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The Permanent Mission of the Republic of Türkiye to the United Nations Office and Other International Organizations in Vienna presents its compliments to the Secretariat of the United Nations Commission on International Trade Law (UNCITRAL) and with reference to the Note Verbale of the Latter LA/TL/132(1-1) 58 CU 2024/242 dated, 27 August 2024, has the honor to communicate herewith the contribution of the Investment Office of the Presidency of the Republic of Türkiye to the draft toolkit on prevention and mitigation of international investment disputes.

The Permanent Mission of the Republic of Türkiye to the United Nations Office and Other International Organizations in Vienna avails itself of this opportunity to renew the assurances of its highest considerations to the Secretariat of the United Nations Commission on International Trade Law.



Encl. Contribution text (2 pages)

Secretariat of the United Nations Commission
on International Trade Law
Vienna



Under the "Easy Access to Information" subheading of the *Draft Toolkit on Possible Reform of Investor-State Dispute Settlement* document, two best practice examples are identified. These tools are designed to address the needs of investors by facilitating access to critical information regarding the establishment of their investments and the regulatory framework governing them. Additionally, they provide investors with streamlined access to regulatory requirements and deliver prompt responses to frequently asked questions, ensuring a more efficient and transparent investment process.

- I. **Investment Process Guide:** The Investment Process Guide (IPG), launched by the Investment Office of the Presidency of the Republic of Türkiye in June 2023, serves as an interactive and comprehensive tool to simplify and clarify the various bureaucratic procedures required for investing in Türkiye. Designed to streamline processes and enhance transparency, the IPG aims to assist both local and international investors in navigating Türkiye's regulatory landscape more efficiently.

The guide specifically targets eight main sectors critical to Türkiye's economy (Waste Disposal and Recovery, Energy, Services, Manufacturing, Logistics, Mining, Forestry and Forestry Products, Agriculture and Livestock).

Covering the full investment journey, the IPG provides detailed guidance from the initial phase of company establishment to the final stage of commissioning a facility or business. Each guide is meticulously designed to include:

- Step-by-step explanations of all required procedures,
- Clear timelines indicating how long each process will take,
- Information on any applicable fees or costs, and
- Detailed instructions on which public institution or department to approach for each specific procedure.

This level of detail ensures that investors have access to all the information needed to make informed decisions and successfully execute their projects.

Currently, the Investment Process Guide is available in Turkish on the Invest in Türkiye website, providing essential support to domestic investors and stakeholders. Recognizing the growing interest from international investors, the English versions of the guides are scheduled to be launched at the beginning of 2025. This upcoming release will ensure that global investors can seamlessly access structured, reliable, and user-friendly information, further reinforcing Türkiye's commitment to fostering a transparent, efficient, and investor-friendly environment.

- II. **Investment Assistant Chatbot:** The project aims to eliminate language barriers to a significant extent. Through the utilization of artificial intelligence, all visitors, particularly investors, will be able to access comprehensive information regarding Türkiye's international direct investment environment in more than 100 languages via the official website. The virtual Investment Assistant, as the chatbot is also referred to, is expected