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ENGLISH only

28th OSCE Economic and Environmental Forum

CONCLUDING MEETING

Prague, 10-11 September 2020

Session II: Enhancing transparency, promoting good governance and the rule of law for preventing and combating corruption



asan xidmət

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

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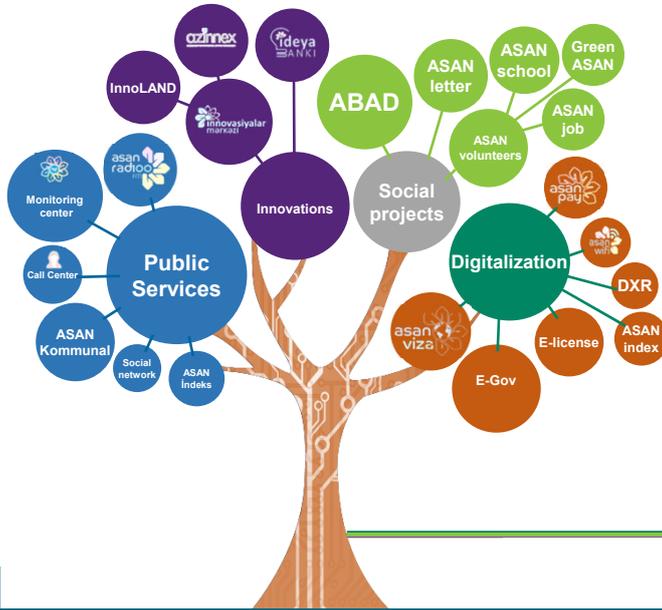
The Republic of Azerbaijan



Total area: 86.600 km²

Population: 10,097,171

ASAN directions



Directions:

- Public services
- Social projects
- Innovations
- Digital solutions



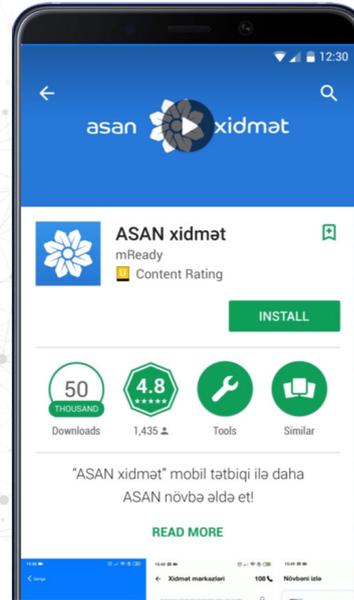
139 services + **163 services** = **302 services**
 11 public organizations + 30 private organizations

Application number: 39 million
 Actual coverage: 95%

20 centers: 5 in Baku, 15 in the regions

“ASAN Service” mobile app

-  Detailed information on available services
-  Online tracking of queue system
-  Being able to give feedback
-  Shows the most comfortable route to the center
-  Time efficiency



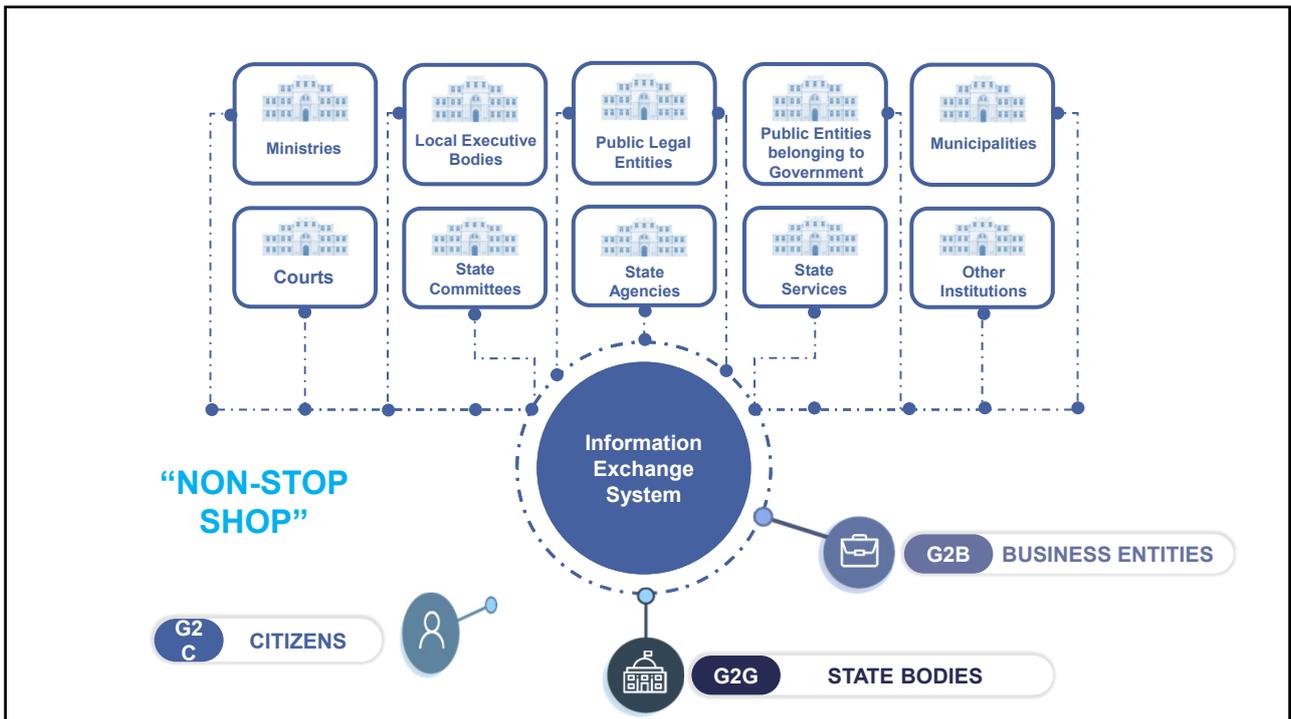
ACHIEVEMENTS



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



UN Special Award for Promoting Innovation in the Digital Public Service Delivery, 2019
Baku, Azerbaijan



myGov
 electronic government portal based on private cabinet

- ▶▶ Obtaining personal information by the citizens
- ▶▶ Informing and reminding notifications
- ▶▶ Transmission of data to other institutions
- ▶▶ Access of citizens to appeal to institutions
- ▶▶ The use of electronic services provided by government agencies

from REACTIVE to **PROACTIVE** government

www.my.gov.az



“ASAN Appeal”

Public monitoring platform



- Establishment of an electronic portal and a respective mobile application for submission of complaints on public utilities; roads; transport problems; current repair, improvement and cleaning of infrastructure to the relevant government agencies on an electronic map
- Implementation in Baku as a pilot project

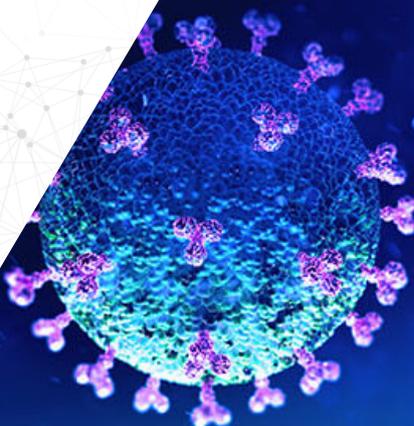
Preparing the electronic portal and the pilot project

Executive Agencies: State Agency for Public Service and Social Innovations under the President of the Republic of Azerbaijan, State Committee on Urban Planning and Architecture of the Republic of Azerbaijan, Ministry of Finance

2021–2022

DIGITAL GOVERNMENT SOLUTIONS IN AZERBAIJAN

DURING COVID-19 PANDEMICS



8103

- SMS permission for citizens due to daily needs and necessary cases
- To obtain a permission to leave the home, citizens send a **SMS message** to **8103** from their mobile numbers indicating the serial number of their ID cards.

www.icaze.e-gov.az

- E-System for Permits and Monitoring to be applied during the Special Quarantine Regime
- Permission for the workers of public and private organizations
- Authorized persons enter the portal icaze.e-gov.az through the single sign-on system "ASAN Login" through mobile signature "Asan Imza" and electronic signature "e-Imza" available in "ASAN Login"



**THANK YOU FOR
ATTENTION!**

