

The OSCE Secretariat bears no responsibility for the content of this document and circulates it without altering its content. The distribution by OSCE Conference Services of this document is without prejudice to OSCE decisions, as set out in documents agreed by OSCE participating States.
28th OSCE Economic and Environmental Forum
First Preparatory Meeting, Vienna, 17-18 February 2020
Session 2, Azerbaijan

EEF.DEL/9/20
17 February 2020
ENGLISH only



asan  xidmat

108 www.asan.gov.az
www.vxsida.gov.az

 /asanxidmat  asanxidmat  /asanxidmat  /asanxidmat

The Republic of Azerbaijan



Total area: 86.600 km²

Population: 10,097,171

The map shows Azerbaijan's location in the Caucasus region, bordered by Georgia to the north, Armenia to the west, and Iran to the south. Major cities like Baku, Ganja, and Yerevan are marked. The Caspian Sea is to the east.



Number of applications in 2019: 35+ mln.

133 services / 10 public entities 190 services / 32 private entities 323 services



710 services

17 SERVICE CENTERS
+10 upcoming centers

2 UTILITY SERVICE CENTERS

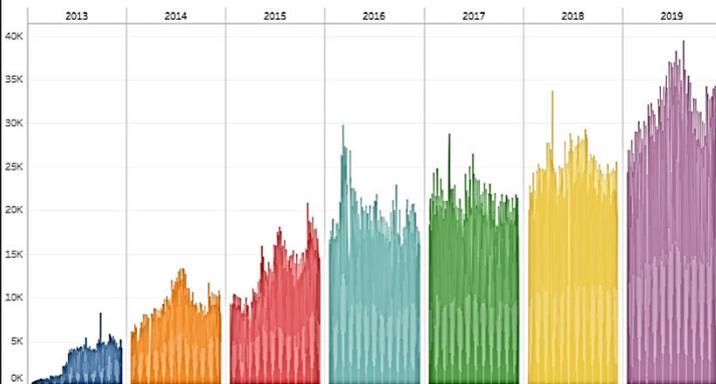
1 ASAN TRAIN

10 BUSES

ASAN in 7 YEARS:

Müraciət sayı	Müraciət edən vətəndaş sayı	1 vətəndaş üzrə orta müraciət sayı	Hər gün ilk dəfə gələn vətəndaş sayı	"ASAN xidmət" in fəaliyyət dövrü	Orta xidmət müddəti	Orta gözləmə müddəti
35.410.334	6.734.892	5,2	2.290	7 il	6,3 dəqiqə	14,8 dəqiqə

Müraciətlərin gündəlik dinamikası



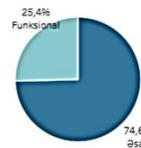
Müraciətlərin regionlar üzrə bölgüsü



Müraciət formasına görə bölgü



Əsas və funksional xidmətlər





- Average daily applications: 30,871
- Number of feedback by the applicants: 4,960,050 (54%)
- Level of satisfaction: 99.3 %

Feedback tools



Surveys



Mobil App



Social networks



Direct applications



E-mail



500,000 followers
500+ posts



Customer feedback book



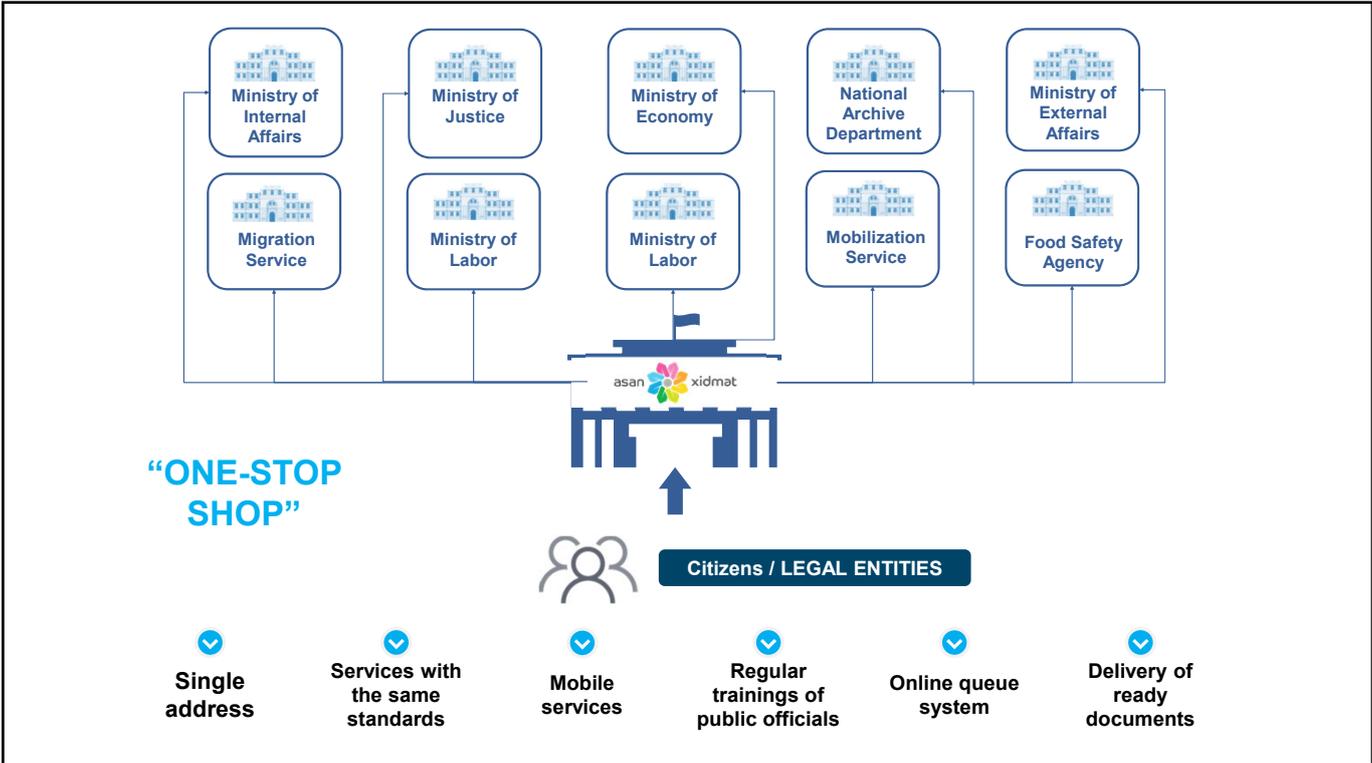
Call Center

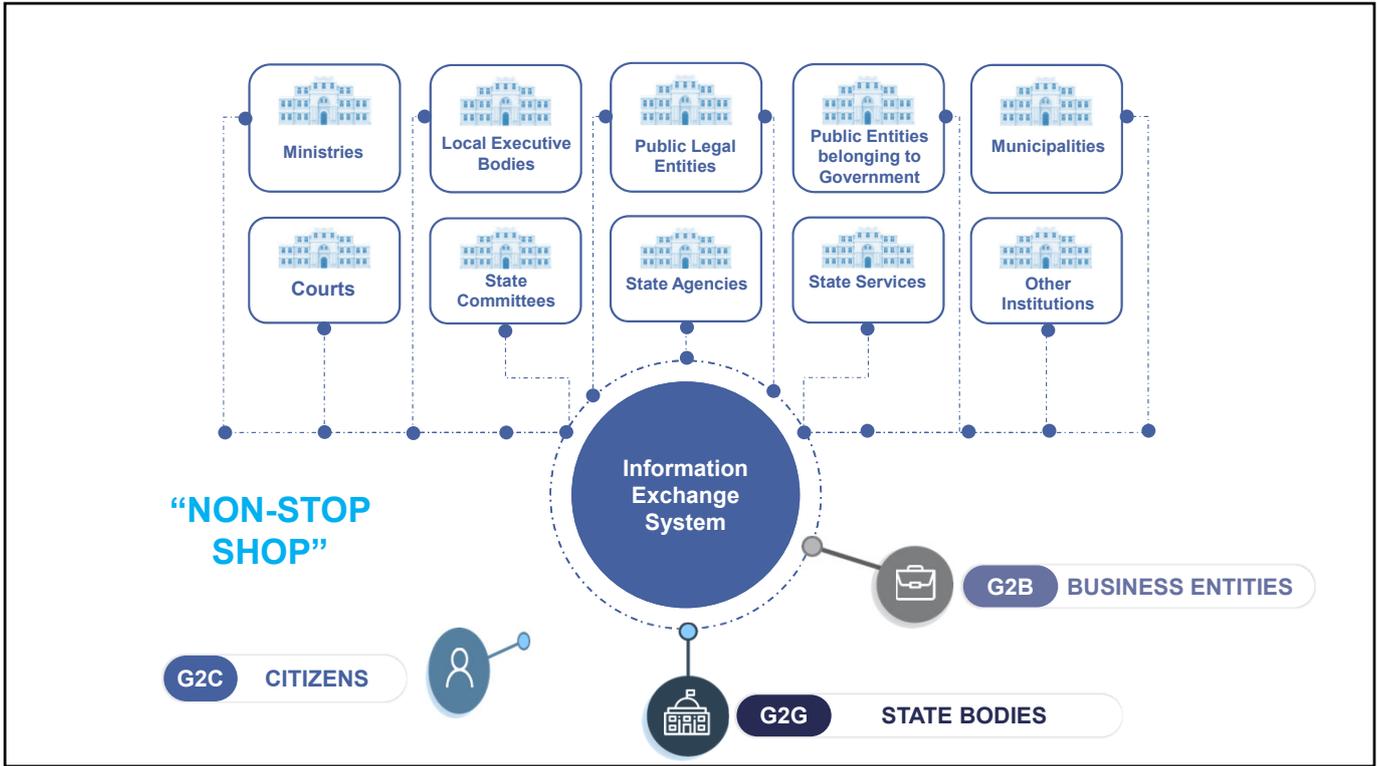


5,000 followers
400+ tweets



1,455,717 viewers





asan ödənış

myGov

asan login

asan viza

asan finans

Digitalization of public services

40 E-projects

Cooperation with 250+ organizations

1+ mln. E-GOV users

1000+ Digital Services

eSatınalma

eLisenziya

eagro

Əmək münasibətlərinin monitorinqi mərkəzi

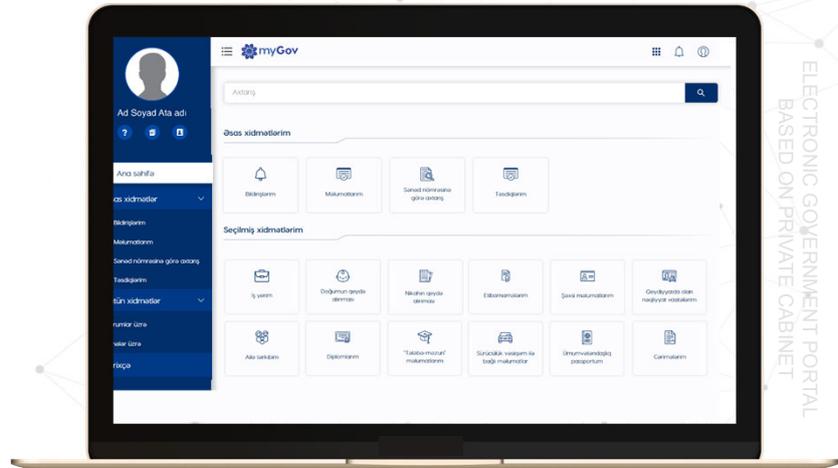


Obtaining complete personal information

Notifications to inform and remind

Transmission of data to other institutions

Use of electronic services provided by government agencies



ELECTRONIC GOVERNMENT PORTAL
BASED ON PRIVATE CABINET

www.my.gov.az

from REACTIVE
to PROACTIVE
government



Total number of visas issued (from January 2017):

1 927 000 +

Number of visas issued at the airport (from may 2018):

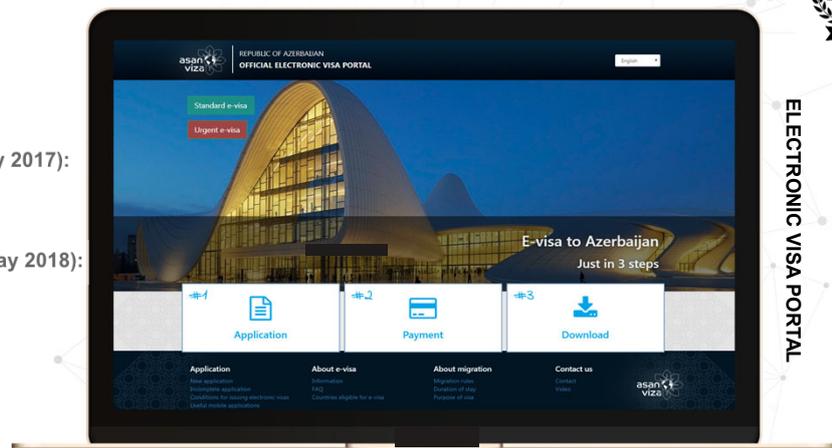
657 000 +

Time of visa issuance:

Standart: 3 days

Urgent: 3 hours

Terminal: 30 seconds*



ELECTRONIC VISA PORTAL

www.evisa.gov.az

* during international events





Scope:

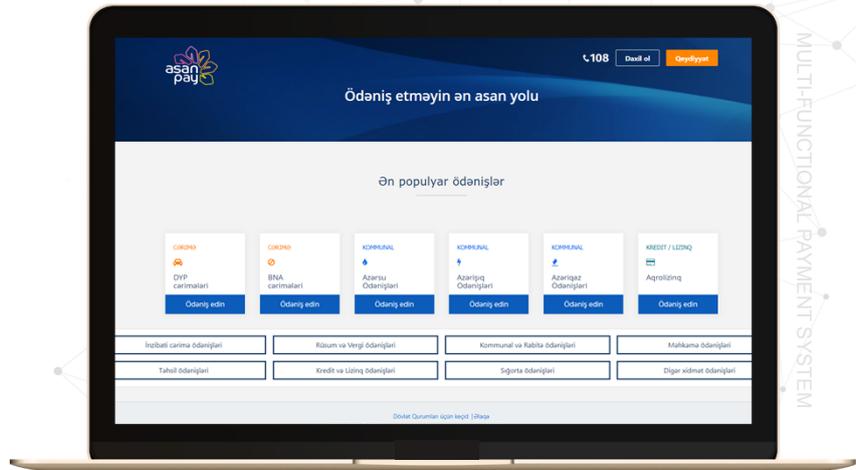
223 Institution

16 Payment Service Providers

570 Service

10 000+ Payment terminal

1 200 Post network



MULTI-FUNCTIONAL PAYMENT SYSTEM

www.asanpay.az



30
Central Executive Body



79
Local Executive Body



96
Judicial Authority



7
Public Legal Entity



9
Governmental Legal Entity



2
Private Organization



16
Payment Service Providers



Number of registered farmers:

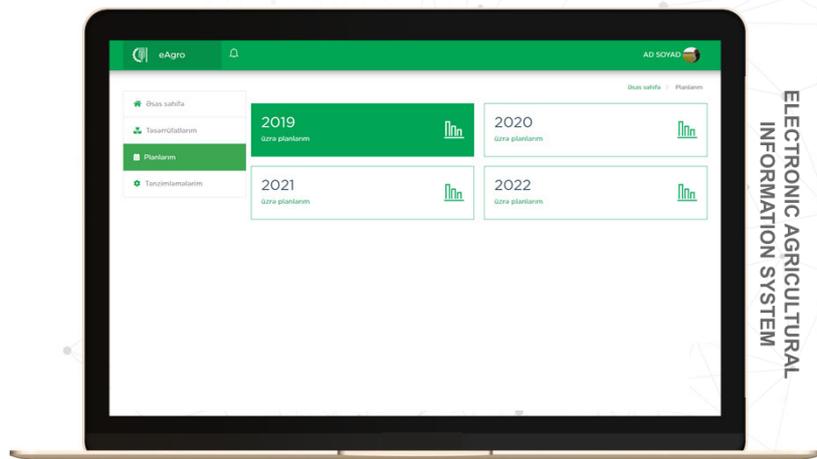
471 000 +

Number of registered lands:

592 000 +

Number of applications:

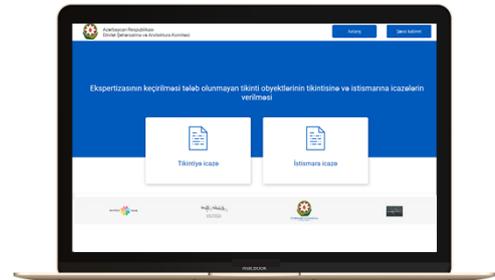
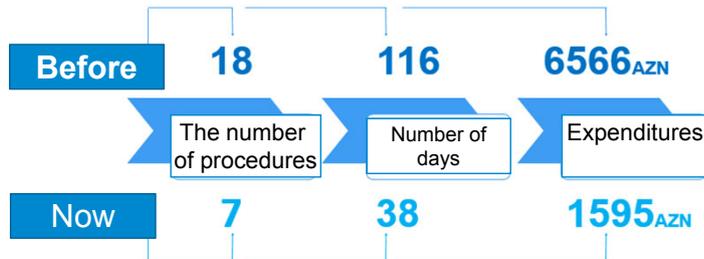
1 170 300 +



ELECTRONIC AGRICULTURAL INFORMATION SYSTEM

www.eagro.az

Construction and Exploitation Permit System



www.birpencere.arxkom.gov.az

ASAN Index



336 services of 25 central executive power branches

234 services of 13 local executive power branches

47 services of 4 legal entities

totally **617 services**

40

ACHIEVEMENTS

“Improvement of the public service delivery” United Nations Prize 2015



UNPSF 2019

UN Special Award for Promoting Innovation in the Digital Public Service Delivery



THANK YOU FOR ATTENTION!