The Republic of Azerbaijan

Total area: 86,600 km²
Population: 10,097,171

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28th OSCE Economic and Environmental Forum
First Preparatory Meeting, Vienna, 17-18 February 2020
Session 2, Azerbaijan
Number of applications in 2019: 35+ mln.

133 services / 190 services / 323 services
10 public entities / 32 private entities / 710 services

17 SERVICE CENTERS
+10 upcoming centers
2 UTILITY SERVICE CENTERS
1 ASAN TRAIN
10 BUSES

ASAN in 7 YEARS:

<table>
<thead>
<tr>
<th>Müraciət sayısı</th>
<th>Müraciət edən vətəndəş sayısı</th>
<th>1 vətəndəş işə orta müraciət sayısı</th>
<th>Her gün ilə həmişə vətəndəş sayısı</th>
<th>&quot;ASAN səhmi&quot; vəzifəsi necədə fəaliyyət göstərərək</th>
<th>Orta səhər mühəndis</th>
<th>Orta gələnə mühəndis</th>
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<tr>
<td>35.410.334</td>
<td>6.734.892</td>
<td>5.2</td>
<td>2.290</td>
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<td>6.3 daqiqa</td>
<td>14.8 daqiqa</td>
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</tbody>
</table>
- 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
- Call Center
- Customer feedback book

- 500,000 followers
- 500+ posts
- 5,000 followers
- 400+ tweets
- 1,455,717 viewers
Digital Government

“ONE-STOP SHOP”

Citizens / LEGAL ENTITIES

- Single address
- Services with the same standards
- Mobile services
- Regular trainings of public officials
- Online queue system
- Delivery of ready documents
"NON-STOP SHOP"

Information Exchange System

Digitalization of public services

- 40 E-projects
- Cooperation with 250+ organizations
- 1+ min. E-GOV users
- 1000+ Digital Services
from REACTIVE to PROACTIVE government

Obtaining complete personal information
Notifications to inform and remind
Transmission of data to other institutions
Use of electronic services provided by government agencies

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:
Standard: 3 days
Urgent: 3 hours
Terminal: 30 seconds*

* during international events
Man 66 %  
Woman 34 %

14 COUNTRIES ELIGIBLE FOR UPON ARRIVAL VISA
94 COUNTRIES ELIGIBLE FOR E-VISA

2018
2019

E-tender
1568 E-tender
5379 Request for quotation
369 Request for proposals
4709 Notifications
6488 Signed contracts
893 Annual tender plans

1250+ Buyer organisations
4210+ Number of users
2450+ Suppliers organisations
2750+ Number of users

www.etender.gov.az
Scope:
- 223 Institutions
- 16 Payment Service Providers
- 570 Service
- 18 000+ Payment terminal
- 1 200 Post network

Number of registered farmers:
- 471 000+

Number of registered lands:
- 592 000+

Number of applications:
- 1 170 300+
Construction and Exploitation Permit System

Before

18
The number of procedures

116
Number of days

6566AZN
Expenditures

Now

7

38

1595AZN

ASAN Index

1 information about services

336 services of 25 central executive power branches

2 access channels for services

234 services of 13 local executive power branches

3 time requirements for service delivery

4 e-level of information systems

47 services of 4 legal entities

4 training level of service providers

totally 617 services

5 control and complaints systems

6 customer satisfaction measuring mechanisms

7
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!