



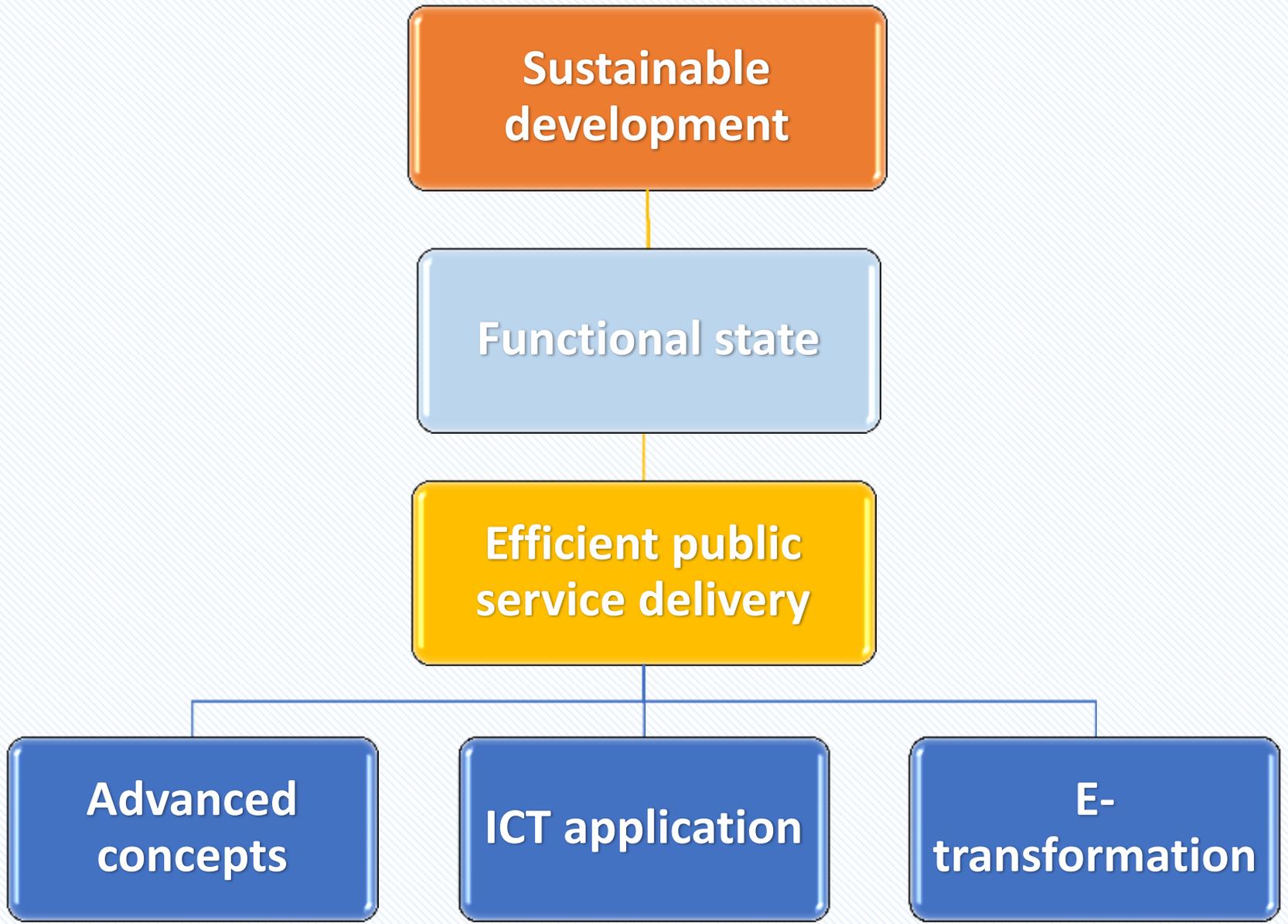
State Agency for Public Service and Social Innovations
under the President of the Republic of Azerbaijan



***PUBLIC SERVICE DELIVERY
INNOVATIONS OF AZERBAIJAN***

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E-Government in Azerbaijan

www.e-gov.az

The screenshot displays the homepage of the E-Government Portal. At the top, there is a navigation bar with a home icon, 'Elektron hökumət', 'Xəbərlər', 'Reyestr və aktlar', 'Elektron imza', 'Sənədlər', 'Media', and 'Əlaqə'. Below this is a search bar with the text 'Xidmət axtarışı'. The main content area is divided into several sections: 'E-XİDMƏTLƏR', 'SAHƏLƏR', 'ƏN ÇOX İSTİFADƏ EDİLƏN', and 'YENİ XİDMƏTLƏR'. Each section contains icons and text describing various services, such as 'BÜTÜN XİDMƏTLƏR', 'ELEKTRON ARAYIŞLAR', 'ELEKTRON ÖDƏNİŞLƏR', 'QEYDİYYATSIZ XİDMƏTLƏR', 'XÜSUSİ RAZILIQ (LİSENZIYA VERİLMƏSİ)', and 'HƏYAT HADİSƏLƏRİ'. A blue button labeled 'Onlayn konsultasiya' is also visible.

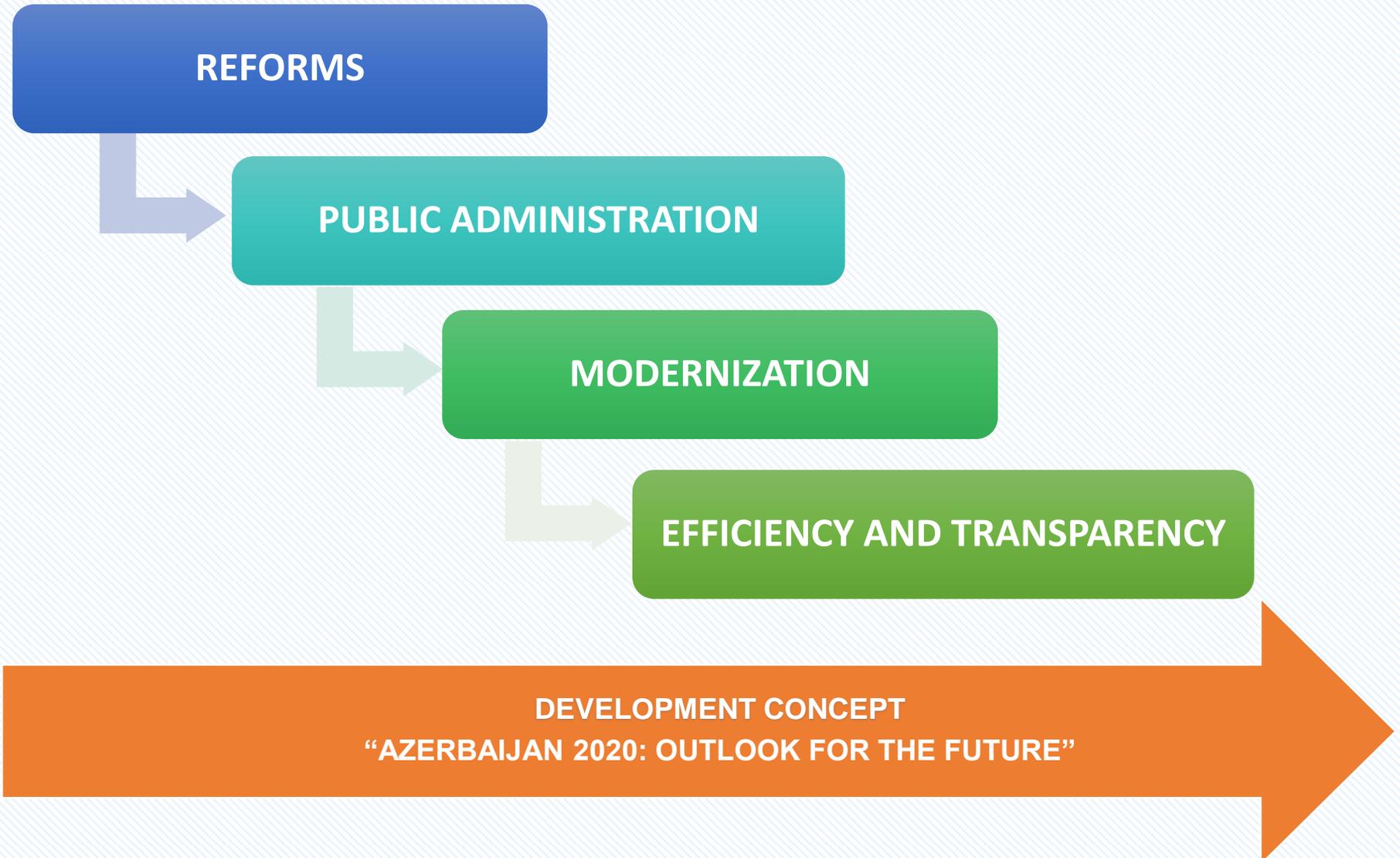
507 e-services on official gov-t websites

432 e-services integrated into E-GOV.AZ

More than **2.5 mln** persons entered more than **9.5 mln** times for over **17 mln** application



Public sector reforms in Azerbaijan





State Agency for Public Service and Social Innovations
under the President of the Republic of Azerbaijan

State Agency



E-Gov functions of the State Agency

- 1. Analysis of information systems of the state entities;**
- 2. Identification of technical norms, standards and requirements on the delivery of e-services;**
- 3. Assessments of e-services delivery by the state entities;**
- 4. Methodical and practical assistance to the state entities on e-services delivery;**
- 5. Citizens' feedback on e-services;**
- 6. Measures to establish information systems, e-services and e-services registry of the state entities, and their operational security; etc.**

E-Gov projects of the State Agency

E-Registry of all public services



E-License portal (under dev-t)

www.ASANPAY.az



AZERBAIJAN SERVICE AND ASSESSMENT NETWORK

asan



xidmat



A 3D graphic of two arrows pointing right. The top arrow is blue and the bottom arrow is white. The text "Public-Private Partnerships" is written across the arrows, with "Public-Private" in blue and "Partnerships" in red.

**Public-Private
Partnerships**

STATE ENTITIES

+

PRIVATE COMPANIES

asan



xidmat

Over 350

SERVICES

UNDER ONE ROOF



ASAN SERVICE CENTERS

SERVICE REGARDLESS OF PLACE OF REGISTRATION



BAKU ASAN (1)



BAKU ASAN (2)



BAKU ASAN (3)



BAKU ASAN (4)



BAKU ASAN (5)



SABIRABAD



SUMGAIT



BARDA



GANJA

Comfortable conditions



Transparency in ASAN Service

- ❖ Access to broad information
- ❖ Information on services and fees
- ❖ Transparent service procedures
- ❖ Public participation

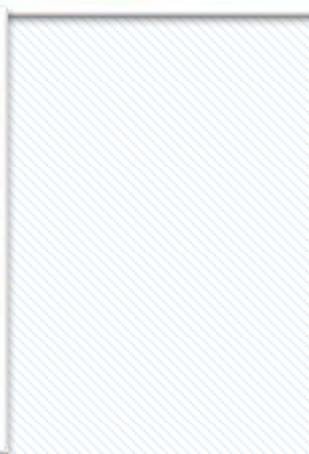


www.asan.gov.az



**343 thousand “LIKES”
on Facebook**







98%

CUSTOMER SATISFACTION RATE

Innovations and ICT in ASAN Service

E-queue machine



Electronic complaint booth



Electronic application monitor



Exit poll monitor



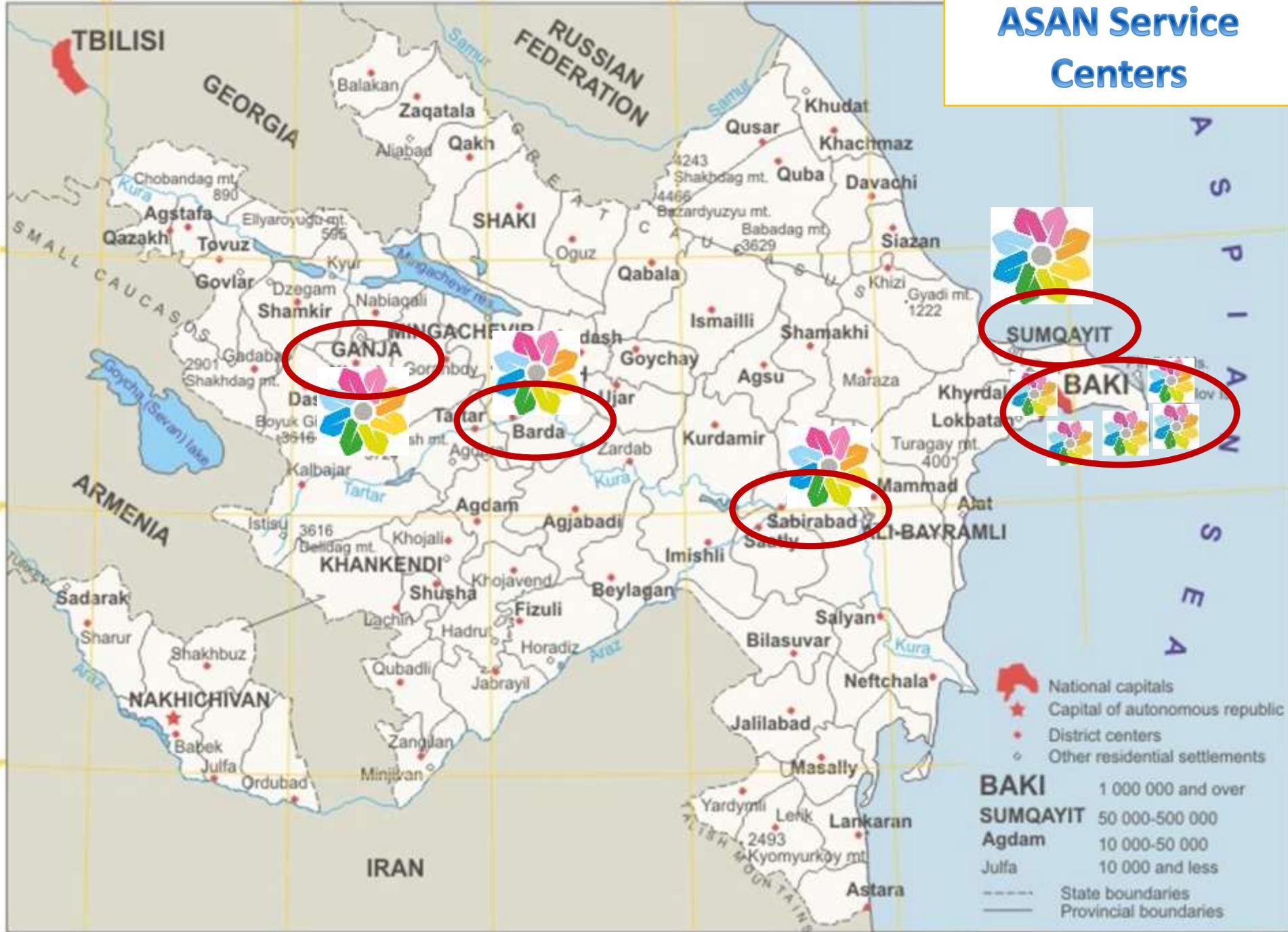
Mr. ASAN



ASAN Payment



ASAN Service Centers



ACCESSIBILITY BY ASAN XİDMƏT

9 ASAN Xidmət centers
–
7 million processed
applications

Mobile ASAN

Inter-regional

Intra-city





+

300,000

citizens benefitted from Mobile ASAN Service



SOCIAL RESPONSIBILITY

ASAN School of Volunteers



20,000 applications
received

6000 selected

530 employed



www.asankadr.az

Over **2000** uploaded CVs / **351** registered entities

ASAN Service – the winner of the 2015 United Nations Public Service Award



- 1st place winner in the category of “Improving the Delivery of Public Services”
- First time in this category among post-Soviet countries
- Applied by several hundred initiatives from all over the world

- UNPSA – the most prestigious international recognition of excellence in public service
- UNPSA purpose – to reward the creative achievements and contributions of public service institutions towards a more effective and responsive public administration in countries worldwide



Our commitment to excellence



Quality Management System



Occupational Health and Safety Management System



British Safety Council Award

PROMOTING BEST PRACTICES



Efficient public service delivery: What is required?

Political will and
commitment to
excellence

Properly designed
concept

GOOD GOVERNANCE

Innovative and
resilient
implementation plans

ICTs
as a means, not an
end

Evolutionary
approach

Constant capacity
development

Citizen-oriented

.....

Public feedback



*THANK YOU
FOR
YOUR ATTENTION !!!*

*İLGİNİZ İÇİN
TEŞEKKÜR EDERİM !!!*

