**BLOCK S HEAT  
CENTER**

$705,48 \text{ m}^2$

**BLOCK E**

$40,50 \times 63,70 = 2.579,85 \text{ m}^2$

$2.579,85 \text{ m}^2 \times 6 = 15.479,10 \text{ m}^2$

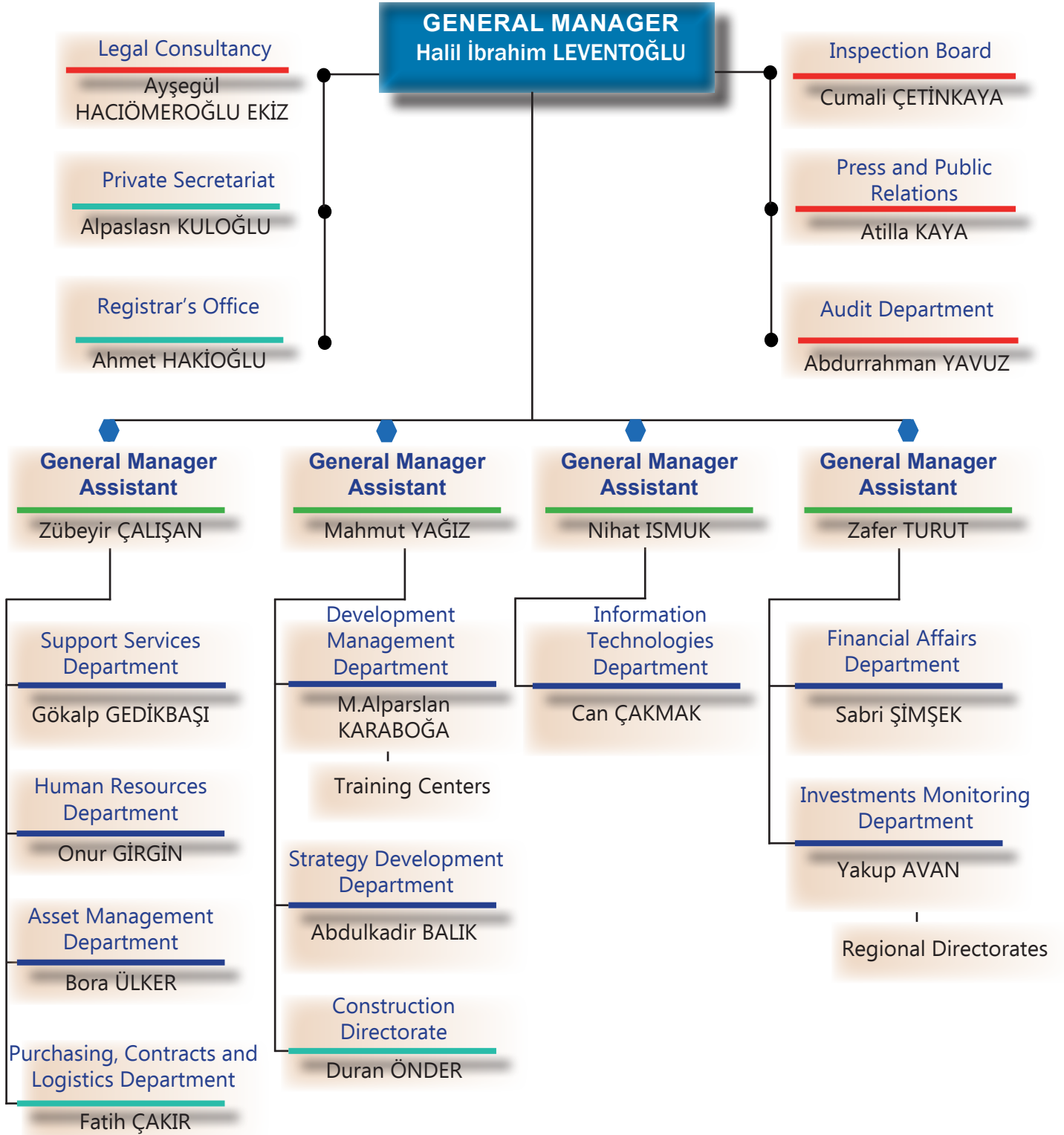
**BLOCK T TEİAŞ BUILDING**

$1.586 \text{ m}^2 \times 7 = 11.102 \text{ m}^2$

**ALL BUILDINGS WITHIN THE  
CAMPUS  
TOTAL AREA = 157.417,15 m<sup>2</sup>**

## GENERAL INFORMATION

### C-INFORMATION ABOUT OUR INSTITUTION TEDAŞ GENERAL DIRECTORATE ORGANIZATIONAL STRUCTURE







## DEMOGRAPHIC DISTRIBUTION OF EMPLOYEES



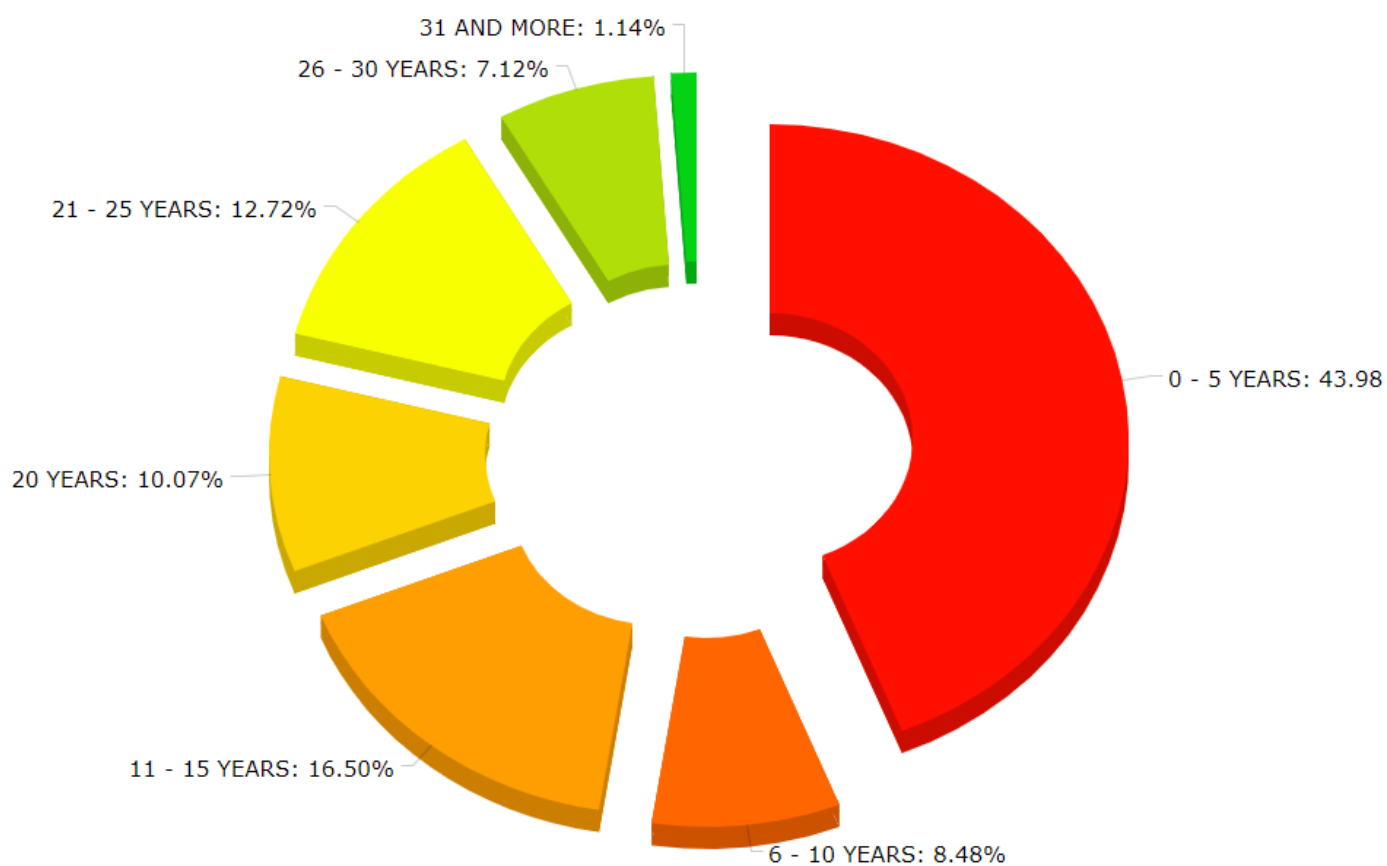
### DISTRIBUTION OF PERSONNEL BY SERVICE YEAR

31.12.2019

0 - 5 YEARS	581
6 - 10 YEARS	112
11 - 15 YEARS	218
16 - 20 YEARS	133
21 - 25 YEARS	168
26 - 30 YEARS	94
31 AND MORE	15

**TOTAL**

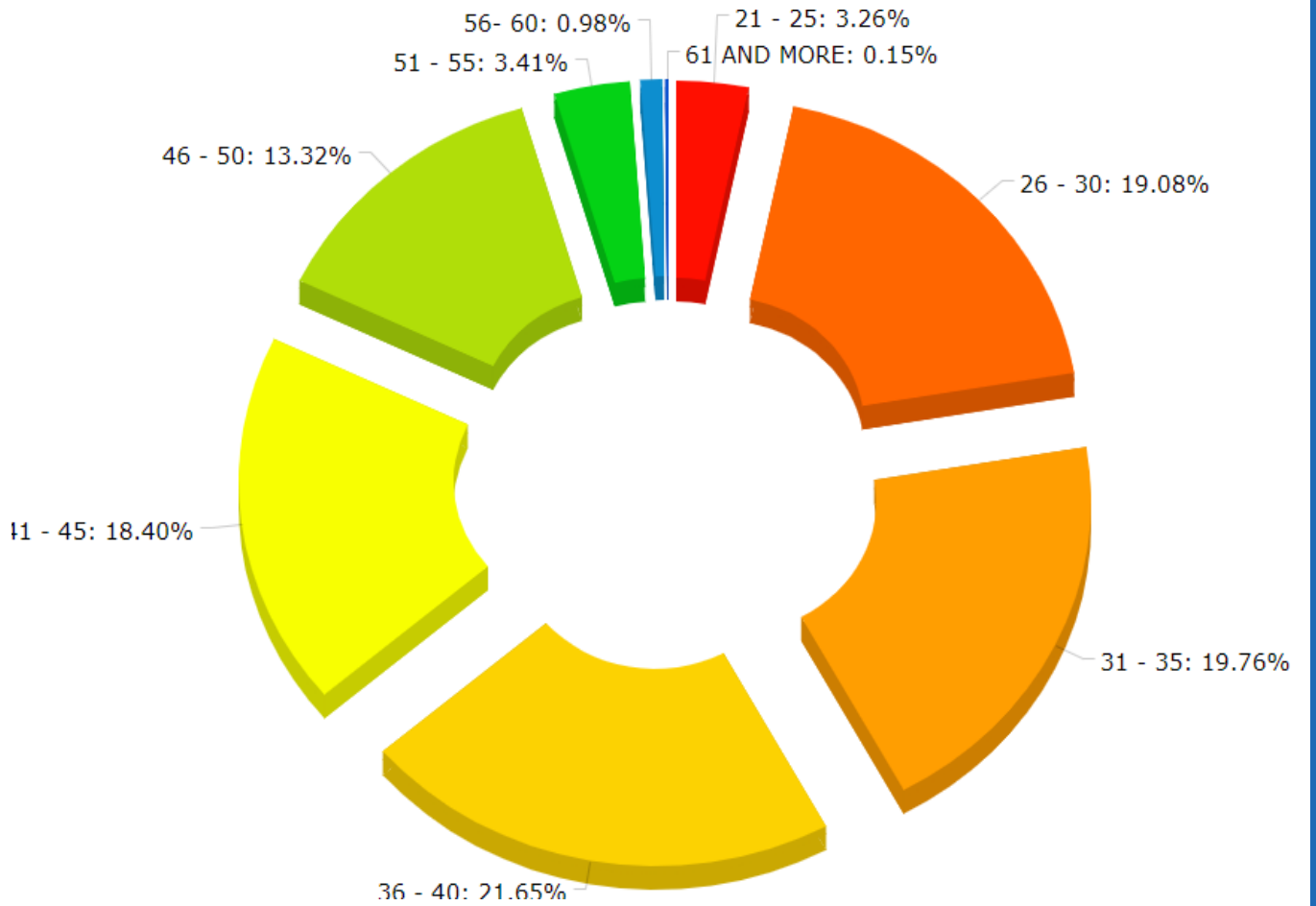
**1.321**



## DISTRIBUTION OF PERSONNEL BY AGE GROUPS

31.12.2019

21 - 25	43
26 - 30	252
31 - 35	261
36 - 40	286
41 - 45	243
46 - 50	176
51 - 55	45
56 - 60	13
61 AND MORE	2

**TOTAL****1.321**

## DEMOGRAPHIC DISTRIBUTION OF EMPLOYEES

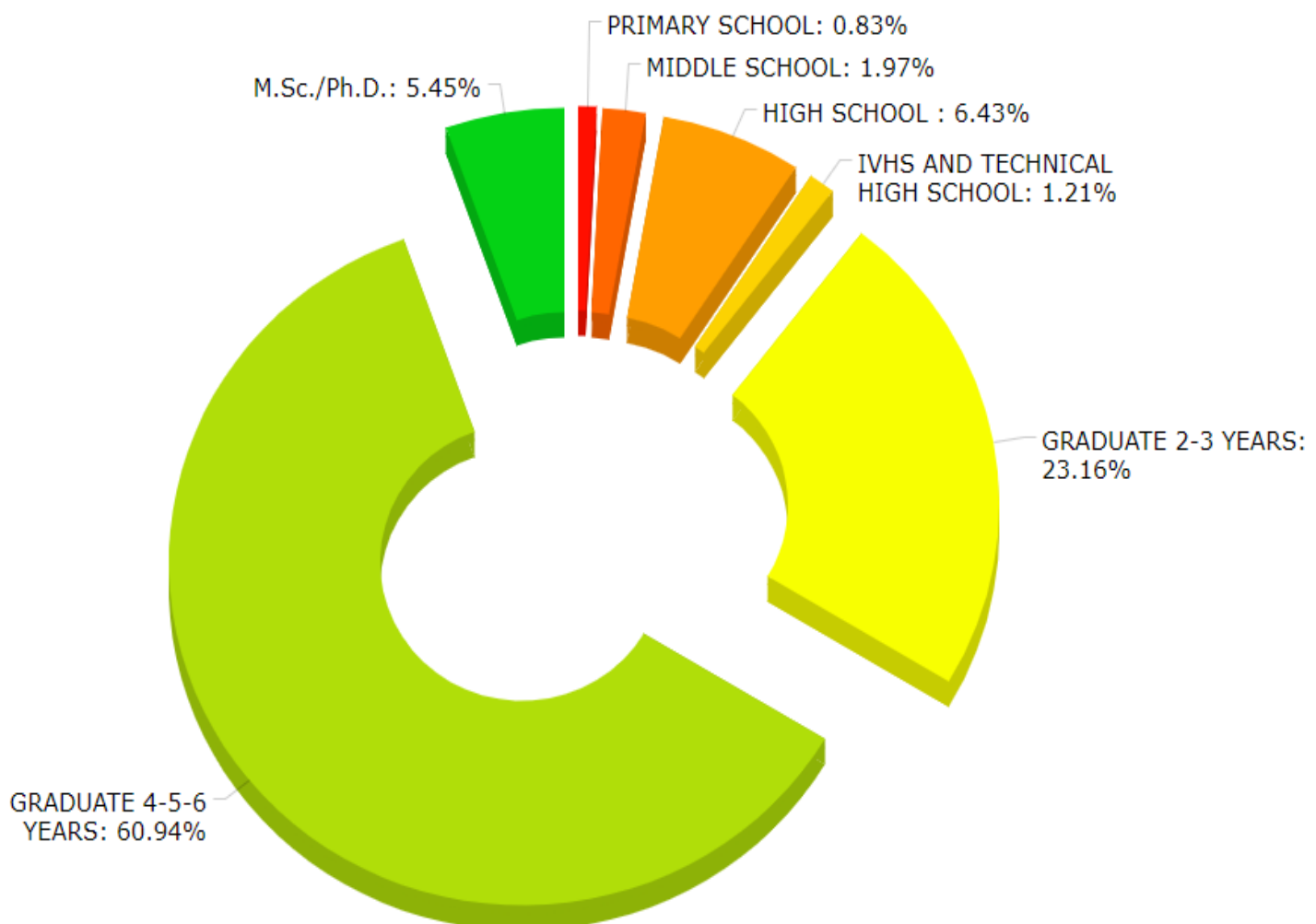


### DISTRIBUTION OF PERSONNEL BY EDUCATIONAL STATUS

31.12.2019

PRIMARY SCHOOL	11
MIDDLE SCHOOL	26
HIGH SCHOOL	85
IVHS AND TECHNICAL HIGH SCHOOL	16
GRADUATE 2-3 YEARS	306
GRADUATE 4-5-6 YEARS	805
M.Sc./Ph.D.	72

<b>TOTAL</b>	<b>1.321</b>
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## Distribution of Personnel by Gender

GENDER	OFFICER	CONTRACTED	WORKER			STAFF GENERAL TOTAL
			Unionized	Non-unionized	Out of scope	
WOMAN	4	73	72	167	0	316
MALE	46	230	314	412	3	1.005
TOTAL	50	303	386	579	3	1.321

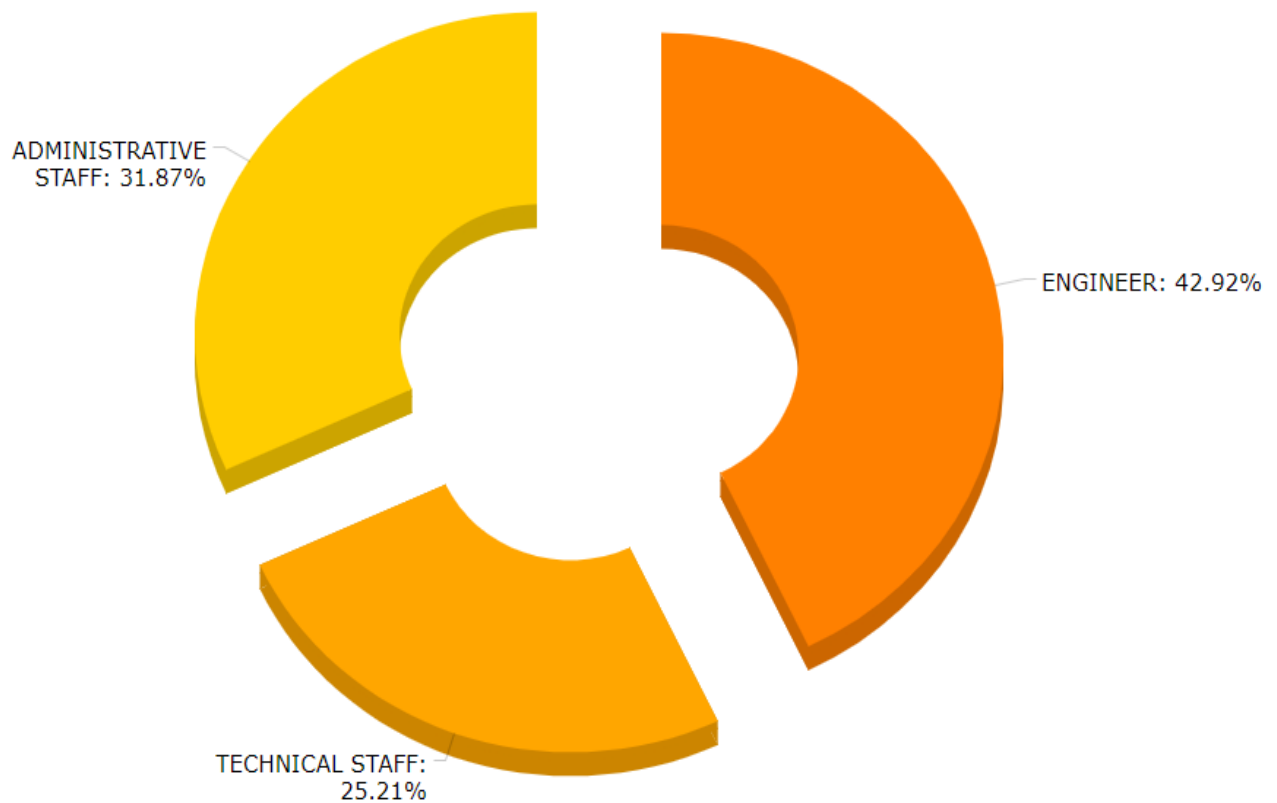


## DEMOGRAPHIC DISTRIBUTION OF EMPLOYEES



STAFF STATUS	NUMBER	RATE
ENGINEER	567	43%
TECHNICAL STAFF *	333	25%
ADMINISTRATIVE STAFF	421	32%
TOTAL	1,321	100%

\* PHYSICS, STATISTICS, CHEMISTRY, MATHEMATICS, TRAINING SPECIALIST (TECHNICAL), TECHNICIAN



### Distribution of TEDAŞ Staff by Status (31.12.2019)

TEDAŞ	Officer	Contractual	Officer Contracted Total
GENERAL DIRECTORATE	42	167	195
EDUCATION AND CERTIFICATION CENTERS	0	9	14
REGIONAL OFFICES	8	127	200
<b>TOTAL</b>	<b>50</b>	<b>303</b>	<b>353</b>

TEDAŞ	Unionized	Non-unionized	Out of scope	Workers Total	Staff General Total	Service Recruitment Staff
GENERAL DIRECTORATE	181	225	1	407	616	604
EDUCATION AND CERTIFICATION CENTERS	15	73	0	88	97	105
REGIONAL OFFICES	190	281	2	473	608	63
<b>TOTAL</b>	<b>386</b>	<b>579</b>	<b>3</b>	<b>968</b>	<b>1.321</b>	<b>772</b>

## AIMS AND GOALS

### A-AIMS AND GOALS OF THE ADMINISTRATION

To ensure the control, supervision, project approval and facility acceptance, expropriation procedures and coordination of the activities of the electricity distribution companies within the scope of the duties and/or authorizations given in accordance with the general economy and policy of the State and in accordance with the quality of service and customer satisfaction, and when necessary, to ensure the coordination of the distribution activities of electricity with profitability and efficiency to operate in accordance with commercial, economic and social requirements, to operate distribution assets or to transfer operating rights.

### B-BASIC POLICIES AND PRIORITIES

#### OUR QUALITY POLICY

As the pioneer of the electricity distribution industry in Turkey, our organization undertakes the following in order to implement total quality management with success;

To conduct our work in accordance with all the requirements of quality management; sustainability, continuous improvement and contribution to all stakeholders,

To comply with the customer's rights set by the laws and regulations in the realization of our work,

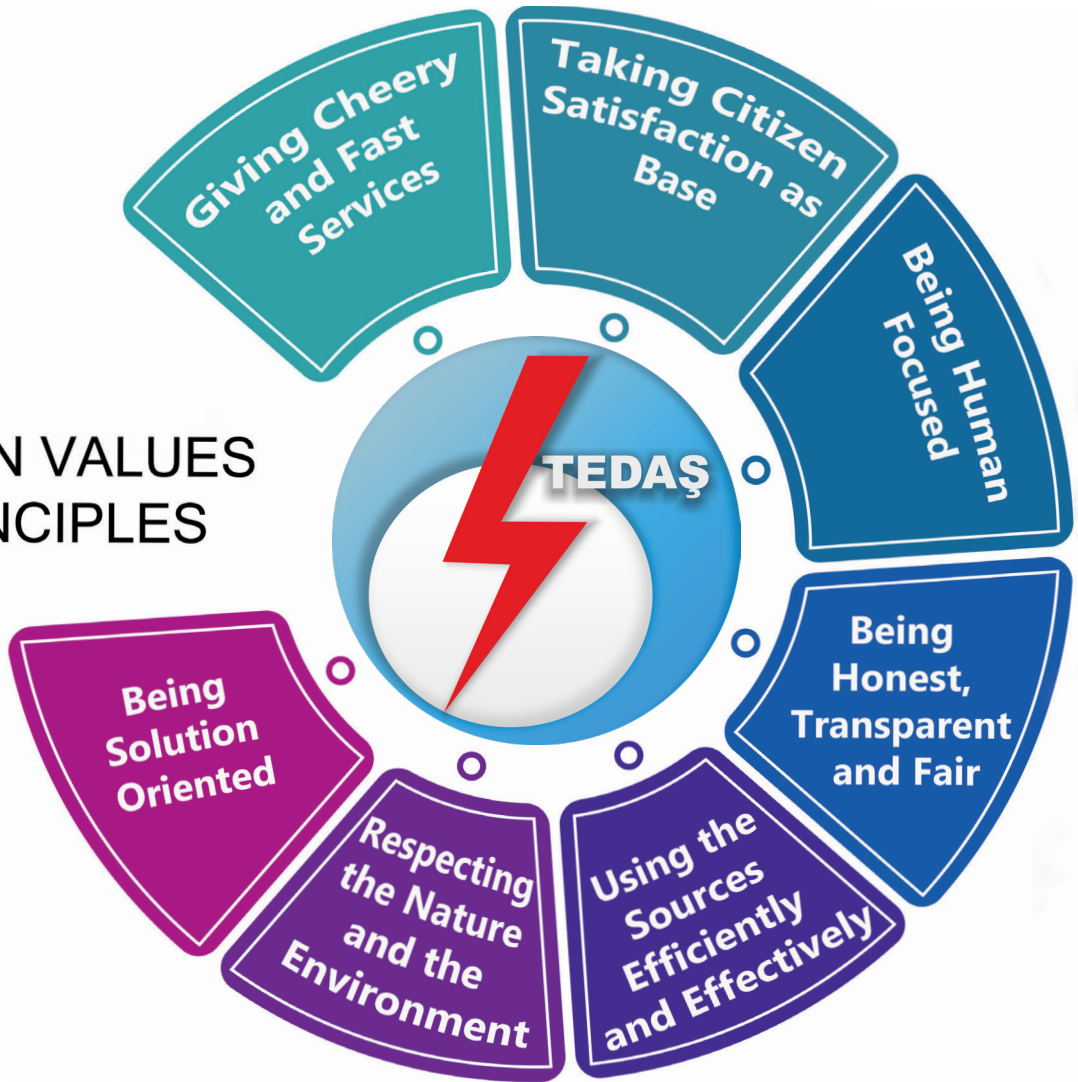
In line with the approach of continuous improvement of customer satisfaction, to aim to elevate the quality of all processes to the highest level to be able to compete internationally,

To maintain high-quality electricity distribution activities with effective supervision and service agreement by using innovative methods and providing direction to the industry in this respect,

To carry out the necessary activities in order to monitor, protect and improve the quality of our assets we own on behalf of our nation using developing technology,

To be a model institution with our corporate accumulation, progressive and developmental approach, and remaining sensitive and respectful to the needs and expectations of our nation.

## OUR MAIN VALUES AND PRINCIPLES





# ACTIVITIES OF THE DEPARTMENTS

## INSPECTION BOARD

### Organization and Staff Structure

The Board of Inspectors conducts its activities directly under the management of the General Manager and the Inspectors work on behalf of the General Manager. The Inspection Board Consists of one Chairman and Accompanying Inspectors, Chief Inspector, Inspector and Assistant Inspectors. The Board reports directly to the General Manager. The Board's documenting works, accounts, archives, etc. are carried out by the Office Chief of the Department. As of the end of 2018, as per the program (I) of the annex of the Decree Law No. 399, A total of 11 Chief Inspectors including 1 Chairman and 2 Attendant Inspectors are employed in the position. In the Office Chief, a total of 3 personnel are employed, 2 of whom are union workers and 1 is a non-union worker. On the other hand, there are 1 non-unionized worker, 1 unionized worker and 1 contracted officer in the Bureau Chief of the Inspection Board. In addition, 3 company staff (service procurement) serve in the Department. The average service period of the Inspectors under the Inspection Board is 11 years. The average age of the inspectors is 36.



## Duties and Responsibilities

The Duties of our Directorate are listed in the 6th article of the Inspection Board Regulation, published in the Official Journal dated 03/06/2019 and prepared on the basis of the provisions of the Articles of Association of Türkiye Elektrik Dağıtım Anonim Şirketi published in the Official Journal dated 14/02/2018 and numbered 30332 and the Decree Law on State Owned Enterprises dated 08/06/1984 and numbered 233 and the Decree Law dated 22/01/1990 and numbered 399. The Inspection Board carries out the specified duties upon the order and approval of the General Directorate. These include;

- a) To determine the general principles regarding the effective conduct of the inspection in all central and provincial organizations affiliated to TEDAŞ and to develop inspection systems that encourage the efficient operation of the personnel.
- b) To conduct investigations and inspections on behalf of the General Manager in all central and provincial organizations affiliated with TEDAŞ.
- c) To conduct investigations and inspections on behalf of the General Manager about all kinds of civil servants, workers and contracted personnel of TEDAŞ, including those appointed by the Board of Directors resolution.
- ç) In case of assignment, to audit the electricity distribution companies defined in the Electricity Market Law No. 6446 dated 14/03/2013.
- d) To perform other works related to the inspection services provided by the General Directorate.

### **Duties, Powers and Responsibilities of the Chairman of the Inspection Board**

The Chairman of the Inspection Board has the title, right and authority of the inspector of the General Directorate and performs the following duties directly on behalf of the General Manager upon the order or approval of the General Directorate.

- a) To carry out the duties of the Inspection Board specified in article 6 of the Regulation of Inspection Board.
- b) To manage the Inspection Board, organize and supervise the works of inspectors and assistant inspectors.
- c) Inspection, examination, audit and investigation in person, if necessary.
- ç) To receive the Consent of the Directorate for the purpose of investigation and inspection regarding complaints and notices directly received by the directorate.
- d) To prepare the inspection program and submit it to the approval of the General Manager, to ensure the implementation of the programs, to make changes when necessary.
- e) To examine reports from inspectors; To inform the inspector in case of missing, incorrect or unclear criticism and opinions, to submit the report to the General Manager for approval, to submit the result of the approved reports to the relevant units, to monitor the results of the measures to be taken and the actions to be taken by the units, and to make recommendations regarding the measures to be taken.

# INSPECTION BOARD

## Duties and Responsibilities

### **Duties, Powers and Responsibilities of the Chairman of the Inspection Board**

- f) To ensure that assistant inspectors are recruited and trained for a minimum of 3 years.
- g) To prepare the activity reports regarding the activities of the Board and to deliver them to the General Manager.
- ğ) In cases where the legislation is interpreted differently among inspectors, to take the necessary measures to ensure unity of opinion and practice.
- h) To make correspondence with the authorities and persons to whom the inspectors are not authorized to correspond directly.
- ı) To arrange the leaves of inspectors, assistant inspectors and office personnel according to the legislation in force, to review or have them inspected, or have them approved.
- i) To give special marks about inspector assistants with studies, examinations, researches, inspections and investigation notes.
- j) To perform other duties to be assigned by the General Directorate regarding inspection services.

Chairman of the Board is directly responsible for the management of the Inspection Board and the office, the operation of the inspectors and assistant inspectors within the framework of their duties and powers, the execution of other duties related to the inspection services given by the General Manager to the Inspection Board, and their decisions and practices in these subjects.

### **Duties, Powers and Responsibilities of the Inspectors**

TEDAŞ Inspectors are affiliated to the General Manager and they have the following duties to be performed on behalf of the General Manager;

- a) Within the framework of the provisions of the Inspection Board Regulation, the operations and accounts of all kinds of central and provincial units and organizations affiliated with TEDAŞ and their operational activities; to examine for compliance with legislation and business requirements; to conduct research, investigation and inspection, to report the results,
- b) Except for the members of the Board of TEDAŞ; to investigate, inspect and question the civil servants, workers and contracted personnel, to take their defenses when necessary, to report the results,
- c) To inform the Directorate about the responsible for the corruption they have learned during the inspection and investigation and are out of duty, in accordance with the investigation procedure they are subject to, in order to seize the incident without delay, to collect the evidence in cases where it is expected to be harmed in the delay and the loss of evidence may be possible,
- ç) To dismiss company personnel from office according to the provisions of Article 19,
- d) To audit the electricity distribution companies defined in the Electricity Market Law, if assigned,

## Duties, Powers and Responsibilities of the Inspectors

- e) To reporting to the Directorate by making examination of the results arising from the implementation of the legislation, investigating the ways of correcting the mistakes and eliminating the deficiencies and reporting the measures and thoughts to be taken in order to ensure that the works run at the desired level
- f) To requesting the relevant units of TEDAŞ to be assigned at their disposal to work in the commission, if they deem necessary in their inspections, investigations and researches,
- g) To conduct research at home and abroad on TEDAŞ related issues, to participate in the commissions, courses, seminars and meetings they are assigned,
- ğ) To count the money, monetary documents and materials of the units they inspect and to examine any documents belonging to them and to identify excess and deficiencies by comparing the counting results with the records,
- h) To request that the permissions of the personnel deemed to leave their jobs during inspection, investigation and research be left to the end of the inspection, investigation and research and return of those who are on leave,
- ı) To make sure not to delay and to carry out inspection, investigation and research works,
- i) To ensure that the assistant inspectors to be given for their accompaniment are trained in the profession, to organize their opinions and special notes,
- j) To examine the organization and method, profitability and efficiency and the legal aspects of inspected units and the works performed by them, and to make suggestions that increase the quality and efficiency of the service,
- k) To obtain information about the efficiency, knowledge and abilities of the staff it controls, and to prepare a “Staff Evaluation Report” when necessary,
- l) To nominate candidates for certifications and awards, limited to the unit it inspects and investigates,
- m) They have the duty and the authority to perform other duties related to the inspection services to be provided by the Directorate.

It is possible for assistant inspectors to use these powers or to work independently by giving them “Authority” by the Directorate at the end of a certain training period.

The investigators are obliged to carry out their duties within objective dimensions and base their opinions on concrete documents and events.

The investigators are responsible for full use of their powers specified in the relevant laws, Presidential decrees and this Regulation within the framework of the legislation in force.

# INSPECTION BOARD

## **Duties, Powers and Responsibilities of the Inspection Board Office Chief**

The Office Chief consists of 1 Office Chief and a sufficient number of staff under the order of the Chairman of the Inspection Board. The duties of the Inspection Board Office Chief are as follows;

- a) To keep track of all documents submitted to the Directorate and forward their answers.
- b) To record and follow up the reports and documents coming from the inspectors.
- c) To keep reports in the archive regularly.
- ç) To get the grant notifications of the inspectors to the relevant parties in a timely manner.
- d) To keep records and files related to the work of the Inspection Board.
- e) To ensure the recording and preservation of books, magazines, all kinds of fixtures, furnishings and office supplies, and to supply and distribute other necessities.
- f) To take the hidden envelopes coming to the Inspection Board and to present them to the Chairman of the Board without opening.
- g) To carry out financial and personal affairs of the Inspection Board and office staff on time and regularly.
- ğ) To present and keep a record of the departure, arrival and return dates reported by the investigators regarding their duties to the Chairman of the Board on the same day.
- h) To supply, store, distribute and reproduce stationery and printed papers as needed.
- i) To follow up the results of the operations to be performed by the relevant units on the expected answers or reports and to inform the Chairman about the delayed works.
- ı) To ensure the operation and order of the Inspection Board archive in accordance with the provisions of the Regulation on State Archive Services.
- j) To perform other duties to be assigned by the Chairman of the Board.

The Office Chief is responsible for the administration of the Office Chief against the Chairman of the Board and the investigators. Confidentiality is essential in office work. Office staff cannot show, give reports and correspondence and files to anyone without the permission of the Directorate and cannot disclose the information they have obtained based on their duties.



## Activities

### Inspection

Inspection refers to the systematic audit activities which are made to determine whether the inspected unit is working in accordance with the establishment purposes, whether the studies respond to the evolving needs, whether the book, document and record order is appropriate and correct in accordance with the legislation, and which defines the measures regarding the correction and elimination of the deficiencies, errors and irregularities detected, thereby aiming to maintain an effective and efficient subject order, and in which the guidance function is prioritized.

### Examination

It refers to the audit activities that are carried out on matters deemed necessary by the Directorate General for the works and operations of the headquarters and provincial offices, are not limited to the scope of approval, not required to be attached to the reports with answers in the inspections, and do not require criminal prosecution as result of the investigation.

### Investigation

It refers to the operations performed in order to determine whether the case should be transferred to the judicial authorities in crimes of the central and provincial employees within the Law No. 3628 and other special laws, and to provide transfer of the employees to the administrations or institutions authorized to give disciplinary penalties in cases that require implementation of disciplinary provisions the Civil Servants Law No. 657, TEDAŞ Discipline Regulation, Work Procedures and Principles of Workers who are not members of TEDAŞ Trade Union and the Workplace Collective Agreement (ITIS).

1 of the total of 27 reports issued in 2019 is Investigation Report, 5 are Inspection Reports and 21 are Replied Inspection Reports. In addition, 3 opinion letters were issued during this period.

# LEGAL CONSULTANCY

## Organization and Staff Structure

Legal Consultancy operates under the General Directorate and the staff structure is as follows.

	General Directorate	Regional Directorates	Total Number of Staff
I.Legal Advisor	1	-	1
Legal Adviser	2	3	5
Lawyer	14	46	60
Litigation Manager	1	-	1
Litigation Chief	1	-	1
Litigation Officer	5	10	14
<b>TOTAL</b>	<b>23</b>	<b>59</b>	<b>82</b>



## Duties and Responsibilities

Generally; Legal Consultancy is responsible and responsible for conducting business and transactions related to legal services and legal consultancy services. The main tasks in this scope are:

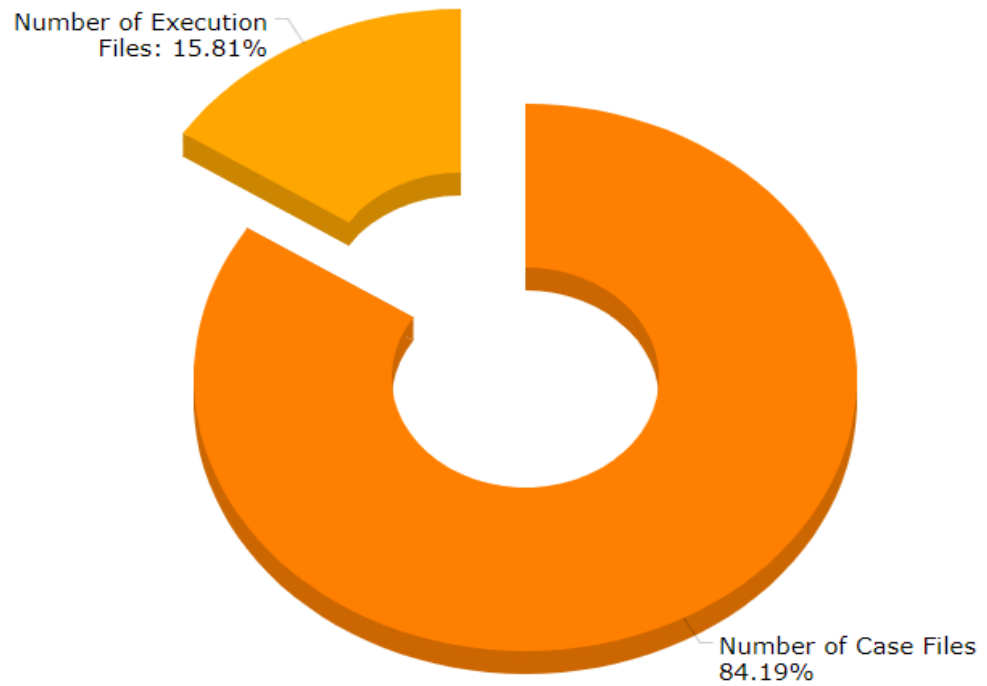
- 1- To give opinions to the General Directorate and its units about all kinds of legal issues and draft laws, to take legal measures to prevent the conflicts of the interests of the General Directorate and to prevent the disputes in a timely manner, to assist in making agreements and agreements in accordance with these principles.
- 2- To represent our General Directorate in lawsuits to which the General Directorate is a party, in execution proceedings and in all other legal disputes submitted to the judiciary, to follow up and conclude the proceedings and enforcement proceedings according to professional requirements.
- 3- To participate in commissions and meetings to be deemed necessary to give opinions on legal issues.



# LEGAL CONSULTANCY

## Activities

As of the end of 2019, the number of lawsuits filed against our General Directorate is 33.308 and the number of execution files is 6.257.



As of the end of 2019, the number of lawsuits filed by our General Directorate is 9.981 and the number of execution files is 31.932.



**Total number of pending files transferred from previous years to 2019**

	LAWSUITS AGAINST THE INSTITUTION	LAWSUITS OPENED BY THE INSTITUTION	TOTAL
SEIZURE WITHOUT EXPROPRIATION	17381	7	17388
COST DETECTION AND REGISTRATION	172	2177	2349
OTHER LAW CASES	1883	60	1943
EXECUTIVE FILES	1247	27450	28697
ADMINISTRATIVE CASES	351	50	401
TAX CASES		3	3
CRIMINAL CASES		31	31
<b>TOTAL</b>	<b>21.034</b>	<b>29.778</b>	<b>50.812</b>

**Number of Pending Files Opened in 2019**

	LAWSUITS AGAINST THE INSTITUTION	LAWSUITS OPENED BY THE INSTITUTION	TOTAL
SEIZURE WITHOUT EXPROPRIATION	12855		12855
COST DETECTION AND REGISTRATION		1859	1859
OTHER LAW CASES	631	5763	6394
EXECUTIVE FILES	5010	4482	9492
ADMINISTRATIVE CASES	15	9	24
TAX CASES		20	20
CRIMINAL CASES		2	2
<b>TOTAL</b>	<b>18.511</b>	<b>12.135</b>	<b>30.646</b>

**2019 Total Pending Files**

	LAWSUITS AGAINST THE INSTITUTION	LAWSUITS OPENED BY THE INSTITUTION	TOTAL
SEIZURE WITHOUT EXPROPRIATION	30236	7	30243
COST DETECTION AND REGISTRATION	172	4036	4208
OTHER LAW CASES	2534	5823	8357
EXECUTIVE FILES	6257	31932	38189
ADMINISTRATIVE CASES	366	59	425
TAX CASES		23	23
CRIMINAL CASES		33	33
<b>TOTAL</b>	<b>39.565</b>	<b>41.913</b>	<b>81.478</b>



# PRESS AND PUBLIC RELATIONS CONSULTANCY

## Organization and Staff Structure

Under the supervision of the General Manager, the Directorate of Communication Media and Promotion and Protocol Directorate within its structure; engages with two chefs and fourteen staff.



## Duties and Responsibilities

- To organize communication activities within the organization,
- Edit and update portal contents,
- To follow the written and visual press,
- To prepare Correction and Answer (Discretion) texts against the unfounded news about our institution and the publications that attack the personal rights,
- To carry out publicity, social assistance campaigns and event projects,
- To conduct Employee Satisfaction Survey and External Stakeholder Expectation Surveys,
- To perform the processes of meeting, briefing, seminar, fair etc. activities related to the protocol (welcome), hall arrangement (sound, photography, brochure, table, light, seating order, etc.),
- To ensure that the closed envelopes put in the Request and Suggestion Boxes by our employees are collected without being opened, and delivered to the General Directorate,
- To carry out online reputation studies regarding our Institution in the internet and social media,
- To carry out problem management activities in the processes of coordinating and managing by activating strategic and political planning functions,
- To prepare, publish and / or publish annual activity report booklet in line with the information received from the related units.

## Activities

### Red Crescent Clothing Aid Campaign

In the campaign carried out jointly by our Press and Public Relations Consultancy and the Turkish Red Crescent, the help of our sensitive employees has been delivered to the needy many times with the Clothing Collection Box placed in the Central Campus of our General Directorate.

# PRESS AND PUBLIC RELATIONS CONSULTANCY

## Activities

### **Breast Cancer Awareness Campaign**

Within the scope of “Breast Cancer Awareness Month Activities”, our Press and Public Relations Consultancy organized a breast cancer awareness organization. In order to emphasize the importance of early diagnosis, hand brochures and pink ribbons were distributed to draw attention to the disease.

Within the scope of the activities, brochures were distributed to our employees by setting up a booth to inform our employees about cancer in our headquarters, our Regional Directorates, our Training and Certification Centers. While pink ribbons were worn by our employees, TEDAŞ Press and Public Relations Consultancy organized a seminar in partnership with Cancer Early Diagnosis Screening and Training Center (KETEM) affiliated with our Ministry of Health.

### **Seminar of Combating Drug Crimes and Awareness**

A ‘Seminar of Combating Drug Crime and Awareness’ was organized jointly by TEDAŞ Press and Public Relations Consultancy and the Department of the Anti-Narcotics Crime of the Police Headquarters. Our employees who participated in the “Seminar of Combating Drug Crime and Awareness” organized for the first time in our institution were informed in order to be conscious parents and to gain social awareness about drugs.

## **Theater-Cinema Events**

In order to increase social dialogue and strengthen communication between employees, our consultancy organized film and theater activities. In 2018, 4 cinema and 17 theater events were held with the participation of our employees.

## **Iftar Dinner**

In Ramadan, where we experienced the best examples of our spiritual values, social solidarity and solidarity tradition, iftar dinner was organized by our General Manager with the participation of 21 Regional Directorates, Training and Certification Centers and General Directorate personnel. 21 Regional Directorates and Training and Certification Center employees participated with the established teleconference connection system.

## **Red Crescent Blood Donation Campaign**

The traditional blood donation campaign organized by the Turkish Red Crescent Ankara Blood Donation Center for the purpose of supporting the activities of the Turkish Red Crescent Center in order to meet the blood and blood products needed by the country from regular, voluntary, conscious blood donors and to spread the awareness of blood donation in the society.

# PRESS AND PUBLIC RELATIONS CONSULTANCY

## Activities

### Employee Satisfaction Survey Work

In the strategical planning process, the “Employee Satisfaction Survey” was repeated to determine services, products, duties and units requested to be improved and developed in the light of the corporate goals and targets.

Regarding the work which is done to measure the satisfaction of the employees, survey work was done in the Directorates of Training and Certification, Regional Offices and General Directorate. The results of the Employee Satisfaction Survey were shared on 17.04.2019 at a meeting with the General Manager, Assistant General Managers, Heads of Departments and Managers. According to the survey results, General Satisfaction rate was determined as 82.9% by increasing 3.3% compared to the previous year.

Satisfaction Rate  
% 82,9





## External Stakeholder Survey Work

In order to realize our corporate goals and targets, which will be implemented by TEDAŞ General Directorate and will support the evaluation of our current situation, an external Stakeholder Expectation Survey was conducted to determine the expectations of our external stakeholders and to revise them in the current situation to identify the products/services/tasks/units that are required to be developed and improved by our external stakeholders. According to the results of survey, the external stakeholder satisfaction rate was 72.38%.

Satisfaction Rate  
% 72,38



# INFORMATION TECHNOLOGIES DEPARTMENT

## Organization and Staff Structure

Information Technologies Department consists of 5 (five) directorates as ‘Maintenance and Support Services Directorate’, ‘Distribution Companies IT Projects Approval and Acceptance Directorate’, ‘Operations Management Directorate’, ‘Procurement Projects Directorate’ and ‘Software Development and Support Directorate’ due to the Assistant General Manager. It carries out its activities with a total of 129 personnel, including 55 corporate personnel and 74 company personnel.



## Duties and Responsibilities

- To carry out the procurement processes of the investment and operational needs of the Ministry of Energy and Natural Resources (MENR) and its affiliated, related and related organizations in the IT and OT fields.
- To provide software development, maintenance, repair, update and support services needed for its activities.
- To carry out procurement processes of IT and OT product and service needs of all of our organizations.
- It is obliged to provide information security and cyber security, and it ensures that the personnel undertaking these issues receive in-house training in accordance with the developments in information technologies.
- It carries out all kinds of IT and OT works, projecting, management, coordination, referral and administration processes related to the GIS (Geographic Information Systems) studies that are needed and ongoing within the scope of our institution's activities.
- To carry out GIS activities at national standards by ensuring inter-institutional coordination.
- To make acceptance procedures for Geographic Information Systems works in Electricity Distribution Companies.
- To manage the user accounts in the institution, to plan and execute user trainings.
- To ensure the protection of data supply, conversion, broadcast and backup with web services.
- To provide access to the Regional Directorates.
- To ensure the sustainability of IT solutions, to carry out the works in coordination and cooperation with the relevant units and to participate in the legislative work on the business models and business processes to be developed.
- To take an active role in the works carried out by the Ministry of Energy and Natural Resources.
- To provide logistics, administrative and technical support required by IT solutions.

# INFORMATION TECHNOLOGIES DEPARTMENT

## Activities

- It carries out the procurement processes of the investment and operational needs of the Ministry of Energy and Natural Resources (MENR) and its affiliated, related and related organizations in the IT and OT fields.
- By taking part in national workshops, commissions, coordination meetings, committees and working groups related to GIS activities carried out by the General Directorate of Geographical Information Systems of the Ministry of Environment and Urbanization, national standards are set, data sharing and technical capacity is increased.
- Works of determination, supply, control and distribution of software development, hardware, device licensing, maintenance and update needs regarding the Information Technologies are coordinated and the processes are carried out for the activities of our institution. It carries out maintenance, repair, installation works and processes of the systems in use, and R&D activities. It supports/organizes activities on domestic production.
- It carries out the processes of selecting and managing the relations and working groups with technology companies, technical personnel provided for organizations, follow-up of product supply, warranty and support contracts, accrual and collection.
- It carries out technical studies on internet pages, electronic signature and electronic document applications.
- It coordinates research and POC studies of the talents that need to be brought to the institution in parallel with the technological developments.
- It develops security policies, creates security additions and provides information security.

- The works carried out to ensure the access and continuity of the Regional Directorates with the Electricity Distribution Companies and CBS applications are examined and monitored through CBS.
- Works on collecting network information with WFS services from Electricity Distribution Companies continues.
- CBS acceptance works are carried out with Electricity Distribution Companies.
- Within the scope of Central GIS works of the Ministry, continuous workshops are organized with the central organization of the Ministry, affiliated, related and related institutions and organizations to ensure project management and execution and at the same time necessary integration and data sharing activities are carried out as stakeholders.
- In line with the internal project demands and training demands, the awareness and technical capacity of the personnel was increased by meeting the GIS project and training needs of the personnel.

Within the framework of these duties and powers, it aims to meet the necessary information technology requirements in coordination with the central organization's affiliated, related and relevant organizations in accordance with the targets and policies of the Ministry of Energy and Natural Resources. In the progress of achieving this aim, it works to plan and organize periodic maintenance, manage personnel and hardware resources, carry out instant support and scans and take necessary IT measures in order to ensure the sustainability of existing applications and systems and to keep the services offered uninterrupted.

It closely monitors the information systems used to take necessary precautions by closely following international developments in information security issues such as cyber attack, leaking or stealing confidential information, and makes necessary improvements with user trainings and system updates.

In addition, our Department works to improve the system performance by closely following the developing technologies, to automate and accelerate the services within the Directorate, to reduce the risk of errors and to expand the range of services.



# AUDIT DEPARTMENT

## Organization and Staff Structure

There are two chief offices in our Lighting Control Directorate and our activities were carried out by a total of twenty personnel as nine engineers, two technical experts, three electrical technicians, one electrical expert technician, one administrative expert, one administrative chief, one data recording operator and two office personnel.

There are two chief offices at İHDS Directorate, and our activities were carried out by a total of five personnel as three engineers, one electrical technician and one office staff.

There are two chief offices in our General Audit Directorate and our activities were carried out by eight engineers and two experts.



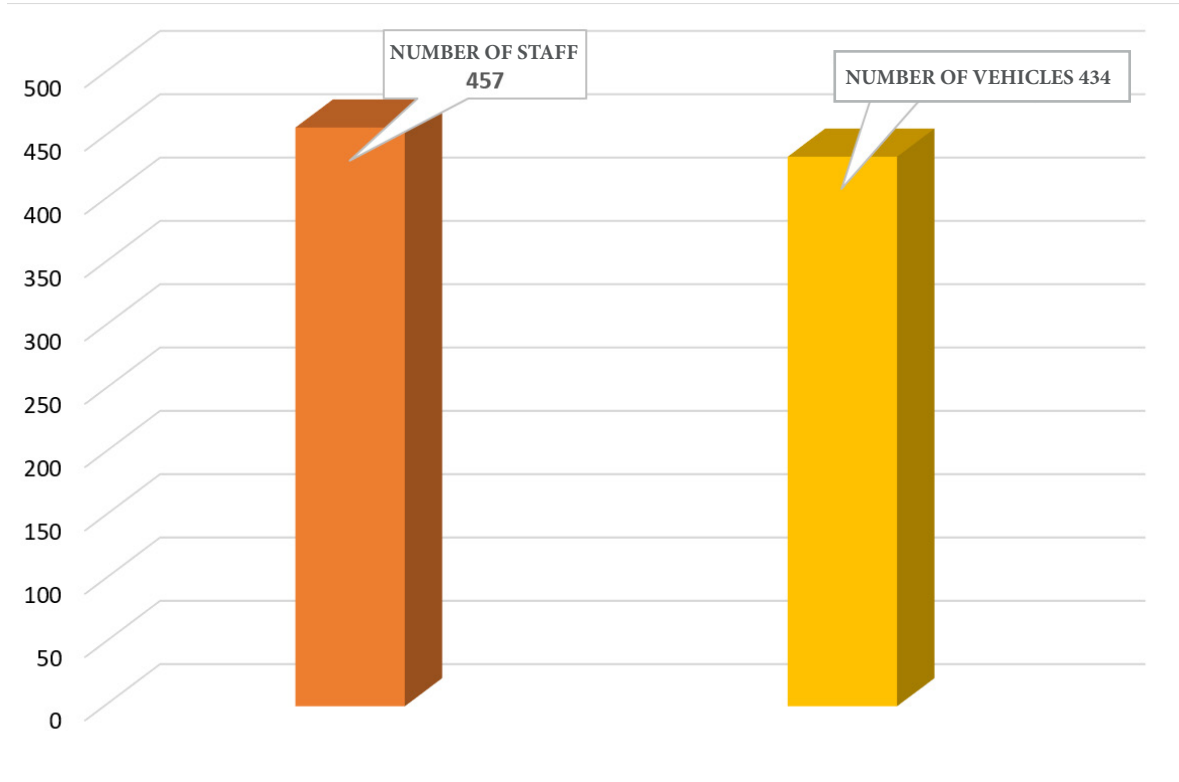
# Lighting Control Directorate

## Duties and Responsibilities

- TEDAŞ was given the task of conducting general lighting inspections before the Electricity Distribution Companies as per the Provisional Article 6 of the Electricity Market Law No. 6446. These inspections are currently carried out by our Directorate.
- With the Article 25 of General Lighting Regulation, inspections related to broken and disassembled street lamps and lighting poles were given to TEDAŞ.
- With these inspections, protection of public assets and services are provided and the goal of Bright Turkey is served.
- In line with the General Lighting Regulation and the General Lighting Communiqué, our Directorate controls the general lighting invoice information and executions sent by the distribution companies to be notified to the Ministry.

## Activities

In the inspection carried out within the scope of general lighting in 2019, 454 personnel and 434 vehicles were assigned and 21 general lighting inspections were carried out.



# AUDIT DEPARTMENT

## Activities

### GENERAL LIGHTING PAYMENTS STATISTICAL INFORMATION

COMPANY	TOTAL CONSUMPTION Kwh	E.T.K.B	FINANCE
		MINISTRY	%80 E.T.K.B. %20 İLBANK METROPOLITAN MUNICIPALITY
ADM	235.360.877	104.111.283	6.569.809
AKDENİZ	237.880.727	112.235.581	6.134.398
AKEDAŞ	93.160.572	42.811.877	1.249.352
ARAS	156.686.913	77.923.408	769.678
AYEDAŞ	175.500.385	77.281.286	2.870.485
BAŞKENT	440.306.077	202.558.861	13.630.501
BOĞAZİÇİ	265.452.324	119.015.813	4.603.840
ÇAMLIBEL	159.015.602	77.275.838	0
ÇORUH	230.773.511	106.666.171	1.947.749
DİCLE	242.476.684	81.888.020	2.498.963
FIRAT	110.591.339	56.923.745	2.141.351
GDZ	270.107.558	117.883.940	2.119.924
KAYSERİ	107.490.932	49.270.521	628.574
MERAM	286.307.825	132.168.658	2.242.251
OSMANGAZİ	194.928.798	96.113.530	414.036
SAKARYA	194.437.407	86.760.582	2.595.014
TOROSLAR	401.591.378	188.103.563	10.875.538
TRAKYA	89.704.543	48.877.448	2.657.017
ULUDAĞ	292.539.053	131.567.582	1.042.843
VANGÖLÜ	102.497.508	53.362.875	277.966
YEŞİLIRMAK	247.611.950	114.659.433	4.893.392
TOTAL	4.534.421.965	2.077.460.015	70.162.682

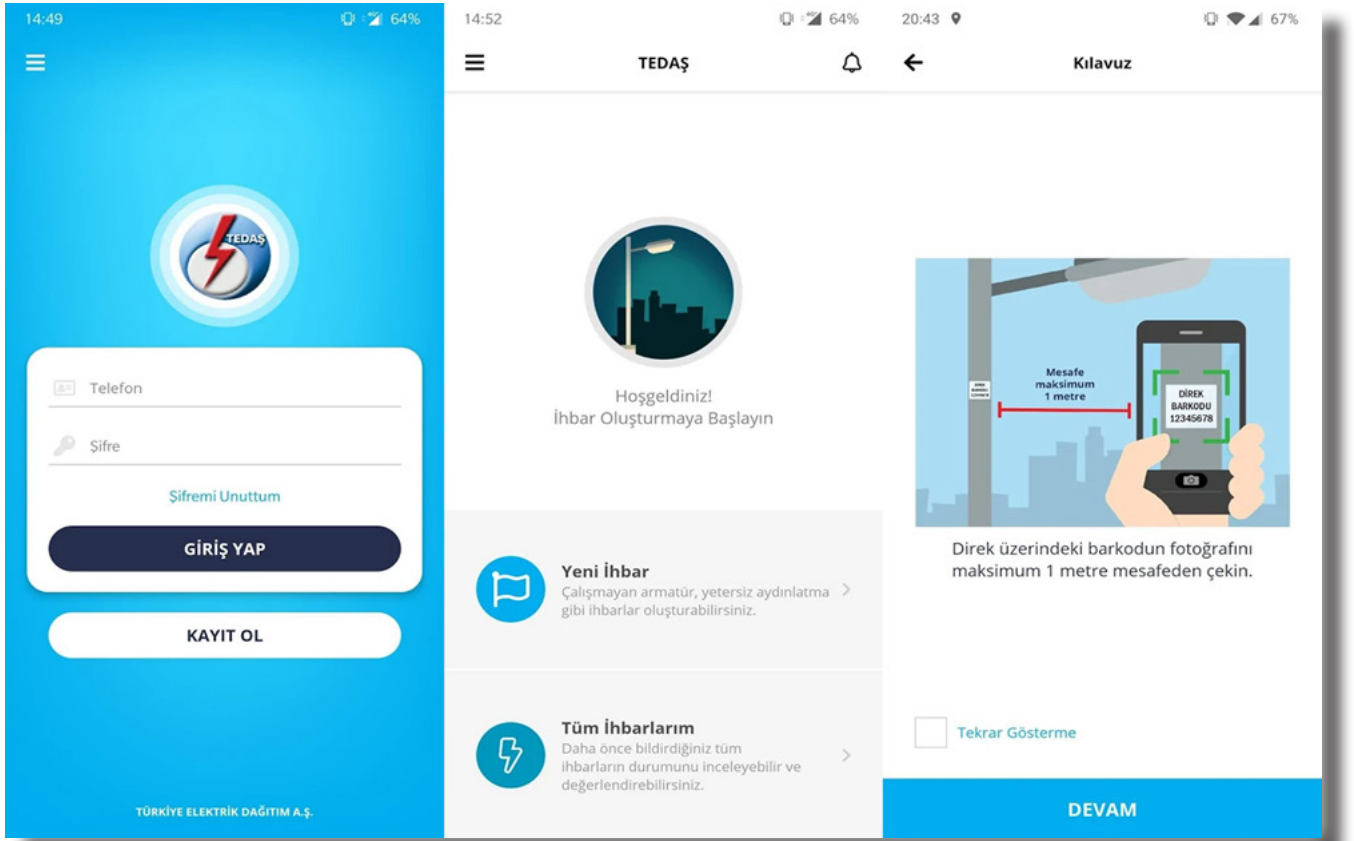
## GENERAL LIGHTING PAYMENTS STATISTICAL INFORMATION

COMPANY	İLBANK			TOTAL AMOUNT PAYABLE (TL)
	%80 E.T.K.B. %20 İLBANK MUNICIPALITIES OF THE METROPOLITAN MUNICIPALITY	%90 E.T.K.B. %10 İLBANK OTHER MUNICIPALITIES	%80 E.T.K.B. %20 İLBANK SPECIAL PROVINCIAL ADMINISTRATION	
ADM	19.458.044	0	0	130.139.049
AKDENİZ	13.742.963	2.567.706	2.404.281	137.084.748
AKEDAŞ	5.850.257	1.117.844	1.088.248	52.117.503
ARAS	5.895.936	3.716.780	4.452.548	92.758.228
AYEDAŞ	16.449.864	0	0	96.601.559
BAŞKENT	12.236.940	6.121.186	10.999.762	245.546.946
BOĞAZİÇİ	25.150.163	0	0	148.769.684
ÇAMLIBEL	0	5.978.391	5.867.629	89.121.780
ÇORUH	7.994.944	3.672.788	8.460.152	128.741.666
DİCLE	12.594.187	1.447.405	2.122.304	100.550.684
FIRAT	4.537.324	2.255.545	2.477.341	68.335.198
GDZ	27.351.137	0	0	147.354.793
KAYSERİ	11.570.474	33.885	42.369	61.545.748
MERAM	14.449.488	5.083.388	4.912.903	158.856.506
OSMANGAZİ	4.878.478	5.640.596	6.044.557	113.091.149
SAKARYA	13.478.700	1.643.828	1.917.887	106.395.866
TOROSLAR	31.411.606	1.560.164	1.228.495	233.179.082
TRAKYA	3.150.078	1.779.500	2.408.391	58.872.435
ULUDAĞ	24.525.945	2.282.918	2.186.542	161.605.830
VANGÖLÜ	5.902.737	2.311.642	1.958.859	63.814.007
YEŞİLIRMAK	13.246.008	2.706.904	4.435.020	139.940.550
<b>TOTAL</b>	<b>273.875.274</b>	<b>49.920.469</b>	<b>63.007.286</b>	<b>2.534.423.011</b>

## AUDIT DEPARTMENT

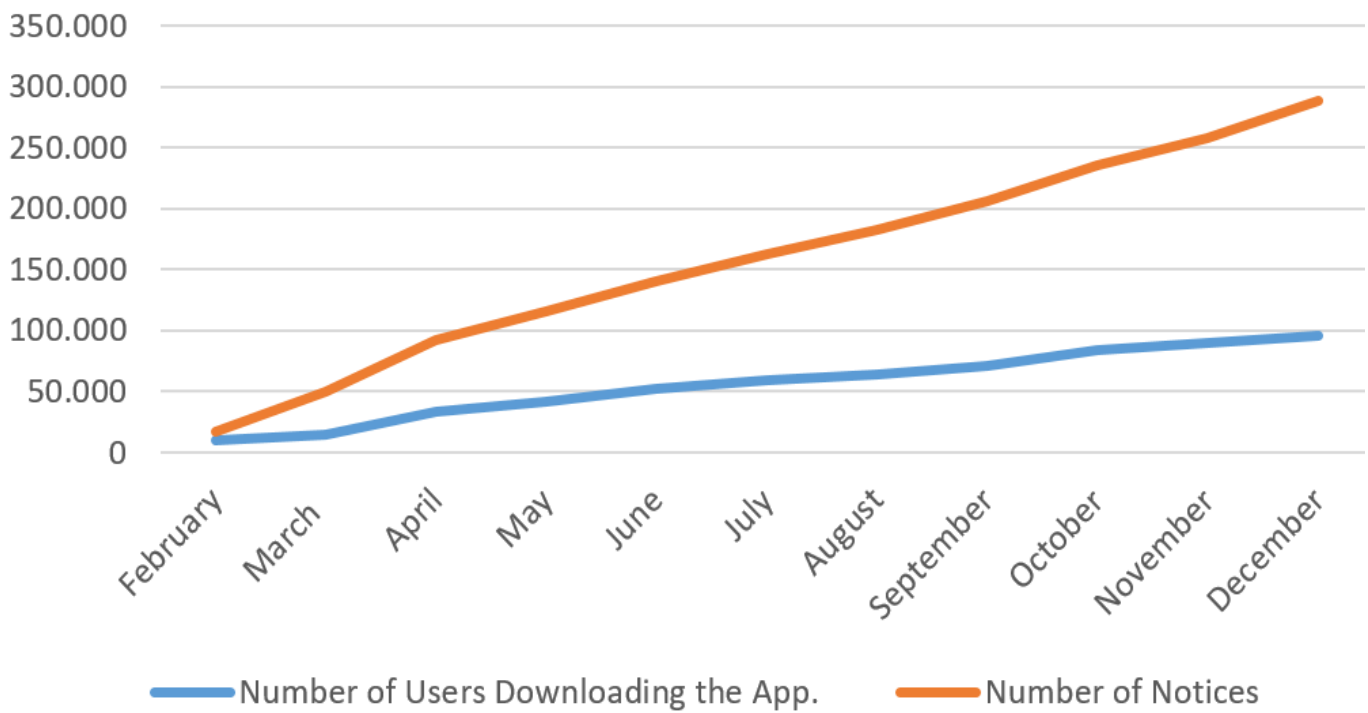
# LIGHTING MOBILE TRACKING APPLICATION

The Lighting Mobile Tracking application was developed to resolve general lighting complaints more effectively and quickly and to increase citizen satisfaction and the related data are given below.





## Lighting Mobile Tracking Application



# AUDIT DEPARTMENT

## Activities

Date	Application Downloads	Notices	Number of Armatures Perpetrated	Percentage of Analysis
February	9.767	16.602	90	99,46
March	4.582	33.742	247	99,27
April	19.294	41.553	323	99,22
May	8.646	24.254	75	99,69
June	9.870	24.330	207	99,15
July	7.489	22.553	85	99,62
August	4.705	19.412	23	99,88
September	6.846	23.897	67	99,72
October	13.094	29.120	39	99,87
November	5.064	22.913	2	99,99
December	5.959	30.314	13	99,96
Total	95.316	288.690	1.171	99,62

Date	Perpetrated	Percentage of Analysis
February	9.767	16.602
March	14.349	50.344
April	33.643	91.897
May	42.289	116.151
June	52.159	140.481
July	59.648	163.034
August	64.353	182.446
September	71.199	206.343
October	84.293	235.463
November	89.357	258.376
December	95.316	288.690



With the application;

Failure notice regarding non-lit, broken / dismantled street lamps and poles can be left.

It is sufficient for the citizens to take a photo or video of the failure without dealing with any procedure.

The notifications that are automatically directed to the relevant distribution company are resolved within

the given period on their sites.

# DEVELOPMENT MANAGEMENT DEPARTMENT

## Organization and Staff Structure

The Development Management Department carries out its activities with 240 employees and it consists of nine different Directorates including Training, Institutional Development and Quality, Occupational Health and Safety, Vocational Examination and Certification Directorates and Ankara, Erzincan, Istanbul, İzmir and International Training and Certification Center due to the Assistant General Manager in terms of administrative aspects.



## Duties and Responsibilities

- To carry out training activities aimed at improving the personal and professional development and managerial skills of our employees.
- To carry out training activities that will increase the qualifications of stakeholder employees and contribute to their development.
- To carry out training, consultancy and engineering activities for the electricity distribution sector in the international arena.
- To ensure that the necessary works and procedures are carried out for the coordination of the planned National and International educational activities.
- To ensure the execution of the work and processes of the new recruitment staff and orientation training processes.
- To carry out the procedures for the follow-up of the processes related to the quality certificates that our institution has received and will receive.
- To carry out procedures for auditing and reporting compliance with the quality standards and legislation of our Institution in all units.
- To carry out activities to increase and develop the institutional capacity and to monitor, evaluate and improve institutional processes.
- To establish and maintain the Corporate and Individual Performance Management system in order to ensure the recognition and separation of success by evaluating the effectiveness and efficiency of the works carried out both institutionally and individually in order to ensure the achievement of the strategic goals with the determined fair and objective criteria.
- To carry out professional certification activities by measuring the qualifications of the sector employees.
- To prevent occupational diseases and accidents by contributing to the development of internal and external stakeholders in the field of occupational health and safety.

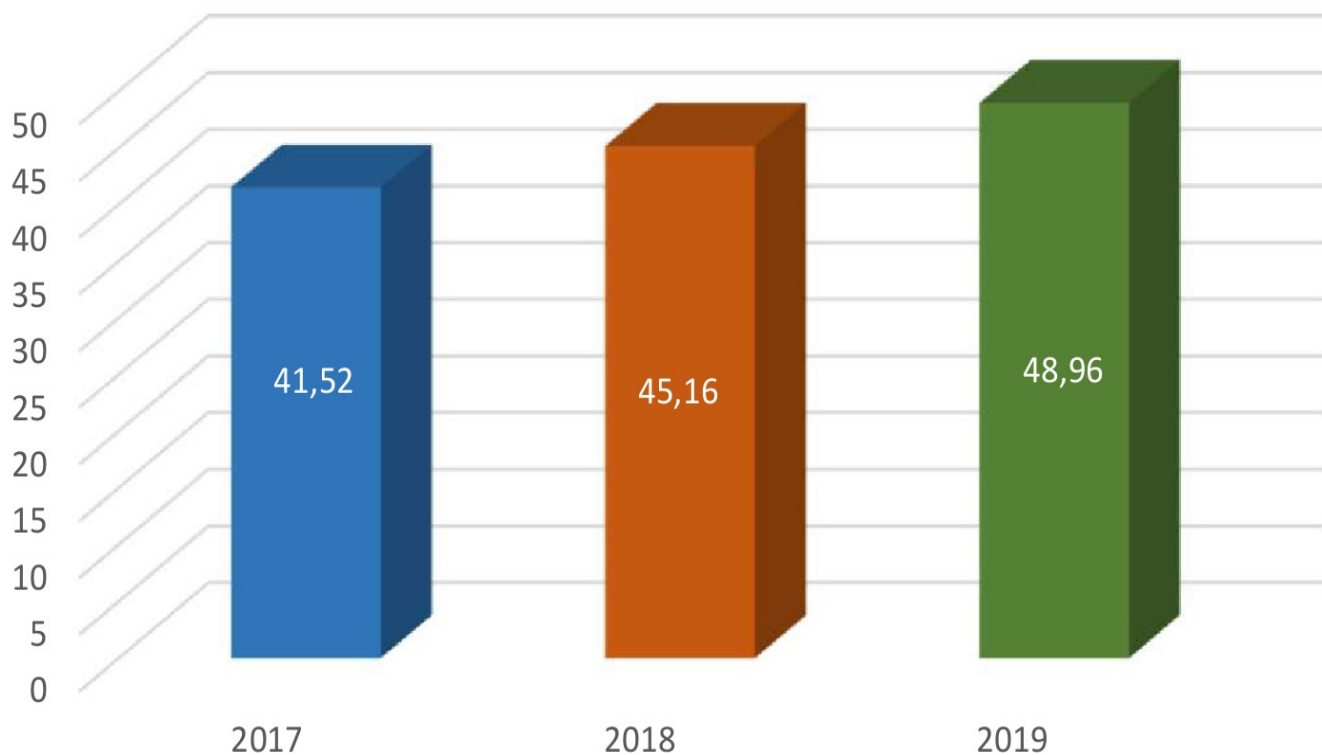


# DEVELOPMENT MANAGEMENT DEPARTMENT

## Activities

### Internal Trainings

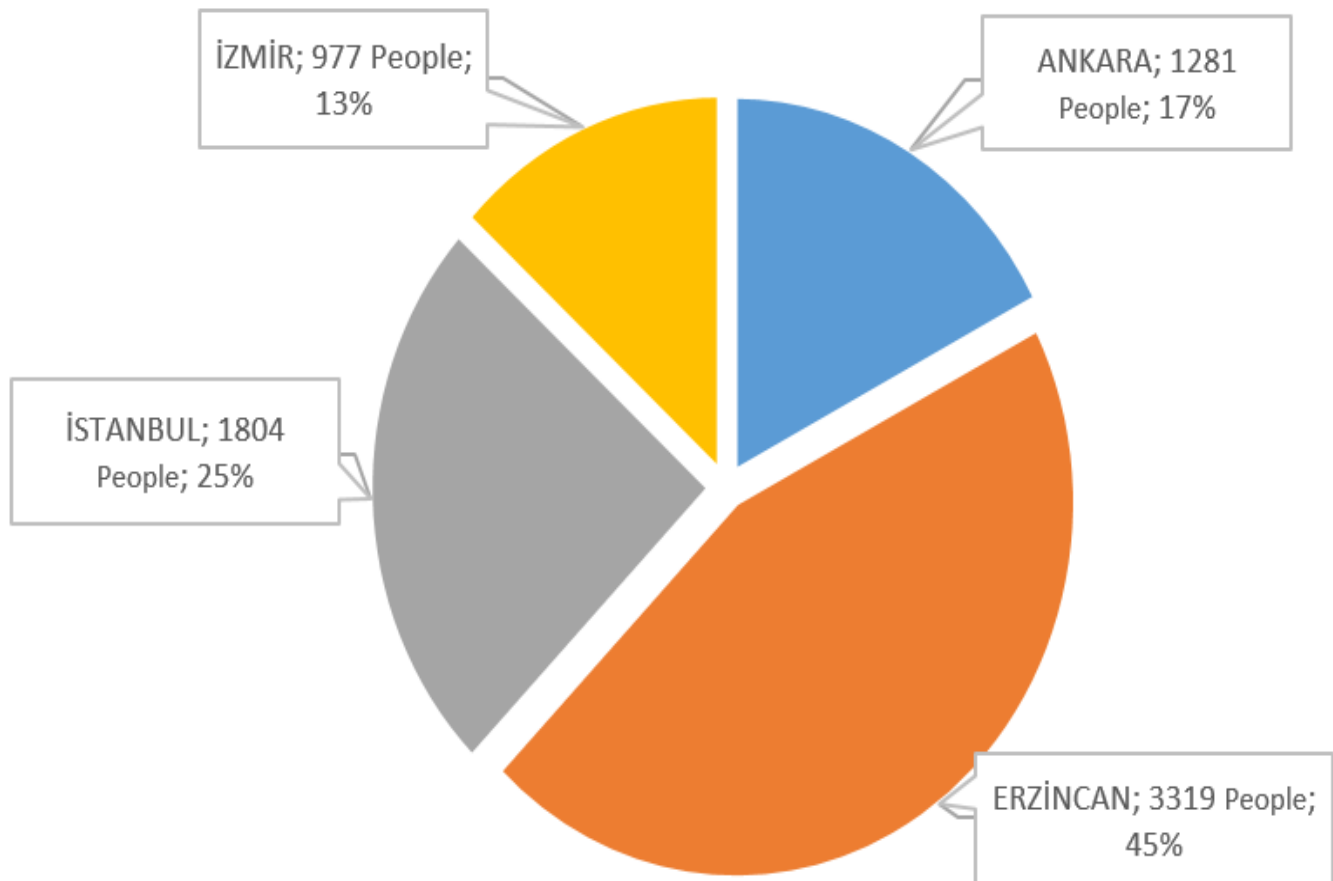
- In 2019, an average of 48.96 hours of training was provided per person in our institution. These trainings were carried out in 57 different training programs under 7 main titles below.
- Personal Development Trainings
- Professional Development Trainings
- Quality Management Systems Trainings
- Legislation Trainings
- Information Technologies Trainings
- Corporate Resource Management User Trainings
- Trainer Trainings



## External Trainings

Within 2019, a total of 7381 people were trained with a rate of 68913 People/Days, including Electric Power Current Plants (EKAT) High Voltage Work Permit Certificate, Work and Safety, EKAT Renovation, Engineer / Technician Development Training and Abroad Trainings.

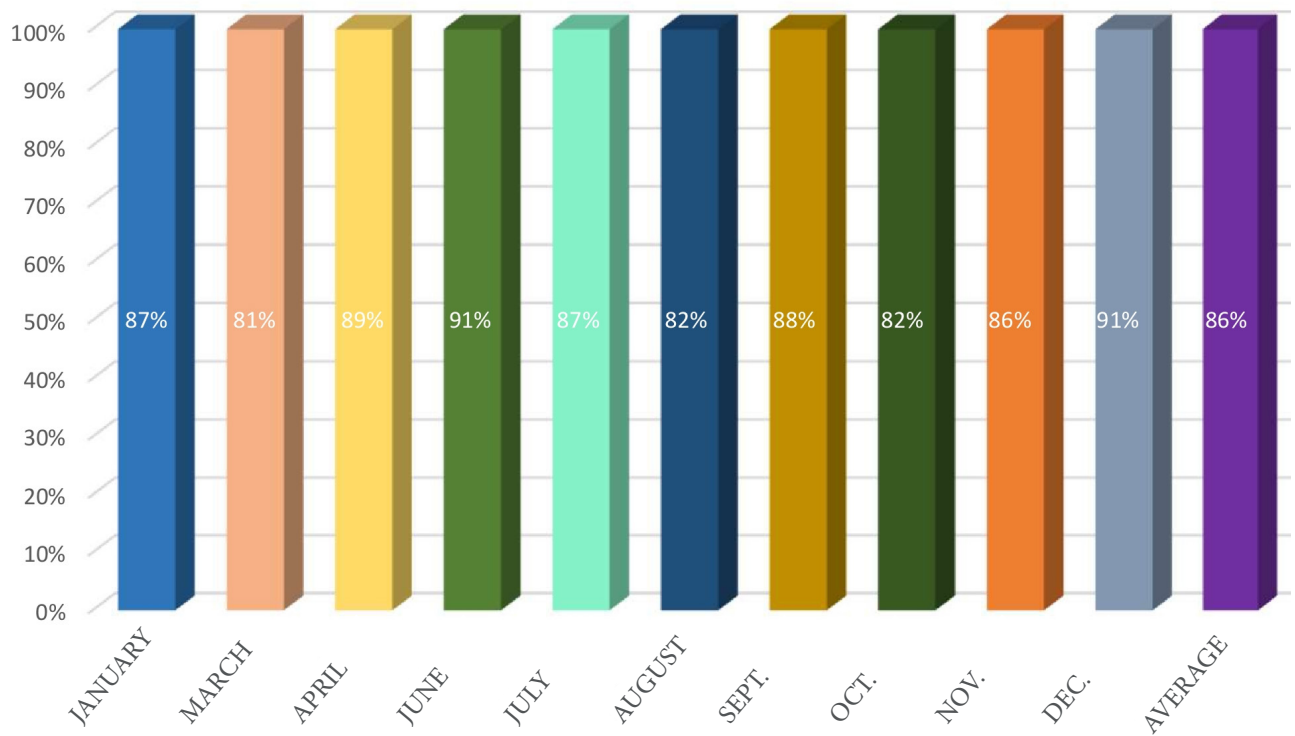
In the year 2019, 2314 people who attended and completed the training on work permit certificate (EKAT) at the Electric Powered Current Facilities were given an EKAT document, and the certificates of 4934 people who participated in the work permit renewal training under EKAT were renewed.



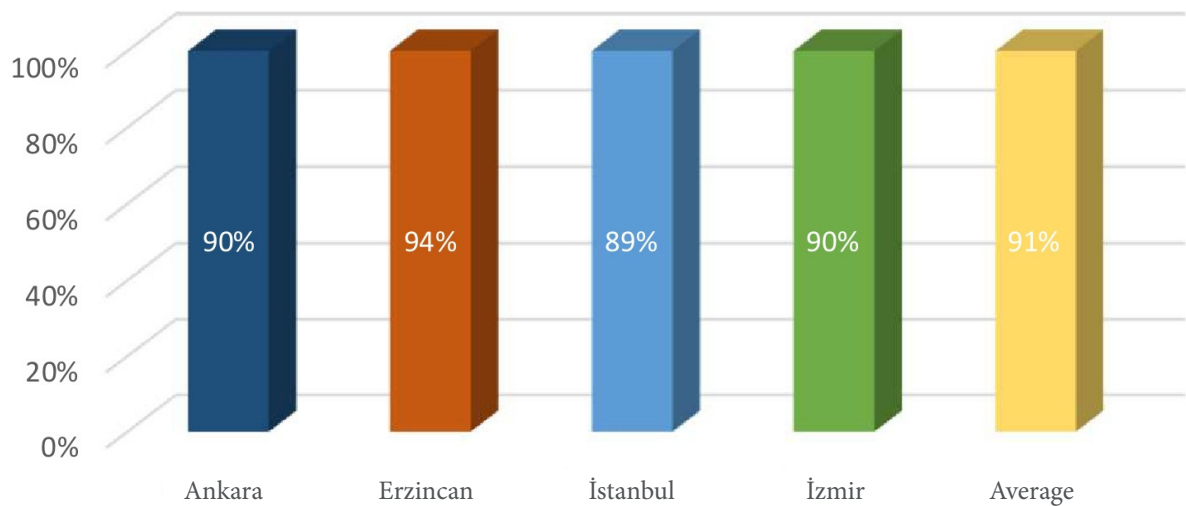
# DEVELOPMENT MANAGEMENT DEPARTMENT

## Internal Trainings

The average satisfaction rate was measured as 86% in the surveys carried out in 2019 for the internal trainings.



The average satisfaction rate of external training was 91%.



## Abroad Trainings

Our company also exports its knowledge and experience in the field of electricity distribution to abroad within the framework of the policies of our Ministry.

In this context, abroad trainings are planned and carried out by our Institution. To this date, trainings have been given to the employees of the Electricity Companies of Sierra Leone, Chad, Turkish Republic of Northern Cyprus, Azerbaijan and the Republic of Sudan in our institution's training facilities or by visiting the mentioned countries.

Within the scope of the aforementioned trainings, 62 engineers were trained in the electricity distribution sector by our trainers in 2019.



# DEVELOPMENT MANAGEMENT DEPARTMENT

## Foreign Trainings Organized in 2019

SUBJECT OF TRAINING	DATE	NUMBER OF PARTICIPANTS
Sudan - Substation Installation, Operation and Maintenance	February 11-15	11
Sudan - Electricity Distribution System Operation and Maintenance	June 25 - July 5	24
Azerbaijan - GES Power Plants Establishment and Electricity Distribution Sector Trainer Trainings	July 10 - 13	11
Sudan - Load Flow, Load Forecast and SCADA Training	8-12 July	16

## SKILL TRAININGS AND FREE INTERNSHIPS

As per the Vocational Education Law No. 3308, Vocational and Technical Anatolian High School students were provided with Skill Trainings and high school and university students completed their internships in our General Directorate and Regional Directorates in 2018/2019 academic year.

## SKILL TRAININGS AND INTERNSHIPS CARRIED OUT IN 2019

TRAINING TYPE	GENERAL DIRECTORATE	REGIONAL DIRECTORATES	TOTAL
Skill Training	28	4	32
Internship	54	16	70
<b>TOTAL</b>	<b>82</b>	<b>20</b>	<b>102</b>



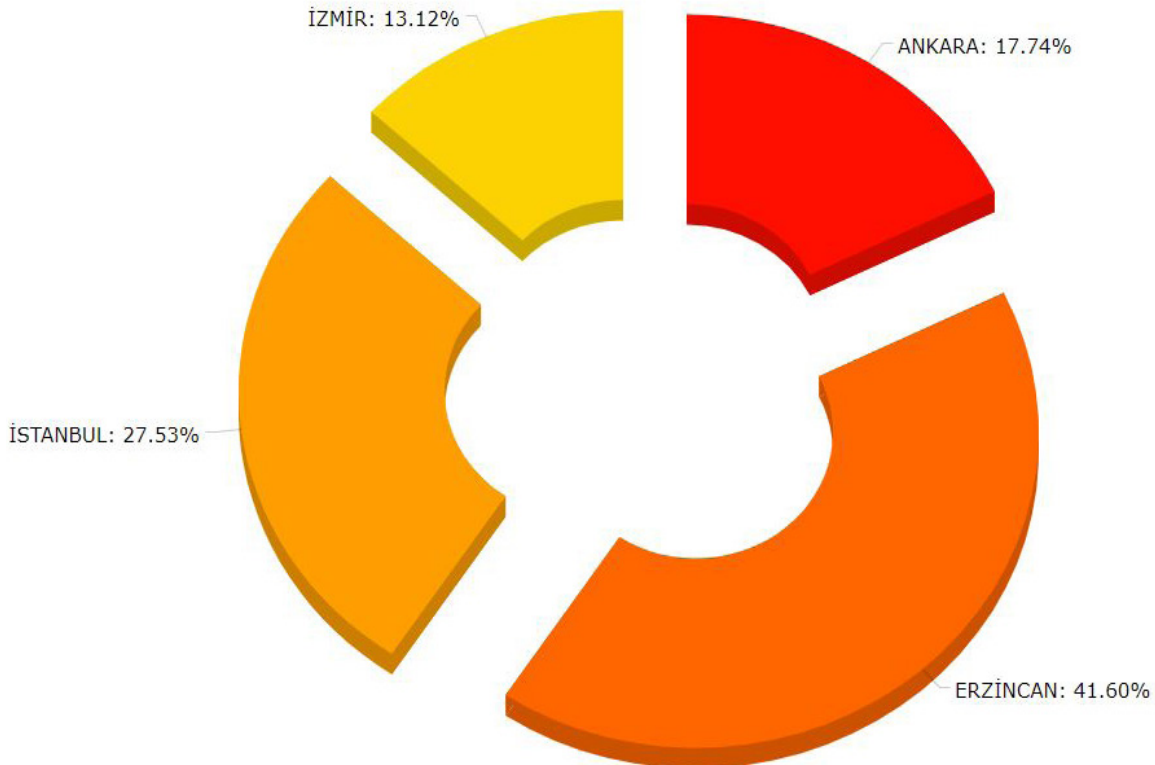
## TRAINING INCOMES

As result of the trainings given to stakeholders at the Training and Certification Centers in 2019, an income of 18.322.594.48 TRY was obtained.

### TRAINING AND CERTIFICATION CENTER REVENUES IN 2019

#### TRAINING AND CERTIFICATION CENTER

ANKARA	₺3.251.313,63
ERZİNCAN	₺7.622.453,32
İSTANBUL	₺5.044.174,09
İZMİR	₺2.404.653,44
<b>TOTAL</b>	<b>₺18.322.594,48</b>



# DEVELOPMENT MANAGEMENT DEPARTMENT

## PROFESSIONAL EXAMINATION AND CERTIFICATION ACTIVITIES

TEDAŞ Development Management Department aims to measure, certify and contribute to the employability of the labor force in line with national qualifications within the framework of international quality principles and standards in Professional Examination and Certification activities.

In line with these objectives, the Professional Examination and Certification Directorate was accredited by TÜRKAİ within the scope of TS EN ISO/IEC 17024 General Requirements for the Institutions that Certify Staff on 12.03.2019 and was authorized as Certification Body Authorized by the Professional Qualification Authority (PQA) on 18.07.2019. In this context; Activities performed are as follows:

- 03-10.01 2019 -TÜRKAİ Audit
- 12.03.2019 -TÜRKAİ Accreditation
- 09.04.2019 -Application for Authorization to FMC
- 20-22.05.2019 -FMC Audit
- 18.07.2019 -Authorized Certification Body Has Been Became
- 30.09.2019 -Our first certification was given for the profession of Electricity Distribution Network Operation and Maintenance.

### PROFESSIONS SUBJECT TO CERTIFICATION ACTIVITIES

UY CODE	NAME OF UY	LEVEL
17UY0274-4	Electricity Distribution Network Line Maintenance Officer	Level 4
17UY0275-3	Electricity Distribution Network Operation Maintenance Officer	Level 3
15UY0211-4	Electricity Distribution Network Operation Maintenance Officer	Level 4
17UY0276-4	Electricity Distribution Network Loss-Leakage and Measurement Control Officer	Level 4
15UY0212-3	Index Counting Officer	Level 3
17UY0279-4	Electricity Counter Mounting-Dismounting Officer	Level 4

The first examination was held at Istanbul International Training and Certification Center in the profession of 15UY0211-4 Electricity Distribution Network Operation Maintenance Officer Level-4 on 26.09.2019 and the candidates taking the exam were certified on 30.09.2019. In the Coordination Meeting on 20.12.2019, it was decided to expand the scope of 3 professions in the energy sector.

### PROFESSIONS SUBJECT TO SCOPE EXPANSION ACTIVITIES

UY CODE	NAME OF UY	LEVEL
17UY0278-5	Electricity Distribution Network Field Coordinator	Level 5
17UY0277-4	Electricity Distribution Network Test Officer	Level 4
12UY0089-4	High Voltage Cable Accessories Installer	Level 4

The Professional Examination and Certification Directorate continues its revision works in National Qualification and National Occupational Standards in 6 professions in which it carries out certification activities. as of the date 21.11.2019, works were carried out for examination and certification activities in the profession of 12UY0093-2 Service Officer (Level-2) and 13UY0182-4 Cook (Level-4) for the personnel working in our institution (cook, assistant cook, waiter, etc.). In this context, activities of examination and certification of 48 people have been completed by the intermediary companies.

Examination and certification activities of 27 personnel are targeted to be completed in 2020.

# DEVELOPMENT MANAGEMENT DEPARTMENT

## ACTIVITIES OF OCCUPATIONAL HEALTH AND SAFETY

- Our General Directorate's Occupational Health and Safety Board convened 6 times in order to work on occupational health and safety, and it was ensured that the non-compliances determined as result of the work supervisions made by the Occupational Health and Safety Directorate on the campus were eliminated.
- Deficiencies in terms of occupational health and safety in the nursery, workshop, heat center, guest house, dining hall and other work areas located in the central campus were determined, work instructions were prepared, and occupational safety measures and Personal Protective Equipment to be used in the works were determined.
- The personal protective equipment and work safety materials required by our Training and Certification Centers that the employees of the Regional Directorate should use were determined and these materials were provided.
- In order to raise awareness of Occupational Health and Safety in our employees, 96% of our employees from the Central and Regional Directorate have been certified after giving them 'Basic Occupational Health and Safety Trainings'. In addition, 'recruitment trainings' were given to new employees and trainees at our Institution and the dangers and risks in the fields of work were notified to them.
- In 2019, occupational accident statistics in the Electricity Distribution Sector has been prepared quarterly.
- Works has begun on establishment of ISO 45001 Occupational Health and Safety Management System at our General Directorate.
- Within the scope of the Recourse Directive of our institution, the works and procedures regarding the applications made to the Recourse Commission were carried out.
- Coordination meetings were held with the occupational safety experts of other Institutions that we used the campus in common, and views were exchanged to ensure occupational health and safety on the campus.
- For improving the occupational health and safety culture in our institution, 9th Occupational Health and Safety Congress organized by the Ministry of Labor and Social Security, the Occupational Health and Safety Workshop organized by the International Social Security Organization (ISSA) in Germany were participated and also trainings for the establishment of ISO 45001 Occupational Health and Safety Management System were received.

## ACTIVITIES OF CORPORATE DEVELOPMENT AND QUALITY DIRECTORATE

- Certified trainings have begun to be given to the stakeholders by ensuring that Occupational Health and Safety trainings given in our Training and Certification Centers are accepted by the Ministry of Family, Labor and Social Services.
- Improvement and update works have been carried out in order to maintain the TS EN ISO 9001:2015 Quality Management System in which our Institution is certified. In this context, internal audits of Quality Management System were carried out, QMS Performance Report was prepared and a Management Review Meeting was held. Our Institution's Central Units, Training and Certification Centers and Regional Directorates have been audited by an accredited audit and certification body and it has successfully completed the 2nd Surveillance Audit.
- TS EN ISO 22000: 2006 Food Safety Management System was established in the kitchens (Central Kitchen, Nursery and Kindergarten Kitchen, Guest House Kitchen and Ankara Education and Certification Center Kitchen) located within our institution. Within the scope of improvements and updates made to sustain the system, Management Review Meetings were held with Internal Audits and field audits of Food Safety Management System. 1st and 2nd Stage Audits have been carried out in our institution's kitchens by an accredited audit and certification institution and our Institution has been awarded with TS EN ISO 22000: 2006 Food Safety Management System certificate.
- TS EN ISO/IEC 17024 Management System works that we have the certification of were supported and common documents were integrated. In addition, internal audits were carried out before 17024 and FMC audits.





# DEVELOPMENT MANAGEMENT DEPARTMENT

## ACTIVITIES OF CORPORATE DEVELOPMENT AND QUALITY DIRECTORATE

- Documents are prepared by working together with the executive unit to carry out the establishment of TS EN ISO/IEC 27001:2017 Information Safety Management System according to the requirements of standard.
- Infrastructure works have been carried out by our Directorate on the transfer of the Integrated Management System (IMS) documents of our Institution to QDMS software, which is an EYS software. Efforts are underway to transfer the units' own integrated management system documents to the software and ensure that they are operated through the QDMS software.
- The suggestions within the scope of the Individual Suggestion System aiming to improve the functioning of the employees based on their knowledge, skills and experience, to take suggestions that will contribute to the multi-dimensional development and strengthening of the Institution, to evaluate the best suggestions and to encourage the participation of the employees in the decision-making processes have been determined in the meetings made between the dates 11.09.2019 and 19.11.2019 by the Suggestion Evaluation Board (ÖDK) consisting of our Deputy General Managers and the relevant Unit Supervisors. The decisions taken are followed up and all personnel are kept informed about the realizations.

NUMBER OF	NUMBER OF EVALUATED SUGGESTIONS	NUMBER OF APPLICABLE SUGGESTIONS
33	33	4

- The project for the establishment and implementation of the Corporate Performance Management System has been completed. The efforts to maintain the Corporate Performance Management System continue for determination of the corporate report.

Within the scope of monitoring, measuring, analyzing and evaluating the activities in the units;

- Overtime Use Assessment Report (monthly)
- TEDAŞ Central Dining Hall Activities Evaluation Report (monthly)
- Guest House Activities Evaluation Report (monthly)
- Report on the Use of Rental Vehicles in TEDAŞ (monthly)
- In TEDAŞ Quality Management System Performance Report for the year 2019, statistical comparisons regarding the results of the External Stakeholder Satisfaction Survey, Employee Satisfaction Survey and Service Evaluation Surveys conducted by the relevant Consultancy/Directorate for measuring the services provided by our General Directorate were prepared by years.

Workload analysis is underway for 21 Regional Directorates. The reports regarding the monthly activities carried out by the units related to their fields of activity were followed up and compiled for preparation of the TEDAŞ Annual Report.

# DEVELOPMENT MANAGEMENT DEPARTMENT TRAINING AND CERTIFICATION CENTERS



Ankara Training and Certification Center



Erzincan Training and Certification Center



İstanbul Training and Certification Center



İzmir Training and Certification Center



International Training and Certification Center



# DEPARTMENT OF HUMAN RESOURCES AND SUPPORT SERVICES

## Organization and Staff Structure

Activities of Human Resources, Support Services, Social Services, Health and Safety Directorates and Civil Defense Specialization are carried out by 138 institutions and 387 service staff.





## DUTIES AND RESPONSIBILITIES

To make wage and salary payments with the Human Resources operations and to carry out security, health, dining hall, personnel service, cleaning, guesthouse, lodging, sports facilities, nursery and kindergarten and civil defense services. To make wage and salary payments with the Human Resources operations and to carry out security, health, dining hall, personnel service, cleaning, guesthouse, lodging, sports facilities, nursery and kindergarten and civil defense services.

### Activities

- Security services are provided in Bahçelievler Campus and Gölbaşı Social Facilities, Ankara Training and Certification Center, International Training and Certification Center, Istanbul Training and Certification Center, Vaniköy Operation Facilities and Göksu Regional Directorate with 8 Institutions, 2 Service procurement staff and 120 private security personnel.
- Averagely 500 staff of TEDAŞ General Directorate are provided with diagnosis and treatment services per month with a total of 4 personnel, including 1 doctor, 1 nurse and 2 administrative staff and, and in 2019, 843 Tetanus Screenings, 863 Hepatitis Screenings and 85 Colon Ca Screenings were made.
- In the Central Kitchen of our General Directorate, dining service is provided to an average of 2313 people consisting of the staff of the Ministry of Energy and Natural Resources, TEDAŞ, TEİAŞ and EÜAŞ General Directorates.
- As per ISO 22000 Food Safety Management System (GGYS) standard, maintenance, repair and renovation works were carried out in order to improve the physical infrastructures of Central Kitchen and other kitchens (Guest House Kitchen, Kindergarten and Primary School Kitchen and Ankara Training and Certification Center Kitchen). ISO 22000 GGYS Certificate covering the mentioned kitchens was obtained.
- Approximately 275 kilograms of oil and 400 kilograms of waste from residues and 295 kilograms of vegetable frying oil waste from the Oil Retaining Machine which started operation in October 2019 for the treatment of oily wastes arising from the production of food in the Central Kitchen were delivered to the authorized companies.
- Since food could not be produced during maintenance, repair and renovation works (between 13.05.2019 -17.09.2019), food service was provided to the personnel by Food Service Procurement and a total of 71.310 meals in totally 82 repasts were purchased.
- The food service provided in Block F, 3rd Floor, 6th Dining Hall was terminated as of 18.09.2019 and it was opened to the service of all personnel.
- R&D team consisting of 10 people has been established to include the kitchen of our organization.
- The staff of TEDAŞ, TEİAŞ and EÜAŞ, who work in Bahçelievler Campus, are provided with shuttle service on 32 main routes with 91 vehicles, and an average of 1650 people benefit from this service daily.
- Cleaning and office services are given with 364 procurement service staff in Bahçelievler Campus, our central and provincial units.

# DEPARTMENT OF HUMAN RESOURCES AND SUPPORT SERVICES

## Activities

- The total bed capacity of Central Guest House in Bahçelievler Campus and Uludağ and Bostancı Guest Houses is 99.780 people, and the total bed capacity that could be used in 2019 is 61,301 people for reasons such as ongoing renovation works in the Central Guest House kitchen and rooms, and a 9-day feast holiday during the year, 90-day renovation of Bostancı Guest House and 26 days of operation for 3 and 4 days for 3 months (15 December - 15 March) of Uludağ Guest House. In the year 2019, 55.307 people were provided with accommodation, and 160.000 people were provided with à la carte services in the Central Guest House.
- Management services of Gölbaşı and Çankaya lodgings, and Uludağ, Boğaziçi, Anatolian Side, Çamlıbel, Gediz, Aras, Toroslar, Akdeniz, Çoruh Regional Directorates and İzmir and Erzincan Training and Certification Centers are carried out.
- In Gölbaşı Sports Facility complex, there are swimming pool, indoor gym, cafeteria, tennis court, carpet football field, fitness center, sauna, pool buffet and poolside restaurant facilities. Security cameras and card pass system were installed in sports facilities.
- Tournaments of chess and table tennis were held at the central campus and an Astro Pitch Football Tournament was held in Gölbaşı Sports Facility in order to reinforce the social relations between the personnel working in the central units of our organization, and to increase corporate belonging and interest in sports.
- Civil defense service is provided in the units in Bahçelievler Campus with 2 institution staff.
- In nursery and kindergarten, 339 students between the ages of 2-6 are provided with education.
- 3.299 kilograms of organic feeding has been performed and 2.560 kilograms of compost have been produced at the Compost Production Facility which started operating on February 14, 2019 within the scope of the Zero Waste Management Plan. The market value of the produced compost is 10.240 TL.
- A section was allocated as Call Center in the Telephone Exchange Room located on Block D, AG floor, and '2222' internal line was determined as the contact number; and a Failure, Repair, Maintenance and Request Form was prepared to record incoming requests. The Call Center provides service with 2 personnel and 2578 requests were received and finalized during the period of 15 March - 31 December 2019.

## Services

### SECURITY SERVICE

Security services are provided in Bahçelievler Campus and Gölbaşı Social Facilities, Ankara Training and Certification Center, International Training and Certification Center, Istanbul Training and Certification Center, Vaniköy Operation Facilities and Göksu Regional Directorate with 8 Institutions, 2 Service procurement staff and 120 private security personnel.



### DINING HALL SERVICE

In the Central Kitchen of our General Directorate, dining service is provided to an average of 2313 people consisting of the staff of the Ministry of Energy and Natural Resources, TEDAŞ, TEİAŞ and EÜAŞ General Directorates.

### CLEANING AND OFFICE STAFF SERVICE

Cleaning and office services are given with 364 procurement service staff in Bahçelievler Campus, our central and provincial units.

The Call Center provides service with 2 personnel and 2578 requests were received and finalized during the period of 15 March - 31 December 2019.



# DEPARTMENT OF HUMAN RESOURCES AND SUPPORT SERVICES

## Services

### NURSERY SERVICE

In nursery and kindergarten, 339 students between the ages of 2-6 are provided with education.



### HEALTH CARE

Averagely 500 staff of TEDAŞ General Directorate are provided with diagnosis and treatment services per month with a total of 4 personnel, including 1 doctor, 1 nurse and 2 administrative staff.

### HOUSING SERVICE

Management services of Gölbaşı and Çankaya lodgings, and Uludağ, Boğaziçi, Anatolian Side, Çamlıbel, Gediz, Aras, Toroslar, Akdeniz, Çoruh Regional Directorates and İzmir and Erzincan Training and Certification Centers are carried out.

## Services

### GUEST HOUSE SERVICE

The total bed capacity of Central Guest House and Uludağ and Bostancı Guest Houses in Bahçelievler Campus is 99.780 people, and the usable total bed capacity is 61.301 people. In 2019, 55.307 people accommodated.

A la carte service was provided to 160.169 people in the Central Guest House.



### SHUTTLE SERVICE

The staff of TEDAŞ, TEİAŞ and EÜAŞ, who work in Bahçelievler Campus, are provided with shuttle service on 32 main routes with 91 vehicles, and an average of 1650 people benefit from this service daily.

### SPORTS FACILITY SERVICE

In Gölbaşı Sports Facility complex, there are swimming pool, indoor gym, cafeteria, tennis court, carpet football field, fitness center, sauna, pool buffet and poolside restaurant facilities.

### CIVIL DEFENSE SERVICE

Civil defense service is provided in the units in Bahçelievler Campus with 2 institution staff.



# FINANCIAL AFFAIRS AND PURCHASING DEPARTMENT

## Organization and Staff Structure

Routine works are carried out by 3 Directorates with 57 personnel within the scope of our Directorate's fields of activity.



## Duties and Responsibilities

### RECEIVABLES DIRECTORATE

Activities of Directorate are carried out by 14 personnel, 2 of which are chiefs.

- The works and transactions regarding the collections arising from the receivables transferred to our General Directorate continue. In this context, a total of 45.578.074.60 TRY were collected in 2019 including municipal settlement receivables.
- As of the end of December 2019, there is a total of 3.051.654.565 TL of receivable including 89.868.346 TL from the State Offices, 766.631.328 TL from Municipalities, 2.016.011.937 TL from Agricultural Activities, 40.807.145 TL from others, 138.335.809 TL from Municipal Settlements (Decree No. 8928).

## ACCOUNTING AND FINANCE DIRECTORATE

Activities of Directorate are carried out by 28 personnel, 3 of which are chiefs.

- Income accruals and invoicing transactions related to service sales
- Staff's salary and per diem payments
- Follow-up of financial liabilities of TEDAŞ Regional Directorates
- Financial obligations fulfilled in accordance with the provisions of TPL
- Operations carried out with Legal Consultancy on legal matters
- Follow-up of the rights and obligations arising from the contracts (in the Head Office and Distribution Companies)
- Providing members to the audit commissions on financial matters
- External loan payments from the European Investment Bank (principal payment as 14.925.489,19 € and interest payment 7.746.741,60 € for 2019),
- External loan payments from the World Bank (8.015.547,58 € for 2019).

## BUDGET BALANCE SHEET AND REAL ESTATES DIRECTORATE

Activities of Directorate are carried out by 8 personnel, 2 of which are chiefs.

- Quarterly temporary and annual balance sheet transactions of our Institution were completed and the balance sheets have been sent to the relevant Institutions (Ministry of Treasury and Finance, TUIK, Presidential Strategy and Budget Directorate). The Income Statement of the year 2019 is included in Profit-Loss Statement and Balance Sheet.
- The Investment Budget for 2019 entered into force as 72.500.000 TL; however it was revised as 560.504.00 TL during the year, and 211.243.000 TL was spent and 37.69% was realized within this scope.
- Our institution's operating budget for the years 2020-2021-2022 was prepared within the scope of the Investment Finance Program and it was approved by the Decision of Board dated 26.12.2019 and numbered 27-1070.
- Recording of the realized investments in the real estates registry has been completed and amortization calculations have been made and accounting operations have been performed in this direction.



# STRATEGY DEVELOPMENT DEPARTMENT

## Organization and Staff Structure

The Strategy Development Department operates with 47 employees due to the Assistant General Manager in administrative terms and it consists of four Directorates as Innovation, Quality and Performance, Planning and Legislation and Specification Development Directorates.



## DUTIES AND RESPONSIBILITIES

Our Directorate had a year full of legislation, technical specifications, opinions and suggestions with the strategy of creating an architectural structure where customer satisfaction for the Electricity Distribution Network is increased, employee occupational safety is ensured, and the quality and efficiency of the elements used in investment and operation are kept young and dynamic. Its duties include;

- To establish the Strategic Plan and monitor the processes of our Institution,
- To follow the electricity market regulations,
- To determine the quality and performance criteria for electricity distribution services, to monitor their processes, to make opinions and suggestions,
- To create Turkey Electricity Distribution and Consumption Statistics,
- To revise the specifications regarding the materials of electricity distribution facilities according to today's technology and needs,
- To evaluate their compliance with the legislation,
- To carry out studies for the establishment of High Power and High Voltage Experiment Laboratory that can serve Electromechanical Industry,
- To prepare new specifications by following the innovative developments regarding the electricity distribution facilities,
- To evaluate their compliance with the legislation,
- To prepare electricity distribution facilities "Electricity Project and Facility Unit Price Book".

# STRATEGY DEVELOPMENT DEPARTMENT

## Activities

### INNOVATION DIRECTORATE

#### Works on the remote monitoring system

As result of the meetings and evaluations where public institutions and organizations, private sector and other stakeholders exchanged views in order to obtain accurate and healthy electrical data from the field, to audit the electricity distribution companies, to monitor the investments and to provide the customer with uninterrupted and continuous energy, to remotely monitor the electricity distribution network within the scope of smart networks, to ensure compliance with the data to be received from the electricity distribution network and to determine minimum technical criteria;

- TEDAŞ-MLZ/2019-064 marked Communication Unit Technical Specification has been prepared and put into use.
- With this work, it was ensured that the data on network taken from the electronical electricity counter and the energy analyzer are transferred to the centers within TEDAŞ and EDAŞ in the most accurate way, data transfer compliance is provided and the minimum technical criteria are determined.
- TEDAŞ-MLZ/2017-062 marked Electronic Counters Technical Specification was in accordance with the opinions and suggestions coming from the stakeholders.

It has been observed that TEDAŞ-MLZ/96-027.B Secondary Relays Technical Specification, which was previously published by our General Directorate, should be updated in order to adapt to technological developments and market needs, and works have been initiated within this scope. Meetings were held with manufacturer companies, electricity distribution companies, and relevant standards and technical documents were examined to prepare draft works. In the year 2020, the “Secondary Relays Technical Specifications” will be completed and published.

In order to check the compliance of the Electronic Counters that will be included in the system with the published technical specifications and to issue approval certificates to those deemed appropriate, “Procedures and Principles Regarding the Conformity Approval of Electronic Counters” have been completed and published.



## Works on Energy Efficiency

In order to use energy efficiently, the following documents that were published with the aim of using less efficient, more efficient LED fixtures instead of sodium vapor fixtures used within the scope of general lighting have been updated by taking into consideration the current standards and literature review studies;

- TEDAŞ-MLZ/2010-057.C marked LED Light Source Lighting Fixtures Technical Specifications,
- Procedures and Principles Regarding LED Road Lighting Design.

In addition, “Procedures and Principles Regarding Approval of LED Light Source Fixtures” have been completed and published in order to check the conformity of LED lights manufactured by the companies so that LED lights can be used efficiently in road lighting.

Secondary legislative studies prepared for use of LED light source fixtures within the scope of lighting are carried out under the consultancy of ITU Energy Institute.

Pilot project studies were carried out by interviewing the manufacturing companies and the electricity distribution companies in order to try out the secondary legislation works prepared for use of LED light source fixtures within the scope of the lighting.

## Studies Carried Out to create Sectoral Unit Prices

229 manufacturers across the country were asked about the prices of their materials by 01.01.2019, and answers were received from 32 manufacturers.

21 Electricity Distribution Companies and 172 Licensed OIZs were requested to give price information regarding the electrical materials they have purchased in 2019; information was received from 18 Electricity Distribution Companies and 46 OIZs.

The data received from the Electricity Distribution Companies, OIZs and manufacturing companies were evaluated by the unit price commission and the unit price book for 2019 was prepared and made available to the stakeholders of the sector.

# STRATEGY DEVELOPMENT DEPARTMENT

## Activities

- **Software for Preparation of Unit Price Book:**

A software was needed for collecting the purchase information and sales list prices that are the basis for the preparation of the Electricity Project and Facility Unit Price Book from the Electricity Distribution Companies, OIZs and manufacturers, and making the data in question suitable for evaluation by the unit price commission. For this purpose, meetings were held with the Information Technologies Department in order to prepare a software that will carry out studies on the preparation of the unit price book. As result of these meetings, ideas were exchanged on the content, features, menu and interface structure, data security of the software. The works carried out by the Information Technologies Department continue in coordination with our Directorate.

- **Revision of the Unit Price Book:**

As it is known, the Electricity Project and Facility Unit Price Book prepared by our Company is updated and published every year. However, it was observed that the unit WW book has become outdated, some materials are out of application, new materials are included in the system due to new specifications and network changes, and some material items should be revised due to changes in standards and specifications due to reasons such as changes in the electricity distribution industry over the years, developing material technologies, changes in standards and regulations. For this reason, revision works have been started in order to adapt the materials used in the distribution network to current standards, specifications and current practices. The revision works are planned to be completed in 2020, and a unit price book suitable for use of the electricity sector will be released as result of these studies.

## • Insulation Oils Used in Transformers

As it is known, “TEİAŞ New Insulation Oil Procurement Specification” is used for the isolation oils of MV/LV distribution power transformers and MV/MV power transformers in electricity distribution facilities. The mentioned specification contains only mineral oils and does not cover other types of oil. In addition, this specification has been prepared in accordance with use of transformers of TEİAŞ. This led to the need to evaluate all types of insulation oils for MV/LV and MV/MV transformers in our distribution facilities.

Therefore, preliminary works have been started to determine the technical properties of oils used for power and distribution transformers for cooling and isolation. In this context, negotiations were held with companies that manufacture insulation oil and transformers. The standards, technical documents and reports prepared by TEİAŞ on the subject were examined and also the technical conference named IEEE ICDL 2019 on di-electric fluids and transformer oils held in Italy/Rome was attended. Commission works have been started in order to prepare the Technical Specification of Transformer Insulation Oil and the specification will be made available in 2020.

## • Other Works Performed

In addition to the aforementioned works, fairs, panels and conferences held at home and abroad are participated in order to follow innovative developments, meetings are held with industry stakeholders on technical issues, trainings that increase the knowledge and experience of the personnel are received, and information requests regarding their fields of activity are responded.

# STRATEGY DEVELOPMENT DEPARTMENT

## QUALITY AND PERFORMANCE DIRECTORATE

- Works on “Technical Quality Performance System Design” for determination of technical quality score and the points where the technical quality device will be installed, evaluation of the technical quality measurement results, etc. were carried out in order to improve the technical quality in the electricity distribution system.

### Regarding the repair works;

- Failure Repair Reports including the information on the number of breakdowns, the maximum number of daily failures, the average downtime per interruption, the average downtime per user, etc. were prepared by using the Breakdowns Table of the distribution companies (Table 1) and it was submitted to the Authority and shared with the relevant units.
- Between 2019-2025, works have been carried out on the estimation of the number of personnel expected to work in the repair and maintenance teams.

According to the issues stated in “Procedures and Principles Regarding the Application of the Quality Factor”, an effort has been made to estimate the Quality Factor scores of the distribution companies.

### Regarding the call centers;

- Data were obtained from the distribution companies and compliance with the targets set out in the “Principles Regarding the Service Quality Standards of Call Centers of Electricity Distribution Companies and Supply Companies in Charge” were controlled. The Call Center Reports created were presented to the Authority and shared with the relevant units.
- Works were carried out regarding monitoring of call centers of distribution companies with web services.
- Data regarding the Project Approval and Acceptance of 10 kW and below Roof and Facade Unlicensed Production Facilities were provided from distribution companies and the reports were submitted to the Authority and shared with the relevant units.
- Within the scope of Official Statistics Program, Turkey Electricity Distribution and Consumption Statistics data for 2018 was prepared, and it was collected as a book in such manner to include the data such as distribution system, sectoral distribution of the number of subscribers and electricity consumption, the amount of the theft-loss rates etc. based on provinces and distribution regions.

- The Service Quality tables for 2018, which are obliged to be publish on the websites of the distribution companies as per the “Service Quality Regulation on Electricity Distribution and Retail Sales”, were followed up, the deficiencies in these tables were identified and a letter was sent to each distribution company regarding the subject.
- The Service Quality tables for 2019, which are obliged to be publish on the websites of the distribution companies as per the “Service Quality Regulation on Electricity Distribution and Retail Sales”, were followed up, the deficiencies in these tables were identified and a letter was sent to the Department of Inspection regarding the subject monthly.
- The legislation published by the Official Gazette and/or EMRA regarding the service quality has been followed.
- Within the scope of TS EN ISO 9001:2015 Quality Management System works, documents were prepared for 2019; these documents were revised when necessary; and realizations were processed in line with the deadlines.
- The statistical information requests submitted to our Directorate were answered within the framework of the Information Law No. 4982.
- Works have been carried out for the applications from Cimer.
- Works were carried out in the commissions/meetings established within our General Directorate.
- Information and opinion requests of our General Directorate, Departments and Consultancy have been answered.
- Reports, studies, correspondence, etc. were classified and archived.



# STRATEGY DEVELOPMENT DEPARTMENT

## PLANNING AND LEGISLATION DIRECTORATE

### Execution of the strategic planning process, institutional targets and monitoring of activities

According to Article 22/1 of the Decision on the Determination of 2018 General Investment and Financing Program of Public Economic Enterprises and Subsidiaries, PEEs should prepare their strategic plans. In this context, the first “Strategic Plan” of our Institution covering the period of 2019-2023 was prepared and sent to the Ministry. It is aimed to realize the goals and targets and the electricity distribution services in the Strategic Plan together with stakeholders at national level with an efficient, innovative and sustainable understanding, to use public resources effectively and efficiently, to increase customer satisfaction and to become the leading institution in the sector.

Within the scope of the activities included in our Articles of Association, the realizations taken from the units by following the corporate targets determined to increase customer satisfaction, supply continuity, service quality and to improve the institutional capacity have been entered into the “Target Based Performance and Competency Evaluation System”. The following are among the stated targets;

- Monitoring/Supervising General Service Satisfaction Rate of Distribution Companies’ Customers,
- Establishing Cyber Security Operation Center,
- High Voltage and High Power Test Laboratory/Partial (13% to be made in 2018),
- 32 periodic activity audits of DISCOMs,
- 20 periodic lighting inspections of DISCOMs,
- Prioritization and Monitoring/Supervision of Investments made by Distribution Companies,
- Investment Plan Realizations to be at least 97%,
- 5 technical specifications updates,
- Reducing the project approval period to 15 days and the facility’s temporary and final acceptance time to 40 days,
- Integration of 2 services to e-government system,
- Provision of ISO 22000-2005 Certificate.
- The following were performed;

II. Monitoring activities regarding the 100-day Execution Program of the Presidency,

III. Action determination activities regarding the 100-day Execution Program of the Presidency,

Action and action card issuance activities related to the 180-day Execution Program of the Presidency between 1 July - 31 December 2019 and 1 January - 30 June 2020.

- Reports regarding the weekly and monthly activities of our enterprise were sent to the Ministry.

## Legislative works

The needs of monitoring, updating, and obtaining information on the legislative arrangements needed to carry out the activities included in the Articles of Association of our institution were met. In this context;

Our Company's opinion regarding the Electricity Market Law, Secondary Legislation and other legislation that our opinion is requested was created and notified to the relevant Institutions or Organizations.

Legislative amendment proposals have been made in order to improve the problems in the implementation and to improve customer satisfaction.

Amendments regarding Electricity Market Law, Secondary Legislation and other legislation and legislative amendments related to the electricity market were monitored and reported to the relevant units.

Legislation opinions requests and written question suggestions received from our Institution or from outside the Institution were answered.

- The "Regulation on Amendment of Legislations, Directives and Regulations" regarding the Regulations of our Enterprise has been rearranged as "TEDAŞ Legislation Preparation Directive" for reasons such as restructuring of our institution and changes in the job descriptions and responsibilities.
- Coordination was provided in the legislative amendment works established within our General Directorate, and the meetings held regarding the evaluation of the works were participated.
- Efforts on making the current version of the legislation (regulations, communiqués, directives, circulars, specifications, procedures and principles etc.) prepared by the units of our General Directorate accessible on the website. In this way, accessibility of internal and external stakeholders to the current legislation has been provided.

## Other activities performed

- Within the scope of the Law No. 4982 on the Right to Obtain Information, the requests of the applicants were answered through the Presidential Communication Center (CIMER) or from the 3rd parties, and information about the issues in the field of duty has been provided to the applicants.
- The activities carried out by our Institution within the scope of the Ministry Circular No. 2018/5 dated 11.10.2018 regarding the Project for Increasing Efficiency by Simplifying Transactions in the Services Provided by the Central Units of the Ministry and Related and Associated Institutions are reported to our Ministry.
- Within the scope of the National 'e-Devlet' Strategy and Action Plan, the efforts on the services provided by our Institution through e-Devlet were reported to the Ministry.

# STRATEGY DEVELOPMENT DEPARTMENT

## SPECIFICATION DEVELOPMENT DIRECTORATE

- Within the scope of the works for preparation and updating of the Technical Specifications for the materials used in the electricity distribution facilities, 4 Technical Specifications were updated and 2 new Technical Specifications were prepared, and a total of 6 Technical Specifications entered into force during the year with the update works of the following specifications;
  - TEDAŞ-MLZ/2002-042.B marked Technical Specification of Low Voltage Vertical Type Fuse Switch Disconnecter,
  - TEDAŞ-MLZ/2006-052.A marked Technical Specification of Prefabricated Distribution Center and YG / AG Distribution Transformer Center Buildings,
  - TEDAŞ-MLZ/2018-066 marked QR Code Technical Specifications,
  - TEDAŞ-MLZ/2018-066.A marked QR Code Technical Specifications,
  - TEDAŞ-MLZ/2018-065.A marked Battery-Rectifier Group Technical Specifications,
  - TEDAŞ-MLZ/2019-068 marked Insulated Materials Technical Specifications,
- TEDAŞ-MLZ/2006-003.B marked Compact Enclosed OG/AG Transformer Centers with Concrete Enclosure,
- TEDAŞ-MLZ/2000-036.C marked Compact Enclosed YG/AG Transformer Centers with Concrete Enclosure,
- TEDAŞ-MLZ/2013-059 marked Concrete Enclosed Semi-Embedded Compact Type OG/AG Transformer Centers,

The works for collection of all of them as TEDAŞ-MLZ/2019-069 Concrete Enclosed Compact Type YG/LV Distribution Transformer Centers Technical Specifications were completed by the commission and submitted to the approval of the General Directorate.

- Commission works of 2 Technical Specifications have been continued;
  - TEDAŞ-MLZ/2003-006.C Low Voltage Distribution Panels Technical Specifications
  - TEDAŞ-MLZ/2002-043.B Technical Specification of Fault Current Indicators for High Voltage Overhead Line and Underground Networks

- Type test report review studies were carried out on the main items below in order to determine the conformity of the materials used in the electricity distribution facilities to the Technical Specifications and relevant standards and to announce the results to the relevant parties;

AG and OG Energy Cables,

LV and MV Cable Heads and Attachments, Low Voltage Distribution Boards, Low Voltage Field Distribution Boxes,

Hermetic Type OG/AG Distribution Power Transformers,

Type MV/LV Distribution Power Transformers with Expansion Tank Concrete Type Compact Type Air Insulated YG/AG Distribution Transformer Centers,

Concrete Enclosed Compact Type Gas Insulated HV/LV Distribution Transformer Centers, SF6 Gas Insulated Metal Enclosed Switchgear and Control Devices,

YG Air Insulated Metal Enclosed Switchgear and Control Devices, AG Vertical Type Fuse Load Disconnectors (DSYA),

YG Fuses.

- Within the scope of the “Contract of High Power and High Voltage Experiment Laboratory Complex Survey Study Project” signed on 16.10.2018;

-Documents to be used in the Feasibility Report, as Annex-4 Feasibility Report, Basic Design and Installation Tender, were prepared by the Contractor.

-Meetings were made with contractors and subcontractors and progress were continuously monitored in order to keep track of the issues in the contract and necessary reports were made.

-A technical visit was organized to the People’s Republic of China and mutual information was exchanged in order to examine similar applications performed by subcontractors and to determine laboratory requirements.

- Within the scope of the tender of the High Power and High Voltage Experiment Laboratory Complex Installation;

-It was decided to make the installation tender within the scope of the Procedures and Principles regarding the Implementation of Industrial Cooperation Projects with the Board Decision dated 04.09.2019 and numbered 19-653.

-Meetings were held with the Ministry of Industry and Technology to exchange information.

-Technical visits were made to Japan and the People’s Republic of China and information was obtained from the relevant institutions on the installation of short circuit generators and laboratories.

-Within the scope of the 180-day execution program, information was given periodically to MENR about the installation works of the High Power and High Voltage Experiment Laboratory Complex.

-The tender documents prepared for the process of tender within the scope of the Procedures and Principles regarding the Implementation of the Industry Cooperation Projects were sent to the Ministry of Industry and Technology with the letter dated 25.12.2019 and numbered E.114361.



# ASSET MANAGEMENT DEPARTMENT

## Organization and Staff Structure

The Directorate carries out its activities in cooperation with the Real Estate Directorate and Map and Expropriation Directorate with 18 Map Engineers, 16 Map Technicians, 2 Agricultural Engineers, 1 Urban Planner, 1 Geological Engineer, 1 Forest Engineer, 1 Statistician and 2 Administrative Specialists due to the Assistant General Manager.





## DUTIES AND RESPONSIBILITIES

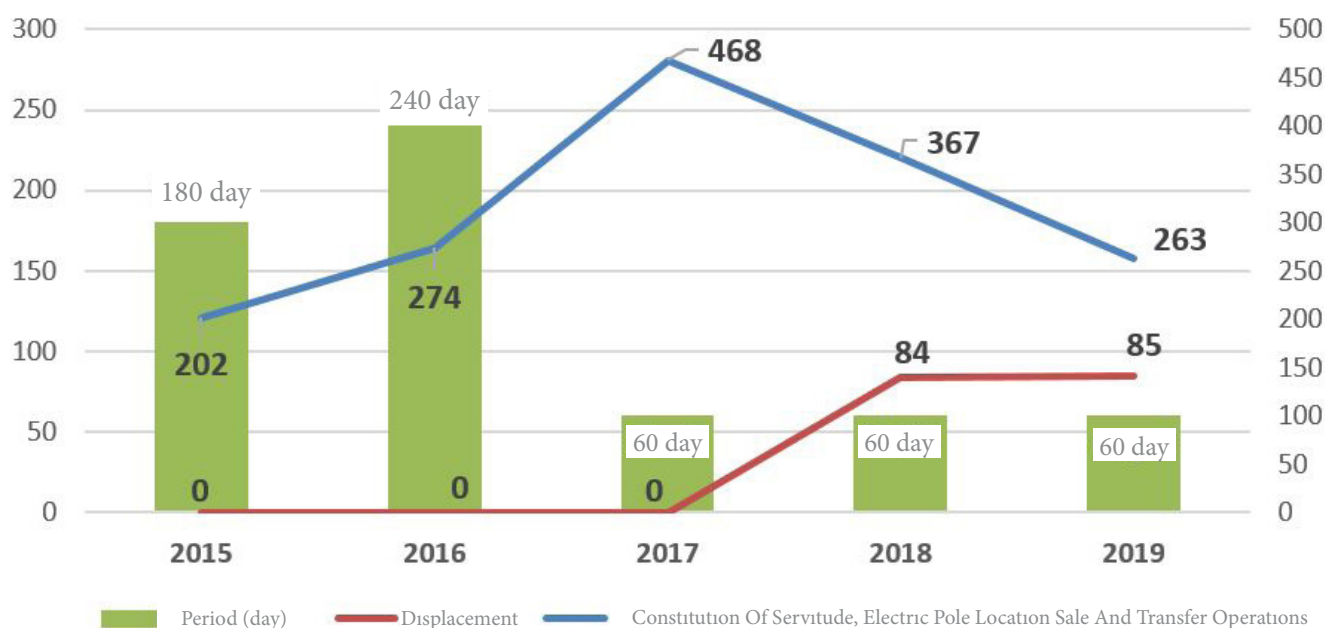
- It ensures execution of the works and transactions of the Map and Expropriation Directorate and the Real Estate Directorate.
- It ensures that the services of the Directorate are carried out effectively and efficiently, and that any problems that arise are eliminated,
- It cooperates and coordinates with the related units under the Directorate and the relevant institutions in the performance of its duties,
- It ensures that the works of the Directorate staff are monitored, audited, evaluated, and the work and procedures of the staff are performed.
- It ensures that the correspondence operations of the Directorate are carried out effectively, the needs of the personnel are determined and met, and that the personnel are registered with assets that are subject to registration,
- It ensures that the works and operations due to the services of the Directorate are carried out by considering mission and vision of TEDAŞ and the National Interests,
- It provides preparation of the activity reports and information files of the Directorate and submits it to the senior management,
- It monitors and evaluates the goals, objectives and activities and projects related to the Directorate in the strategic plan and annual performance program of the General Directorate,
- It carries out the works related to the preparation and implementation of the budget of the Directorate,
- It coordinates the works of the units and approves and implements the relevant documents in order to ensure the fulfillment and maintenance of the requirements of QMS standard in the units due to the Directorate,
- It performs the other duties assigned by the supervisor.

# ASSET MANAGEMENT DEPARTMENT REAL ESTATE DIRECTORATE

## PROVISION OF EASEMENT RIGHT, SALES OF POLE LOCATIONS, TRANSFER OF IMMOVABLES AND DISPLACEMENT PROCESSES OF THE ELECTRICITY DISTRIBUTION FACILITIES

- Processes were completed for the requests of provision/sales of easement rights and pole locations of the energy transmission lines displaced or collected,
- Transfer processes of the immovable properties requested by the public institutions and organizations as per the Article 30 of the Expropriation Law numbered 2942,
- For research, investigation of ownership and determination of necessary decisions by commissions established within the framework of the relevant legislation for the displacement requests of the electricity distribution facilities coming from third parties and public institutions and organizations due to various reasons.

CONSTITUTION OF SERVITUDE, ELECTRIC POLE LOCATION SALE, REAL PROPERTY TRANSFER, AND DISPLACEMENT OPERATIONS



Within the scope of displacement and cancellation of right of easement, sale of pole location, transfer of real estate and electricity distribution facilities;

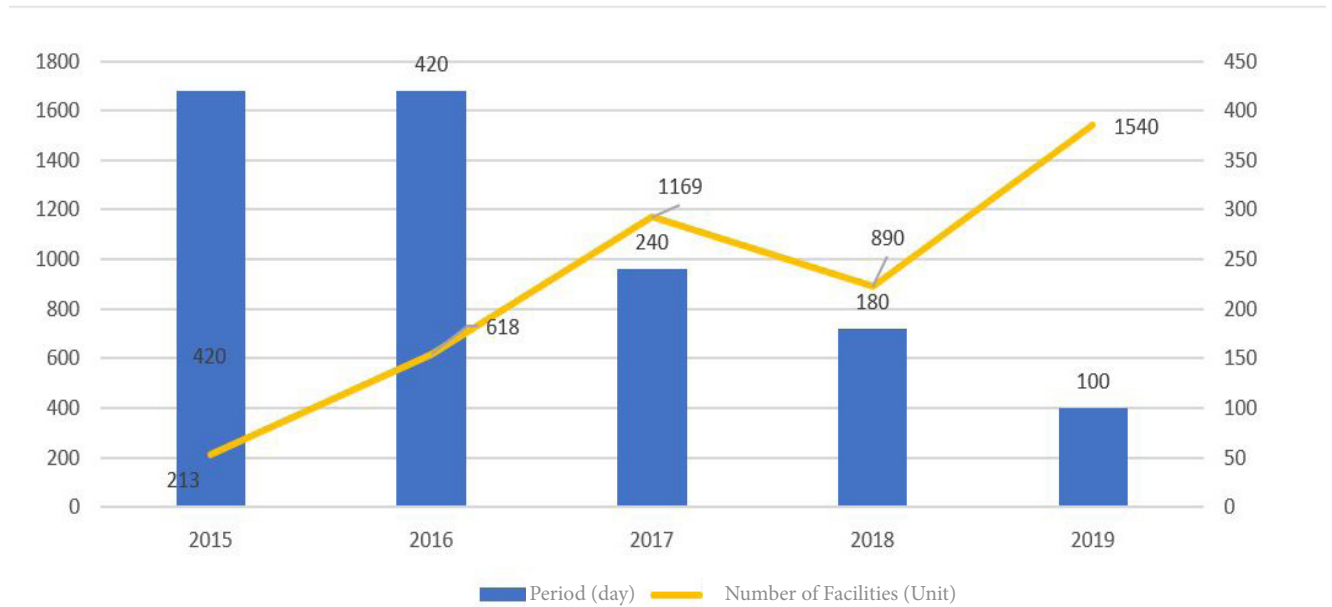
YEAR	Collected (Million TL)
2015	12.8
2016	11.4
2017	14.9
2018	21.0
2019	13.6

## Correspondences

- Transactions were made regarding totally 4055 documents and materials including provision of the information and documents requested with negotiations on our facilities in forest fields, real estates of our General Directorate and various legal requests requested by the courts within the scope of the Information Law through CIMER.
- All transactions related to the real estates belonging to our General Directorate have been followed and real estate taxes that have to be paid by us have been paid.

# ASSET MANAGEMENT DEPARTMENT

## MAP AND EXPROPRIATION DIRECTORATE



- 760 pieces of ENH and 780 pieces of TR, DM, IM, KOK etc. sent from the Energy Market Regulatory Authority were decided to be subject to expropriation by the Board of our General Directorate.
- The expropriation process of a total of 3430 km power transmission line has been started in various electricity distribution regions.
- 398 Approvals of Lawsuits regarding various miscellaneous parcels for facilities such as energy transmission lines and TR, DM, IM, KOK etc. were obtained.
- Technical control of 456 Energy Transmission Line expropriation map files was carried out by our Directorate.
- Within the scope of the Information Acquisition Law, questions/requests/suggestions related to the field of activity of the Directorate, which were asked by real and legal persons via CIMER channel and information acquisition e-mail, were answered.
- Regarding the inquiries requested by our directorate over TAKPAS and MERNİS programs regarding the activities of the electricity distribution companies in the fields of responsibility, the payment of 5.062.868,25 TL for the inquiries made by our directorate has been requested from the distribution companies with various documents and the bank receipts have been transferred to the Financial Affairs Finance Department.
- An income of 221.528.15 TL was provided by our General Directorate for Annotation Transactions.

- Within the scope of “Target Based Performance and Competency Assessment System” followed by the Ministry of Energy and Natural Resources, it was aimed to “start the registration of finalized court decisions regarding the cost determination and registration cases and non-expropriation confiscation cases within the specified period” to our General Directorate for 2019. In this context, our Directorate has been pursuing the registration of the court decisions by the Regional Directorates within 10 days and the target has been reached by 92%.
- NetCAD trainings were given to the engineers or technicians working in the Real Estate and Map Expropriation units within our Directorate and Regional Directorates.

## **WORKS DONE FOR MORE ACCURATE AND FAST EXECUTION OF THE EXPROPRIATION PROCESSES WITHIN A PLAN**

- Numerical archiving studies related to the electricity distribution facilities are ongoing.
- Expropriation process analysis studies have been done and the expropriation process has been reduced to 100 days.



# INVESTMENTS MONITORING DEPARTMENT

## Organization and Staff Structure

Investments Monitoring Department fulfills its duties and responsibilities with the Investment Quality Monitoring Department, Project and Acceptance Department, Complaint Request and Tracking Department and 21 Regional Directorates due to the Assistant General Manager. Investment Quality Monitoring Directorate consists of 1 Manager, 4 Chiefs, 11 Electrical Engineers and 2 Electrical Technicians as Quality Chief Office, Network Quality Chief Office and KEYPOS Chief Office and Coordination Chief Office.

Project and Acceptance Directorate consists of 1 Manager, 3 Chiefs and 8 Electrical Engineers, 1 Industrial Engineer, 1 Civil Engineer, 1 Mechanical Engineer and 3 Technicians as Project Chief Office, Renewable Energy Projects Chief Office and Acceptance Chief Office.

Complaint Request and Tracking Department operates with 21 personnel in total as 1 Manager, 2 Chiefs, Interruption Tracking Chief, 3 Electrical Engineers, 7 Electrician Technicians, 3 Data Recording Operators and 1 General Technique, 3 Electrical Engineers in Complaint and Request Chief Office, 8 personnel, including 1 Chief, 1 Administrative Expert and 3 Data Entry Officers.



## DUTIES AND RESPONSIBILITIES

- To ensure operational network activities and investment studies are carried out by evaluating in terms of quality criteria such as distribution companies, supply continuity, technical quality, customer satisfaction, performance, etc.
- To perform the approval processes within the authorizations by following up the displacement requests evaluated by our Regional Directorates in the whole of Turkey.
- To issue the Work Experience Documents of construction works that were tendered by TEDAŞ General Directorate and distribution companies prior to privatization and whose acceptance procedures were carried out by our General Directorate.

## Activities

### INVESTMENT QUALITY MONITORING DIRECTORATE

Within the scope of the Investment Prioritization activity carried out under the coordination of our Directorate, the following criteria are evaluated to make a field study;

- Networks, which have completed their economic life and cannot be improved within the scope of maintenance, by analyzing the interruption data of the previous year in the relevant Distribution Company region,
- Regional needs and investment demands from the region,
- Regional needs identified by the Distribution Companies and projects prepared by the distribution companies,

Safety of persons and property, supply continuity and technical quality, connection requests, lighting with the identified needs and demands, our Regional Directorate personnel and Distribution Company's personnel.

According to the study conducted, prioritization is made at the meetings held with the Distribution Company officials and the investment program of the relevant year is decided accordingly.

# INVESTMENTS MONITORING DEPARTMENT

## Activities

According to the results of this study, it is aimed to ensure the supply continuity and quality energy by increasing the number and duration of interruptions to minimum levels by determining the urgent works and minimizing the risk of life and property, and to increase citizen satisfaction as a result.

Within the scope of the Investment Monitoring activities carried out under the coordination of our Directorate;

The investments made by the Distribution Companies are periodically checked through our Regional Directorates, and it is ensured that the acceptance procedures are carried out following the completion of the facility. The distribution companies are warned about faulty manufacturing, non-compliance with occupational health and safety rules, etc., which prevent temporary acceptance.

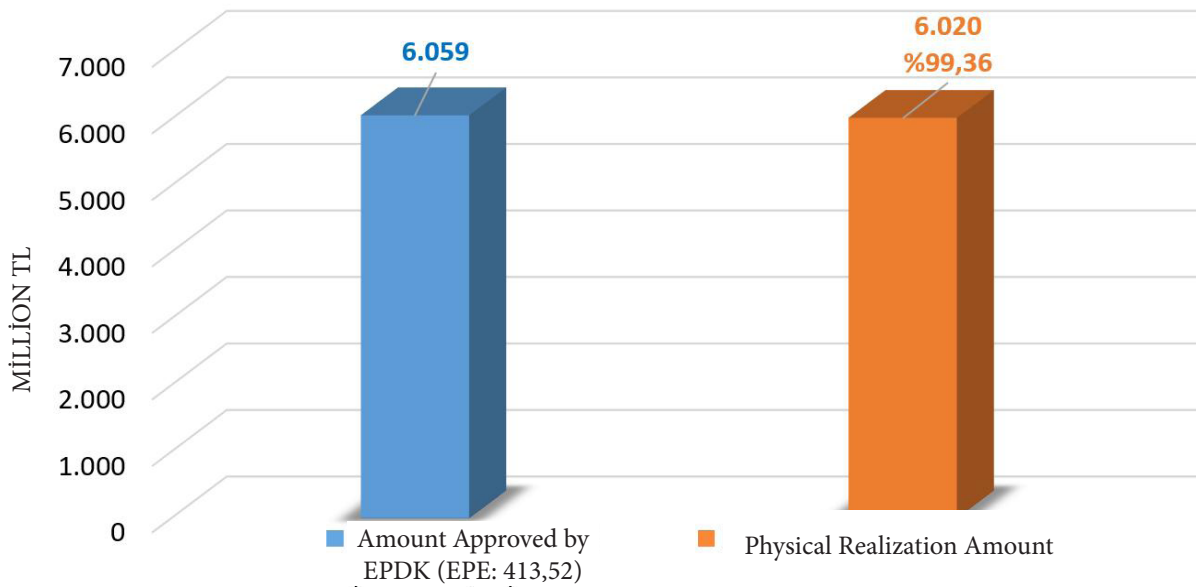
Facility works carried out by the distribution companies are ensured to be in compliance with the science and technique. Unnecessary investments and costs are eliminated by preventing erroneous and incorrect manufacturing during the installation phase. As result of this, the long-term use of the facilities, subsequent interruptions and investments of the network, safety of life and property, as well as the disturbances to the citizens during the work, and the conditions that will impair the urban aesthetics, and acceptance, and performance of the acceptance transactions faster and easier are provided.

To carry out the analysis and design works of Corporate Inventory Management Project Approval System (KEYPOS), which will be established regarding operational network and investment activities of distribution companies, for the processes related to our Directorate.

Investment Quality Monitoring Directorate consists of 1 Manager, 3 Chiefs, 11 Electrical Engineers and 2 Electrical Technicians as Quality Chief Office, Network Quality Chief Office and KEYPOS Chief Office and Coordination Chief Office.

Within the scope of Investment Monitoring Activities, the physical realization of the investments for the Electricity Distribution Companies and the field determinations for 2019 were made between 01.01.2019 -31.12.2019 by the coordination of our Directorate and reported to the Ministry.

ELECTRICITY DISTRIBUTION COMPANIES INVESTMENT REALIZATION TABLE FOR 2019



## PROJECT AND ACCEPTANCE DIRECTORATE

Our Directorate carries out the project approval and acceptance processes of Unlicensed Generation Plants (GES, RES, TRI/KOJEN, BES, etc.) above 100 kW, approval and acceptance processes of the connection line projects of Licensed Generation Facilities, type project approval processes of 36 kV and below ENH and lighting poles through the Type Project Commission, preparation of principles and procedures on project acceptance and approval processes and determination of the service sales prices.

In addition, works of provision of coordination between Regional Directorates in Project Approval and Acceptance processes and to establish KEYPOS and process analysis and design works related to the activities of our Directorate are carried out.

Project and Acceptance Directorate consists of 1 Manager, 3 Chiefs and 8 Electrical Engineers, 1 Industrial Engineer, 1 Civil Engineer, 1 Mechanical Engineer and 3 Technicians as Project Chief Office, Renewable Energy Projects Chief Office and Acceptance Chief Office.

## PROJECT APPROVAL INFORMATION FOR UNLICENSED GENERATION PLANTS IN 2019

PLANT TYPE	APPROVED PROJECT	APPROVED PROJECT POWER (kWe)
BES	8	6.591
GES	1010	759.407
RES	2	7.800
TRI/COGENERATION	5	6.718
<b>TOTAL</b>	<b>1025</b>	<b>780.516</b>



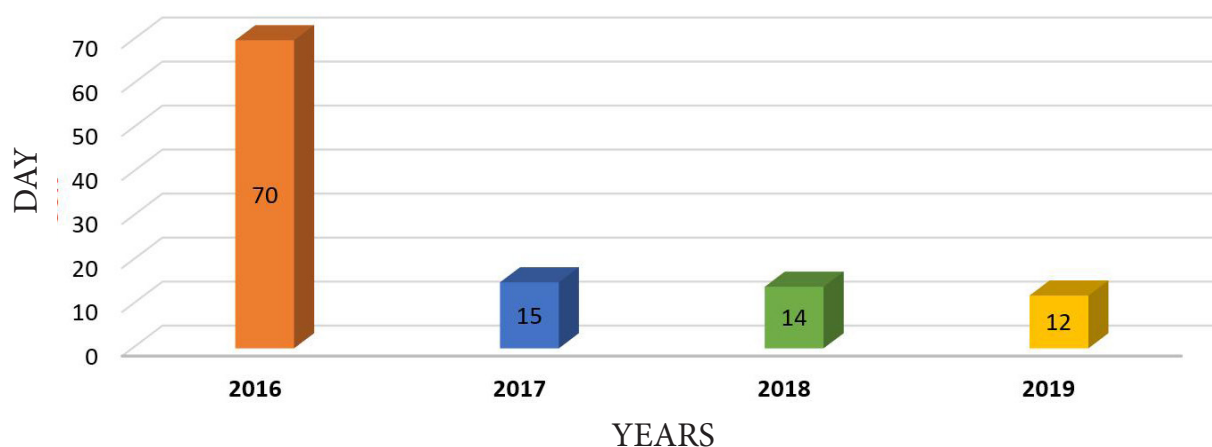
# INVESTMENTS MONITORING DEPARTMENT

## PROJECT AND ACCEPTANCE DIRECTORATE

### AVERAGE DURATION OF PROJECT APPROVAL FOR UNLICENSED GENERATION PLANTS IN 2019

While the project approval period of the unlicensed generation plants in 2016 and before was 70 working days on average; this period was reduced to 12 days in 2019 as result of the improvements made by our General Directorate.

**AVERAGE PROJECT APPROVAL DURATIONS OF UNLICENSED ELECTRICITY GENERATION PLANTS**



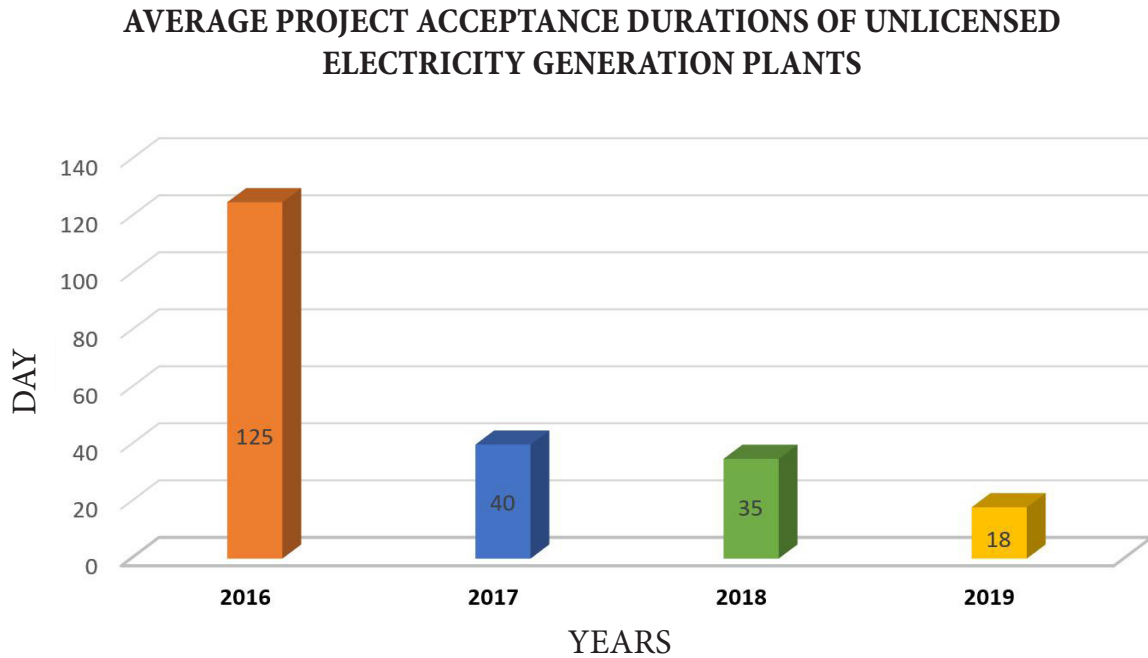
### ACCEPTANCE INFORMATION OF THE UNLICENSED GENERATION PLANTS IN 2019

PLANT TYPE	NUMBER OF ACCEPTED PLANTS	POWER OF THE ACCEPTED PLANT (kWe)
BES	3	1.848
GES	1071	834.397
RES	5	5.950
TRI/COGENERATION	12	21.426
TOTAL	1091	863.621



## AVERAGE ACCEPTANCE DURATION OF THE UNLICENSED GENERATION PLANTS IN 2019

While the approval period of the unlicensed generation plants in 2016 and before was 125 working days on average; this period was reduced to 18 days in 2019 as result of the improvements made by our General Directorate.



## COMPLAINT DEMAND AND TRACKING DIRECTORATE

Our Directorate consists of 2 Chief Offices as Deduction Tracking Chief Office and Complaint and Demand Chief Office. Totally 22 personnel including 1 Manager, 3 Engineers in Downtime Tracking Chief Office, 7 Electrical Technicians, 3 Data Record Operators and 1 General Technician and 3 Electrical Engineers, 1 Administrative Specialist and 3 Data Entry Officers in Complaint and Demand Chief Office work in our Directorate.

Our Directorate carries out tracking and reporting activities in order to follow the general power outages in the general of Turkey, evaluate and answer the complaints coming to our institution, create statistical data to determine the priority of keeping the Investment and Audit at high quality and provide superior output.

# INVESTMENTS MONITORING DEPARTMENT

## COMPLAINT DEMAND AND TRACKING DIRECTORATE

In addition, preparation of an answer to the Audit Report of the Audit Court Directorate and all preparations for presentation of the prepared answers at TBMM KIT commission are among our duties. Efforts are given to present the answer to the Audit Court's report and to sub and upper commission of KIT in a timely and qualified manner.

The power outages are tracked 24 hours a day, 7 days a week, and instant and hourly reports are given on the outage data entered by the Distribution Companies through the Demand Tracking System software. In addition, critical faults are informed to the senior management via SMS.

Faults and investment needs communicated by the Ministry, external organizations and customers are also tracked through the Demand Tracking System and reported weekly.

Our target is to enable Distribution Companies to enter all outage data into the Demand Tracking System instantly, to increase the data entry rates, to create quality data for inspection, investment and maintenance works by analyzing these data, and to ensure the provision of quality and continuous service by reducing outage durations and numbers.

It assesses whether every application received through Lighting Mobile Tracking is suitable to the General Lighting Regulation. In this context, 288.690 applications were taken into consideration in 2019 as of 16.02.2019 when the Lighting Mobile Tracking application was launched.

In 2019, 1.544.451 outages were followed in general of Turkey.

Complaints received by our Directorate through various channels were forwarded to the relevant units, Distribution Companies and Regional Directorates and processed with care. These channels are as follows;

- Mailed applications.
- Applications to CIMER
- Applications made through Petitions
- Applications via Demand Tracking System
- Questions Proposed by TBMM
- Telephone Consultation and Complaints regarding Lighting
- Applications Directed by Other Public Institutions and Organizations

With the reports prepared, service quality measurement and follow-up are provided.

The distribution of 34.709 applications received through various communication channels in 2019 is shown in the table.

As of 31.12.2019, a total of 13.754 applications were made to the Electricity Distribution Companies through TEDAŞ Lighting Complaint Tracking System integrated into e-Devlet platform.

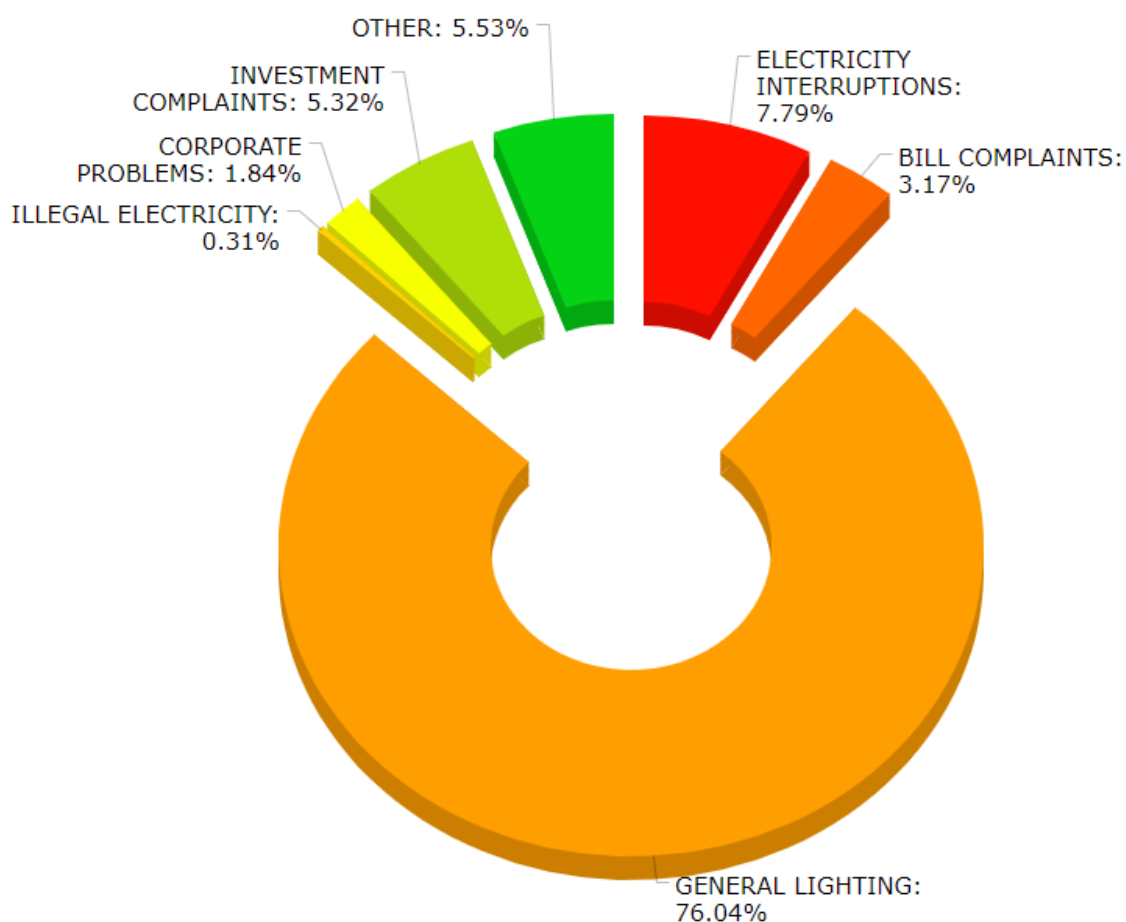
# INVESTMENTS MONITORING DEPARTMENT

## COMPLAINT DEMAND AND TRACKING DIRECTORATE

### Activities

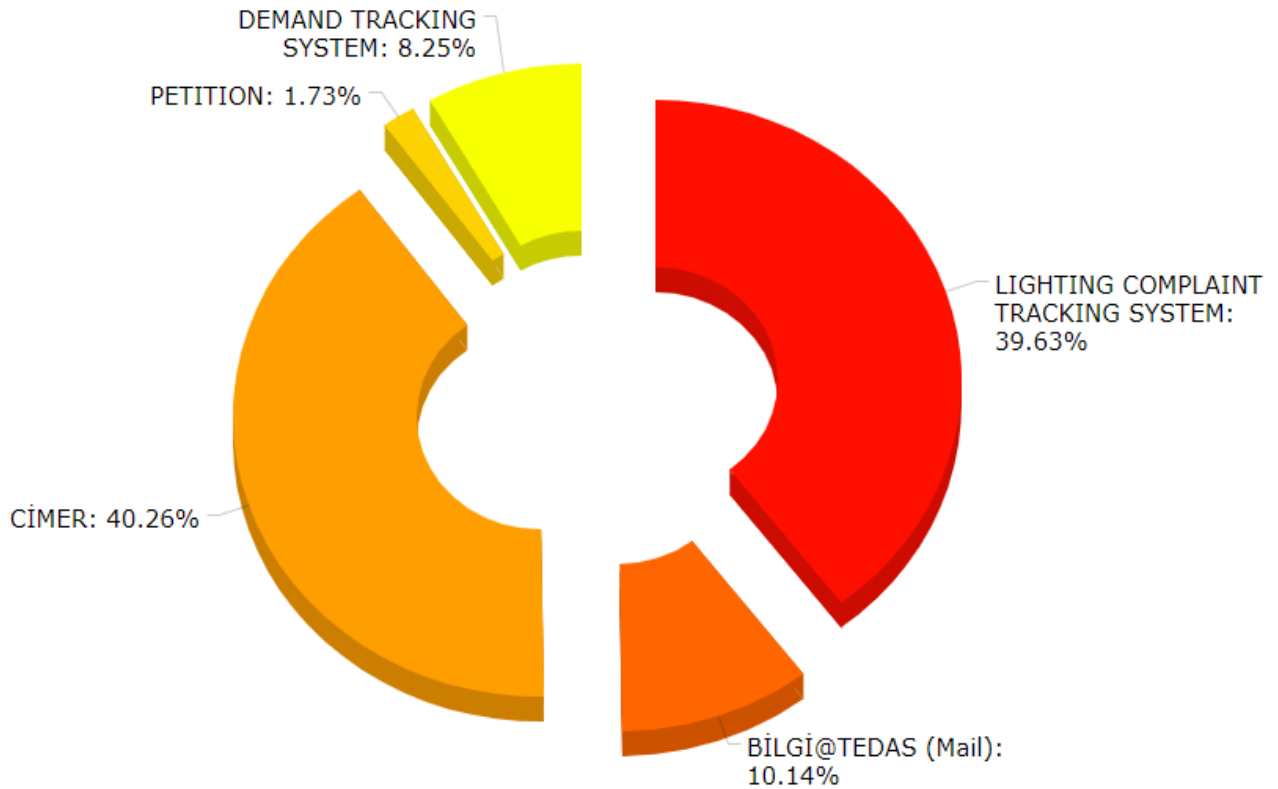
#### Subject-Based Application Numbers for 2019

SUBJECT-BASED APPLICATION NUMBER	YEAR 2019
ELECTRICITY INTERRUPTIONS	2.705
BILL COMPLAINTS	1.101
GENERAL LIGHTING	26.391
ILLEGAL ELECTRICITY	107
CORPORATE PROBLEMS	640
INVESTMENT COMPLAINTS	1.846
OTHER	1.919
<b>GRAND TOTAL</b>	<b>34.709</b>



## Channel-Based Application Numbers for 2019

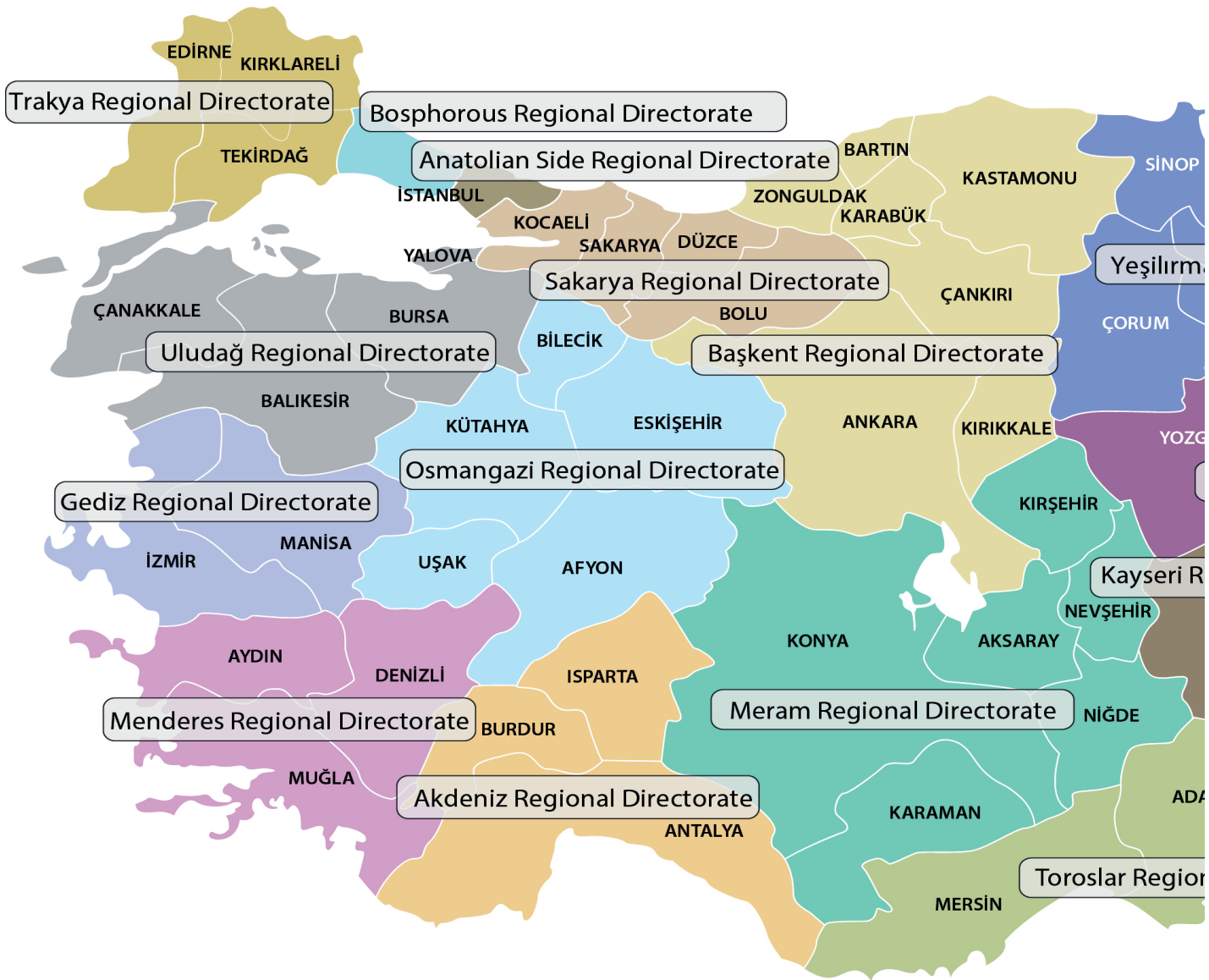
CHANNEL-BASED APPLICATION NUMBER	YEAR 2019
LIGHTING COMPLAINT TRACKING SYSTEM	13.754
BİLGİ@TEDAS (Mail)	3.519
CİMER	13.973
PETITION	600
DEMAND TRACKING SYSTEM	2.863
<b>GRAND TOTAL</b>	<b>34.709</b>

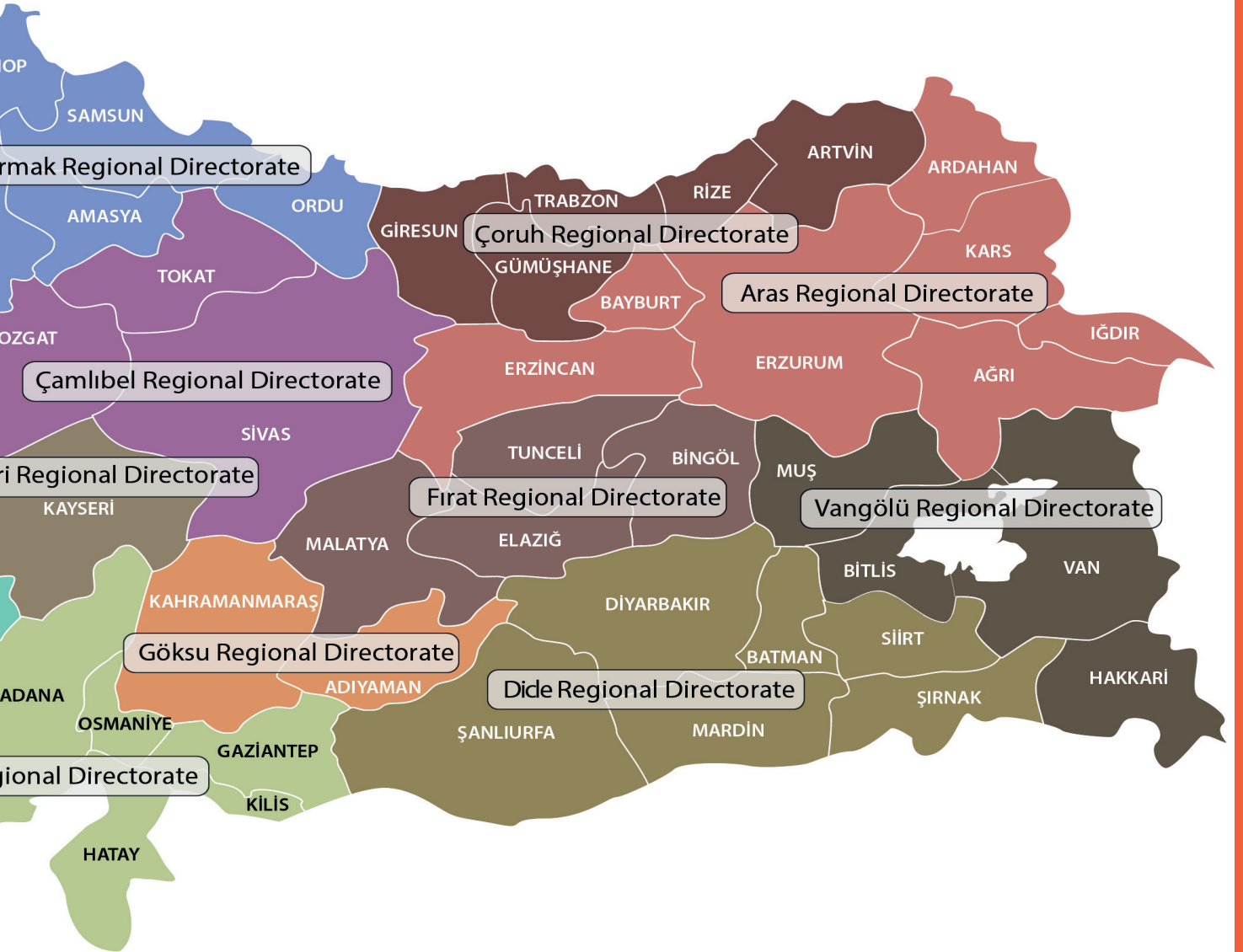




# INVESTMENTS MONITORING DEPARTMENT

## REGIONAL DIRECTORATES





# INVESTMENTS MONITORING DEPARTMENT

## REGIONAL DIRECTORATES

### Activities

According to the matrix structure, project approval, acceptance, investment prioritization, investment monitoring and evaluation of displacement requests that are carried out in the Regional Directorates are monitored by our Institution, expropriation transactions are monitored by the Asset Management Department, and legal proceedings are monitored by Legal Consultancy

#### Staff Information of the Regional Directorates

REGIONAL DIRECTORATE	ELECTRICAL ENGINEER	TOPOGRAPHICAL ENGINEER	OTHER ENGINEER (AGRICULTURE / FORESTRY / GEOLOGY)	ELECTRICAL TECHNICIAN
AKDENİZ	11	2		10
ANADOLU YAKASI	11	1		7
ARAS BÖLGE	12	1	1	8
BAŞKENT	17	1	2	6
BOĞAZİÇİ	10	5		8
ÇAMLIBEL	8	2	1	3
ÇORUH	12	4	1	3
DİCLE	16	2		8
FIRAT	13	2		8
GEDİZ	12	3		8
GÖKSU	8	2		2
KAYSERİ	6	1		3
MENDERES	9	2		4
MERAM	14	4	1	10
OSMANGAZİ	10	2		6
SAKARYA	9	1	1	8
TOROSLAR	15	3	1	11
TRAKYA	6	2		6
ULUDAĞ	11	4		3
VANGÖLÜ	8	2		10
YEŞİLIRMAK	11	2	1	5
TOTAL	229	48	9	137



REGIONAL DIRECTORATE	MAP TECHNICIAN	LAWYER	ADMINISTRATIVE STAFF	TOTAL
AKDENİZ	3	2	4	32
ANADOLU YAKASI	2	2	4	27
ARAS BÖLGE	5	2	1	30
BAŞKENT	8	4	6	44
BOĞAZİÇİ		4	4	31
ÇAMLIBEL	5	2	1	22
ÇORUH	2	2	2	26
DİCLE	4	5	2	37
FIRAT		1	1	25
GEDİZ	5	3	3	34
GÖKSU	5	4	2	23
KAYSERİ	3		3	16
MENDERES	2	2	4	23
MERAM	4	2	3	38
OSMANGAZİ	4	2	2	26
SAKARYA	3	1	2	25
TOROSLAR	3	3	1	37
TRAKYA	2	2	2	20
ULUDAĞ	2	1	3	24
VANGÖLÜ	3	3	1	27
YEŞİLIRMAK	3	3	2	27
<b>TOTAL</b>	<b>68</b>	<b>50</b>	<b>53</b>	<b>594</b>

# INVESTMENTS MONITORING DEPARTMENT

## REGIONAL DIRECTORATES

### Activities

#### PROJECT/ACCEPTANCE/INVESTMENT PRIORITIZATION/ INVESTMENT MONITORING/DISPLACEMENT REPORT OF THE REGIONAL DIRECTORATES

REGIONAL DIRECTORATE	PROJECT APPROVAL NUMBER	NUMBER OF ACCEPTANCE	NUMBER OF INVESTMENT PRIORITIZATION PROJECTS	NUMBER OF INVESTMENT MONITORING PROJECTS	NUMBER OF DISPLACEMENTS
AKDENİZ	267	117	382	367	609
ANADOLU YAKASI	244	415	594	389	167
ARAS BÖLGE	140	195	497	166	274
BAŞKENT	536	752	1057	837	334
BOĞAZİÇİ	284	269	808	638	418
ÇAMLIBEL	86	42	409	214	6
ÇORUH	102	120	322	133	348
DİCLE	217	96	374	354	36
FIRAT	112	91	233	118	150
GEDİZ	402	286	1152	810	162
GÖKSU	155	92	248	210	106
KAYSERİ	171	189	261	189	8
MENDERES	211	232	486	360	116
MERAM	443	426	711	387	846
OSMANGAZİ	194	141	331	697	107
SAKARYA	36	45	225	176	1406
TOROSLAR	729	901	434	982	157
TRAKYA	245	107	310	223	85
ULUDAĞ	201	164	1027	253	388
VANGÖLÜ	124	114	192	130	36
YEŞİLIRMAK	230	159	323	98	176
TOTAL	5129	4953	10377	7731	5935





**Akdeniz Regional Directorate**



**Anadolu Yakası Regional Directorate**



**Aras Regional Directorate**



**Başkent Regional Directorate**



**Boğaziçi Regional Directorate**



**Çamlıbel Regional Directorate**



**Çoruh Regional Directorate**



**Dicle Regional Directorate**



# INVESTMENTS MONITORING DEPARTMENT



**Fırat Regional Directorate**



**Gediz Regional Directorate**



**Göksu Regional Directorate**



**Kayseri Regional Directorate**



**Menderes Regional Directorate**



**Meram Regional Directorate**



**Osmangazi Regional Directorate**



**Sakarya Regional Directorate**





**Toroslar Regional Directorate**



**Trakya Regional Directorate**



**Uludağ Regional Directorate**



**Vangölü Regional Directorate**



**Yeşilirmak Regional Directorate**

# CONSTRUCTION DIRECTORATE

## Organization and Staff Structure

Our Directorate carries out its activities with a total of 97 personnel including Technical Maintenance and Repair Chief Office (35 personnel), Construction Project and Acceptance Chief Office (7 personnel), Construction Chief Office (7 personnel), Construction Planning Follow-up Chief Office (9 personnel) and service procurement (38 personnel) due to the Assistant General Manager.





## DUTIES AND RESPONSIBILITIES

- Preparation of earthquake reinforcement, maintenance-repair and renovation projects, and approximate cost and tender files of the facilities of our General Directorate (21 Regional Directorates, 5 Training and Certification Centers, Gölbaşı Sports Facilities, Heat Center, archive buildings, warehouse-workshop, Çankaya TEDAŞ Houses) and performance of control and acceptance works after tender.
- To carry out all kinds of technical maintenance and repair works of all facilities within Bahçelievler campus, Gölbaşı Training and Certification Center, sports facilities and Çankaya TEDAŞ Lodging Houses.
- Realization of project approvals and acceptance of renewable power plants.
- To participate in the works of the commissions on obtaining ISO 51001, 24001, 14001 etc. certifications and to carry out all kinds of technical studies.

## Activities

- TEDAŞ General Directorate elevator renovation works
- Tedaş General Directorate high voltage test laboratory site environmental fence construction work
- TEDAŞ Gölbaşı swimming pool, indoor gymnasium renovation and conversion of warehouse building into athletes facility
- Renovation of the guesthouse vertical sewage lines
- TEDAŞ Gölbaşı ESM administrative, dormitory and warehouse service buildings, strengthening against earthquake and renovation of EKAT site
- Closing the guesthouse cafeteria
- Establishment of fire detection/warning systems in TEDAŞ General Directorate block ABCD, nursery, block KLMN, block F and guesthouse buildings and renovation of block ABCD and guesthouse fire doors
- Ministry of Energy roof solar power plant installation works
- Renovation of 24 rooms in TEDAŞ guesthouse
- Maintenance and repair works of TEDAŞ central kitchen, kindergarten, guesthouse kitchens and Gölbaşı ESM kitchen
- TEDAŞ heat center building closed warehouse extension and exterior renovation construction works



# CONSTRUCTION DIRECTORATE

## Activities

- Earthquake reinforcement and renovation works of İzmir Işıkkent ESM administrative-training and trainee dormitory buildings
- Preparation of the earthquake performance report of TEDAŞ - Blocks ABCD
- Procurement of prime string generator and transformer and equipment to be used in the Facilities of the General Directorate
- Creation of a common data center by consolidating the data centers belonging to the headquarters, affiliated and related institutions of our Ministry with Bahçelievler data processing center of our General Directorate and creation of a common data center in order to provide service delivery from this environment.
- Preparation of existing AG-OG single line schemes on the central campus of TEDAŞ (excluding block T)
- LED panel fixture conversion in campus rooms and corridors
- Renovation of AG cabling and distribution panels and compensation panels of 4 1600 KVA transformers to meet energy needs of block ABCD
- Maintenance, repair and refurbishment of Istanbul Bostancı and Vaniköy guesthouses
- Transformer renovation works at General Directorate's closed parking lot's entrance.
- Maintenance and repair works of 30 units of WERTHEİM branded elevators in the Central Campus

- Procurement of maintenance, repair and technical service with 33 personnel
- Procurement of annual maintenance and repair services for generators
- Procurement of maintenance service for sewage and rain lines (with sewer support)
- Operation workshop (electricity), operation, maintenance and testing of the hot water boilers located in Çankaya lodging house, Gölbaşı Training and Certification Center, Gölbaşı Social Facilities and the thermal center, pipe type heat exchanger, tube type boiler in the campus heat exchangers and air handling units according to the hot water regime, plate type heating and cooling pipelines, circulation pumps, domestic water pumps and hydrants, heating and cooling pipelines, circulation pumps, domestic water pumps and hydrants, heat exchangers, ground devices and air handling units with hot water. Electricity supply, maintenance repairs (panel, generator and transformer). Maintenance and repair of air conditioning and cooling groups. Maintenance and repair of ventilation systems. Lawn irrigation, ABCD block poster and flag installation
- General Directorate campus central sewage pumping station, drainage pumps, circulation pumps, automation panel maintenance, repair and operation
- Operation of the telephone workshop central campus, Gölbaşı Education-Sports-Guest House-EÜAŞ and telephone exchange and provision of telephone operator services
- Tracking and coordination of Carpenter, Flooring, Installation, Electricity, Construction workshops
- Maintenance, repair and operation of uninterruptible power supplies (UPS) -GSM operators, base stations, lightning rods, and grounding measurements
- Follow-up of the material warehouse, purchase of demanded and needed materials
- Tracking of the bills of electricity, telephone, new subscriptions, cancellations of subscription (water, natural gas purchase, card counter)

# REGISTRAR'S OFFICE

## Organization and Staff Structure

Our Directorate carries out its activities with a total of 21 personnel including 5 personnel in the Registrar's Office and 15 personnel in the Archiving Chief Office with the Branch Directorate in its organization.



## DUTIES AND RESPONSIBILITIES

- To organize the Board Meetings, to take decisions of the Board of Directors, to make the decision notifications in accordance with the Articles of Association and the legislation.
- To perform the archive operations in accordance with the Standard File Plan and the Archive Regulation No. 30922 dated 18.10.2019 and to perform the document management operations in accordance with the General Document and PEP Transactions Circular.

## Activities

- TEDAŞ protects the confidentiality of every operation meticulously while ensuring that the works and operations under the authority of the Board are carried out in compliance with the Articles of Association and the legislations, taking into account the mission, vision and national interests of TEDAŞ.
- Physical archives of Dicle, Boğaziçi, Uludağ, Gediz, Fırat, Aras Regional Directorates and International, Işıklar, Erzincan Training and Certification Centers have been completed.
- Secure document management carries our Institution from past to the future by keeping corporate memory.

PROVISION OF INFORMATION AND DOCUMENTS AND ANSWERS / SCANNED DOCUMENTS / DISPOSAL PROCESSES

ORDER NO	MONTH	INFORMATION AND DOCUMENT PROVISION / DOCUMENTS	SCANNED	DISPOSAL NUMBER OF FOLDERS
1	JANUARY	0	110	
2	FEBRUARY	272	245	
3	MARCH	290	280	180 Folders
4	APRIL	366	77	
5	MAY	265	350	15920 Folders 20 boxes
6	JUNE	150	368	
7	JULY	299		
8	AUGUST	156		57410 Folders 272 Boxes
9	SEPTEMBER	315		
10	OCTOBER	194		
11	NOVEMBER	210		
12	DECEMBER	316		
TOTAL		3.176	1.430	73510 Folders - 292 Boxes

INCOMING OUTGOING DOCUMENT AND KEP EX.

ORDER NO	MONTHS	NUMBER OF IN-COMING DOCUMENTS	NUMBER OF OUTGOING DOCUMENTS	NUMBER OF INCOMING KEP	NUMBER OF OUT-GOING KEP
1	JANUARY	6402	2578	3000	5750
2	FEBRUARY	5179	3456	2900	5800
3	MARCH	7622	2486	3650	6100
4	APRIL	5098	1776	3750	6550
5	MAY	7114	1985	2550	4780
6	JUNE	4156	1853	3710	6850
7	JULY	8324	2216	4146	5623
8	AUGUST	6960	1614	3350	5700
9	SEPTEMBER	7208	2605	3600	5950
10	OCTOBER	7642	1460	4583	6265
11	NOVEMBER	9487	3265	5890	6764
12	DECEMBER	8.321	2.389	6630	8575
TOTAL		83.513	27.683	47.759	74.707



## MAIL SHIPPING EX.

ORDER NO	DATE	DOCUMENTS NR	MAIL ENVELOPE PIECE
1	01/31/ 01/2019	2578	2271
2	01/28/ 02/2019	3456	3170
3	01/31/ 03/2019	2486	2239
4	01/30/ 04/2019	1776	1567
5	01/31/ 05/2019	1985	1678
6	01/30/ 06/2019	1853	1724
7	01/31/ 07/2019	2216	1971
8	01/31/ 08/2019	1614	1450
9	01/30/ 09/2019	2605	2323
10	01/31/ 10/2019	1460	1257
11	01/30/ 11/2019	3265	2696
12	01/31/ 12/2019	2389	2017
TOTAL		27.683	24.363

# INFORMATION AND EVALUATIONS ON THE ACTIVITIES

## FINANCIAL INFORMATION

### INCOME STATEMENT OF 2019

		Year 2018	Year 2019
60	1-GROSS SALES	231.773.820,68	235.249.558,58
600	a- Domestic Sales	231.773.820,68	235.249.558,58
601	b- International Sales		
602	c- Other Revenues		
61	2-SALES DISCOUNTS (-)	3.225.366,37	2.738.855,64
611	a- Returns from Sales (-)	3.225.366,37	2.738.855,64
612	b- Sales Discounts (-)		
612	c- Other Discounts (-)		
	3-NET SALES (1-2)	228.548.454,31	232.510.702,94
62	4-COST OF SALES (-)	0,00	0,00
620	a- Cost of Products Sold (-)		
621	b- Cost of Commercial Goods Sold (-)		
622	c- Cost of Services Sold (-)		
623	d- Cost of Other Sales (-)		
	5-GROSS SALES PROFIT OR LOSS (3-4)	228.548.454,31	232.510.702,94
63	6-OPERATING EXPENSES (-)	488.868.251,88	607.538.789,82
630	a- Research and Development Expenses (-)		
631	b- Marketing Sales and Distribution Expenses (-)		
632	c- General Administrative Expenses (-)	488.868.251,88	607.538.789,82
	7-OPERATING PROFIT OR LOSS (5-6)	-260.319.797,57	-375.028.086,88

		Year 2018	Year 2019
64	<b>8-OTHER ACT. ORDINARY INCOME AND PROFITS</b>	197.883.010,75	196.296.035,20
640	a- Dividend Income from Affiliates		
641	b- Dividend Income from Subsidiaries		
642	c- Interest Incomes	116.062.847,96	131.210.209,75
643	d- Commission Income		
644	e- Provisions without Subject	188.946,29	111.345,91
646	f- Foreign Exchange Profits	6.263.025,10	5.070.181,84
649	g- Other Ordinary Inc. and Pro.	75.368.191,40	59.904.297,70
	h- Inflation Current Year Profit	0,00	0,00
65	<b>9-OTHER ACT. ORDINARY EXP. AND LOSS (-)</b>	8.728.949,80	16.123.737,14
657	a- Rediscount Interest Expenses (-)		
653	b- Commission Expenses (-)		
654	c- Provision Expenses (-)	3.942.139,80	1.735.592,05
656	d- Foreign Exchange Losses (-)	293.903,90	1.702.462,54
659	e- Other Ordinary Expenses and Losses (-)	4.492.906,10	12.685.682,55
	f- Inflation Current Year Loss (-)		
66	<b>10-FINANCIAL EXPENSES (-)</b>	297.278,12	255.373,63
660	a- Short Term Borrowing Expenses (-)	297.278,12	255.373,63
661	b- Long Term Borrowing Expenses (-)	0,00	
	<b>11-ORDINARY PROFIT OR LOSS (7 + 8-9-10)</b>	-71.463.014,74	-195.111.162,45
67	<b>12-EXTRAORDINARY INCOME AND PROFITS</b>	217.791.130,41	10.347.424,02
671	a- Previous Period Income and Profits	216.774.260,62	9.824.839,96
679	b- Other Unusual Income and Profits	1.016.869,79	522.584,06
68	<b>13-EXTRAORDINARY EXPENSES AND LOSSES (-)</b>	188.206.772,18	204.676.380,60
680	a- Non-Operating Part Expenses and Losses (-)		
681	b- Previous Period Expenses and Losses (-)	187.585.467,42	204.477.984,11
689	c- Other Unusual Expenses and Losses (-)	621.304,76	198.396,49
690	<b>14-TERM PROFIT OR LOSS (11 + 12-13)</b>	-41.878.656,51	-389.440.119,03
691	<b>15-PERIOD PROFIT TAX AND OTHER LEGAL LIABILITY PROVISIONS (-)</b>		
692	<b>16-PERIOD NET PROFIT OR LOSS (-)</b>	-41.878.656,51	-389.440.119,03

# INFORMATION AND EVALUATIONS ON THE ACTIVITIES

## FINANCIAL INFORMATION

### PROFIT-LOSS DISTRIBUTION

Profit-Loss Statement	Program in 2019	Actual for 2019
<b>OPERATING INCOMES</b>		
- Project Approval Revenues	90.080.000,00	60.755.645,46
- Provisional Acceptance Revenues	72.517.000,00	59.776.050,60
- Final Acceptance Revenues	12.350.000,00	22.507.678,04
- Domestic Trainings	16.794.000,00	19.069.653,11
- Foreign Trainings		
- Information Technology Service Income	55.000.000,00	52.888.418,62
- Expropriation Service Income	10.913.000,00	19.979.957,75
- Audit Activity Revenues	31.000.000,00	
- Strategy Development Department Service Revenue		272.155,00
<b>TOTAL OF REVENUES</b>	<b>288,654,000.00</b>	<b>235,249,558.58</b>
<b>REFUNDS FROM SALES</b>		<b>2.738.855,64</b>
<b>TOTAL OF NET REVENUES</b>	<b>288.654.000,00</b>	<b>232.510.702,94</b>
<b>GENERAL AND ADMINISTRATIVE EX-PENSES</b>		
- Depreciations	266.347.000,00	291.490.895,59
- Worker Wages and Expenses	139.907.000,00	136.042.752,92
- Civil Servant Fees and Expenses	41.275.000,00	33.893.142,83
- External Health Benefits and Services.	68.913.000,00	80.262.240,83
- Various Expenses	28.093.000,00	21.911.706,86
- Material Expenses	8.585.000,00	8.037.967,29
- Severance Pay Provision Expenses	15.100.000,00	21.657.944,15
- Taxes	10.570.000,00	14.242.139,35
<b>OPERATING EXPENSES</b>	<b>578.790.000,00</b>	<b>607.538.789,82</b>
<b>OPERATING PROFIT / LOSS</b>	<b>-290.136.000,00</b>	<b>-375.028.086,88</b>

Profit-Loss Statement	Program in 2019	Actual for 2019
NON-OPERATING INCOME AND PROFITS		
- Affiliate Prt. Dividend Revenues (641)		
- Interest Income (642)	85.653.000,00	131.210.209,75
- Unrelated Provisions (644)	160.600,00	111.345,91
- Foreign Exchange Income (646)	5.896.000,00	5.070.181,84
- Other Ordinary Income and Profits (649)	58.248.000,00	59.904.297,70
- Prior Period Income and Profits (671)	7.017.000,00	9.824.839,96
- Other Unusual Income and Profits (679)	1.027.400,00	522.584,06
<b>INCOMES SUBJECT TO REGULATION</b>	<b>158.002.000,00</b>	<b>206.643.459,22</b>
EXTERNAL EXPENSES AND LOSSES		
- Provision Expenses (654)	64.800,00	1.735.592,05
- Commission Expenses (653)		
- Foreign Exchange Losses (656)	256.100,00	1.702.462,54
- Other Ordinary Expenses and Losses (659)	5.448.000,00	12.685.682,55
- Previous Period Expenses and Losses (681)	205.197.000,00	204.477.984,11
- Other Unusual Expenses and Losses (689)	481.100,00	198.396,49
<b>EXPENSES SUBJECT TO REGULATION</b>	<b>211.447.000,00</b>	<b>220.800.117,74</b>
- Short Term Borrowing Expenses (660)	362.000,00	255.373,63
- Long Term Borrowing Expenses (661)		
<b>NON-REGULATORY EXPENSES</b>	<b>362.000,00</b>	<b>255.373,63</b>
<b>TOTAL</b>	<b>211.809.000,00</b>	<b>221.055.491,37</b>
<b>PROFIT OR LOSS OF PERIOD</b>	<b>-343.943.000,00</b>	<b>-389.440.119,03</b>
TAX		
<b>PROFIT / LOSS OF PERIOD (AFTER TAX)</b>	<b>-343.943.000,00</b>	<b>-389.440.119,03</b>



# INFORMATION AND EVALUATIONS ON THE ACTIVITIES

## FINANCIAL INFORMATION

### ACTIVE IN 2019 (ASSETS)

SUMMARY BROADCAST TYPE BALANCE SHEET	YEAR 2018	YEAR 2019
<b>I-CURRENT ASSETS</b>		
A-DEFAULT VALUES	5.563.536,52	2.973.501,99
B-SECURITIES	854.110.603,57	564.773.485,28
A-COMMERCIAL RECEIVABLES	2.967.523.002,24	2.983.127.730,75
B-OTHER RECEIVABLES	2.963.206.797,21	3.278.030.931,93
E-INVENTORIES	315.978,24	10.462.669,16
F-CONSTRUCTION AND REPAIR COSTS BY YEARS		
G-FUTURE EXPENSES AND INCOMES ACC.	7.705.938,60	5.495.027,84
H-OTHER CURRENT ASSETS	21.334.134,71	40.271.898,22
<b>TOTAL OF CURRENT ASSETS</b>	<b>6.819.759.991,09</b>	<b>6.885.135.245,17</b>
<b>II-FIXED ASSETS</b>		
A-COMMERCIAL RECEIVABLES		
B-OTHER RECEIVABLES		
C-FINANCIAL ASSETS		
D-TANGIBLE FIXED ASSETS	2.334.846.494,59	2.185.064.844,85
E-INTANGIBLE ASSETS	66.985.204,36	122.550.985,33
F-SPECIAL CONSUMABLE ASSETS		
G-FUTURE EXPENSES AND INCOME ACC.		
H-OTHER FIXED ASSETS		
<b>TOTAL OF CURRENT ASSETS</b>	<b>2.401.831.698,95</b>	<b>2.307.615.830,18</b>
<b>ACTIVES (ASSETS) TOTAL</b>	<b>9.221.591.690,04</b>	<b>9.192.751.075,35</b>

## PASSIVE 2019 (RESOURCES)

SUMMARY BROADCAST TYPE BALANCE SHEET	YEAR 2018	YEAR 2019
<b>I-SHORT-TERM FOREIGN RESOURCES</b>		
A-FINANCIAL LIABILITIES	139.858.049,35	157.000.606,85
B-COMMERCIAL PAYABLES	1.439.728.284,20	222.698.570,37
C-OTHER PAYABLES	1.379.864.574,17	1.684.940.211,87
D-RECEIVED ADVANCES		
E-CONSTRUCTION AND REPAIRING AL- LOWANCES BY YEARS		
F-TAXES AND OBLIGA-TIONS PAYABLE	5.354.396,71	17.027.953,41
E-DEBTS AND EXPENSES		
F-INCOMES AND EXPENSE ACC. FOR FU- TURE MONTHS	127.968.931,26	154.869.458,03
I-OTHER SHORT-TERM FOREIGN RE- SOURCES		725,87
<b>SHORT-TERM FOREIGN RESOURCES TOTAL</b>	<b>3.092.774.235,69</b>	<b>2.236.537.526,40</b>
<b>II-LONG-TERM FOREIGN RESOURCES</b>		
A-FINANCIAL LIABILITIES	1.141.976.190,93	1.105.376.272,83
B-COMMERCIAL PAYABLES	417.084.060,58	414.803.962,12
C-OTHER PAYABLES		
D-RECEIVED ADVANCES		
E-DEBT AND EXPENSES	66.868.641,71	80.238.293,78
F-INCOMES AND EXPENSE ACC. FOR FU- TURE MONTHS	142.453.801,92	134.800.380,19
G-OTHER LONG-TERM FOREIGN RESOURCES		
<b>SHORT-TERM FOREIGN RESOURCES TOTAL</b>	<b>1.768.382.695,14</b>	<b>1.735.218.908,92</b>
<b>III-EQUITIES</b>		
A-PAID CAPITAL	19.348.641.986,82	20.598.641.986,82
B-CAPITAL RESERVES	1.307.631.251,49	1.307.631.251,49
C-PROFIT RESERVES	311.401.436,52	311.401.436,52
D-PREVIOUS YEAR PROFITS	725.474.679,85	725.474.679,85
E-PREVIOUS YEAR LOSSES (-)	-17.290.835.939,11	-17.332.714.595,62
F-PERIOD NET PROFIT (LOSS)	-41.878.656,51	-389.440.119,03
<b>EQUITIES TOTAL</b>	<b>4.360.434.759,06</b>	<b>5.220.994.640,03</b>
<b>PASSIVE (RESOURCES) TOTAL</b>	<b>9.221.591.690,04</b>	<b>9.192.751.075,35</b>

# INFORMATION AND EVALUATIONS ON THE ACTIVITIES

## FINANCIAL INFORMATION

### INVESTMENT PROGRAM AND REALIZATION AMOUNTS IN 2019

GROUPS	YEAR 2019 PAYABLE	YEAR 2019 REALIZED	RATIO %
1-RESEARCHES	2.000	0	0,0
2-BUSINESS GROUP	52.655.000	33.234.668	63,12
3-MACHINERY AND EQUIPMENTS	107.501.000	84.192.345	78,32
4-SECURITY SOFTWARE	12.001.000	10.560.551	88,00
5-RESOURCE MANAGEMENT	10.000.000	0	0,00
6-KEYPOS	10.000.000	5.441.139	54,41
7-CYBER SECURITY OPERATION	81.745.000	50.509.507	61,79
8-HIGH VOLTAGE HIGH POWER TEST LABORATORY	286.600.000	27.304.495	9,53
<b>TOTAL</b>	<b>560.504.000</b>	<b>211.242.704</b>	<b>37,69</b>





**TÜRKİYE  
ELEKTRİK DAĞITIM A.Ş.**

Nasuh Akar Mahallesi  
Türk Ocağı Caddesi No:2  
06520 Balgat  
Çankaya / ANKARA

[www.tedas.gov.tr](http://www.tedas.gov.tr)