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 directions

Directions:
- Public services
- Social projects
- Innovations
- Digital solutions

ASAN SERVICE CENTERS

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

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


2021–2022

DIGITAL GOVERNMENT SOLUTIONS IN AZERBAIJAN

DURING COVID-19 PANDEMICS
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 İmza” and electronic signature “e-İmza” available in “ASAN Login”

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.

THANK YOU FOR ATTENTION!