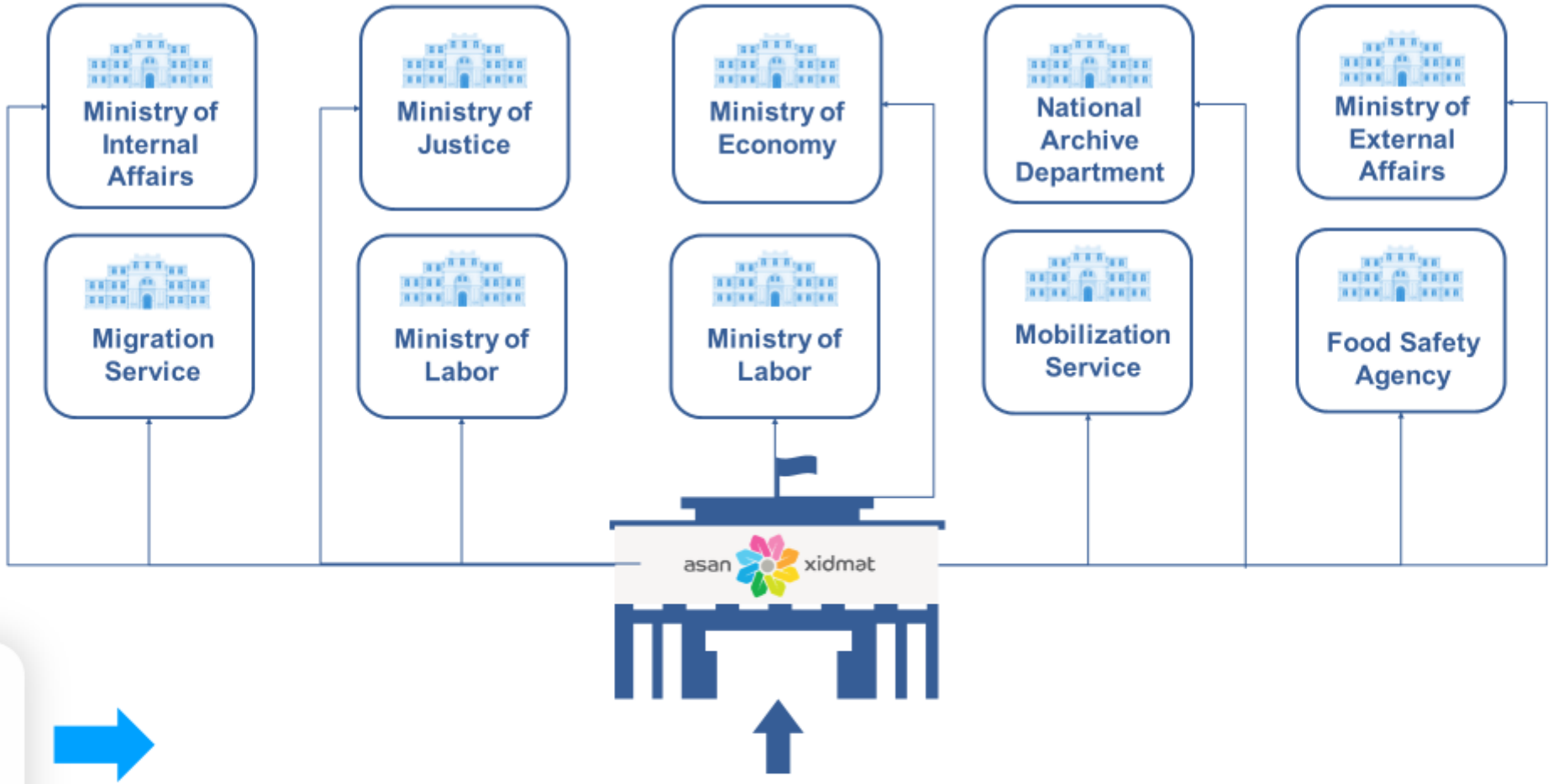
STATE AGENCY FOR PUBLIC SERVICE AND SOCIAL INNOVATIONS UNDER THE PRESIDENT OF THE REPUBLIC OF AZERBAIJAN

Consensus Oriented
Accountable
Participatory
Responsive
Equitable and Inclusive
Transparent
Follows a Rule of Law
Good Governance
Effective and Efficient



FROM

ONE-STOP SHOP

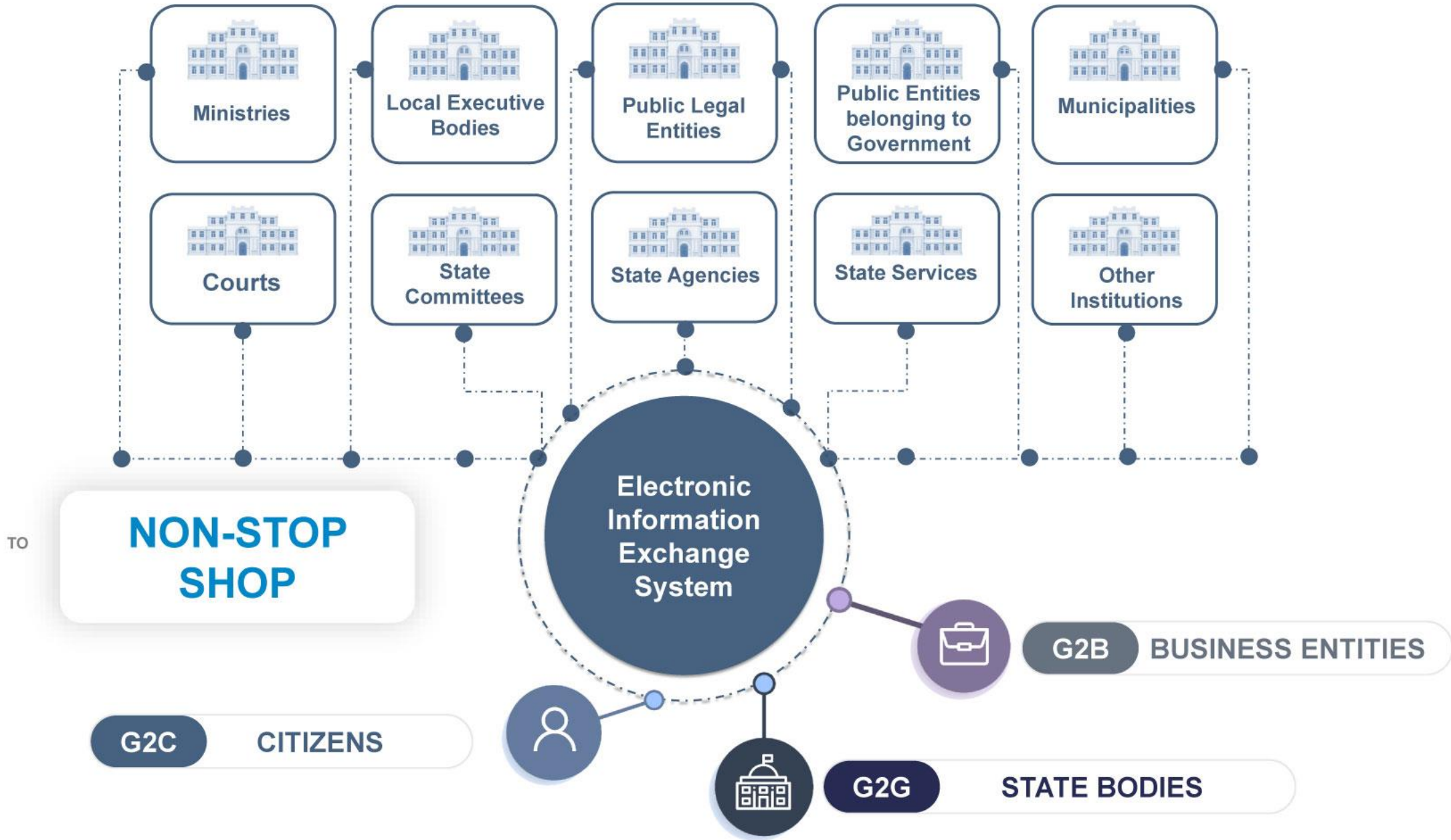
Citizens / LEGAL ENTITIES

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

DIGITALIZATION

Smart Government

Ministry of Education
Ministry of Economy
State Exam Center
National Archives
Ministry of Finance
State Migration Service
Ministry of Labour
Custom Committee
Courts
Ministry of Emergency Situations
Ministry of Justice
Ministry of Health
Ministry of Internal Affairs
Military Service
egov
State
Citizens
Business entities


Ministries
Local Executive Bodies
Public Legal Entities
Public Entities belonging to Government
Municipalities
Courts
State Committees
State Agencies
State Services
Other Institutions
Electronic Information Exchange System
TO
NON-STOP SHOP
G2B
BUSINESS ENTITIES
G2C
CITIZENS
G2G
STATE BODIES

DIGITAL PROJECTS

G2C

- **myGov** — Electronic government portal based on private cabinet
- **asan viza** — Electronic Visa System
- **asan ödəniş** — Electronic Payment System
- **ideya BANKI** — National Idea Platform
- **DXR** — State Services Registry
- Official Portal of the Center
- COVID-19 passport CheckApp

G2B

- **asan finans** — Digital Finance System
- **eSatınalma** — Electronic Procurement System
- **asan login** — Unified Entrance System
- Electronic Auction System
- **eagro** — Electronic Agricultural Information System

G2G

- **ASAN Bridge** — National Information Exchange System
- **ASAN Observer** — National Information System
- **ASAN Index** — Assessment of State Services
- **MCenter** — Automated Labor Monitoring System
- **eagro** — Electronic Agricultural Information System
- **eSatınalma** — Electronic Procurement System
- **HRM** — Human Resources System
- **asan login** — Unified Entrance System

eGov.az

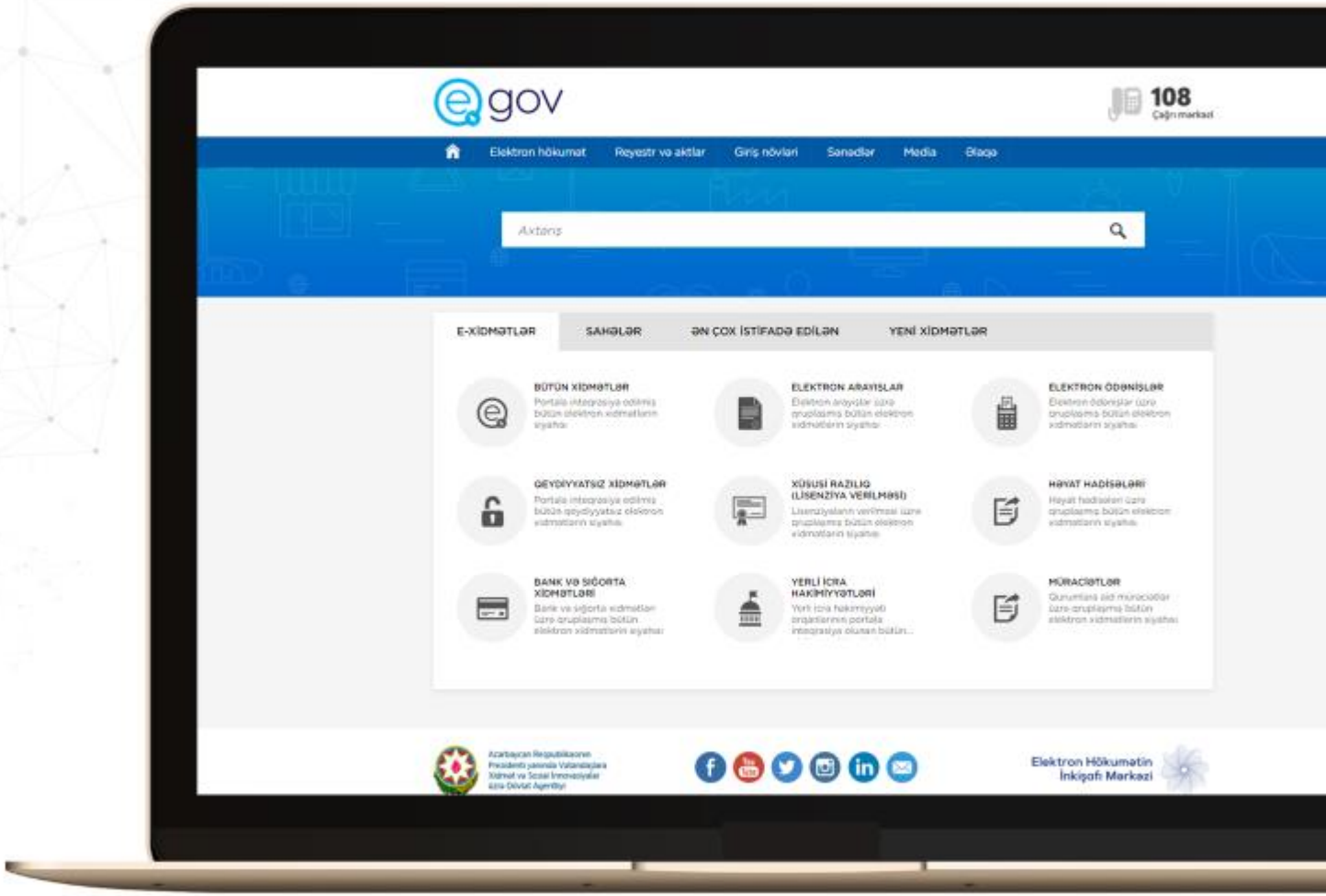
Electronic Government Portal

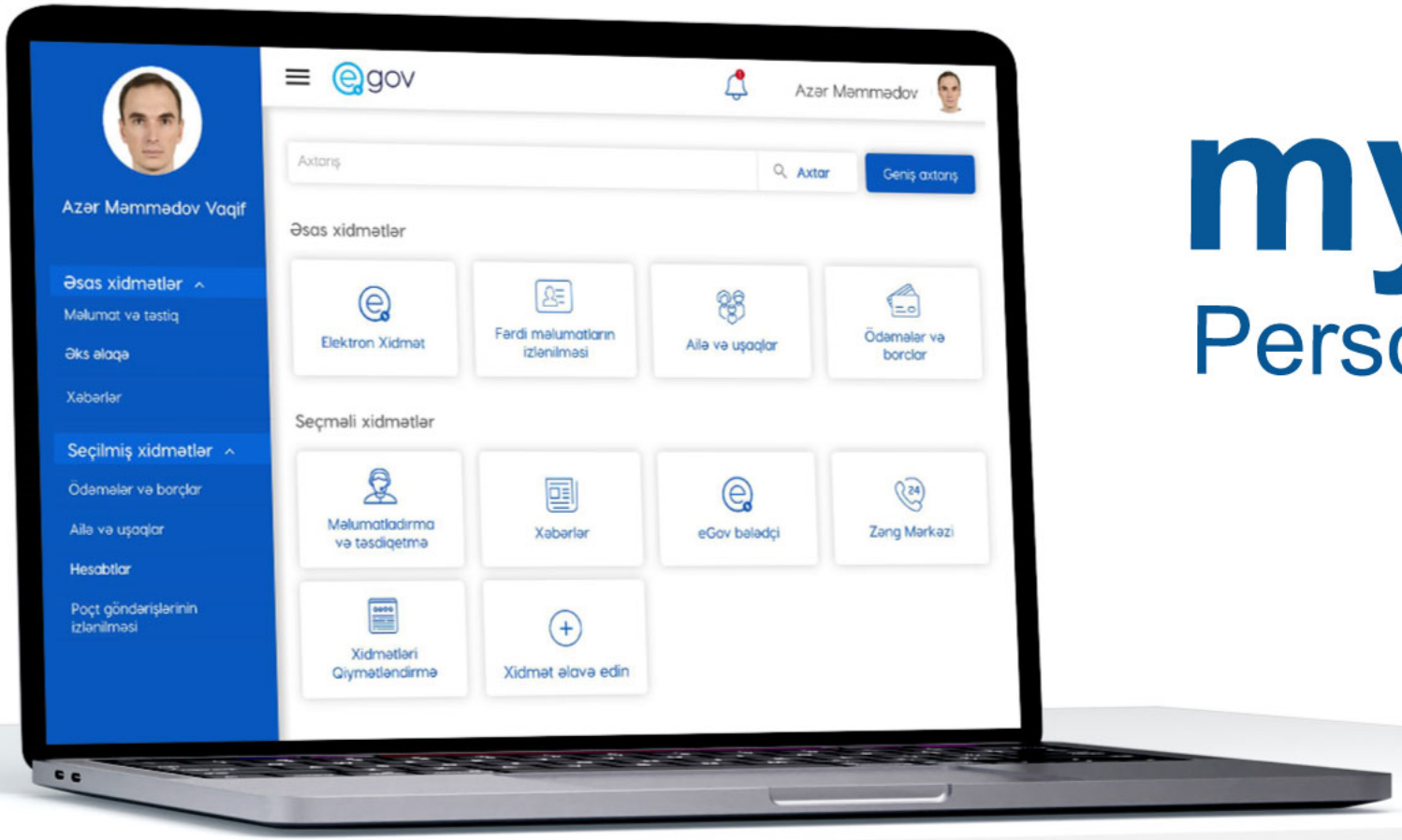
Service number: **434**

Orgaganization number: **37**

Number of uses → **197 million +**

Number of users → **1 million +**





myGOV

Personal cabinet

myGov

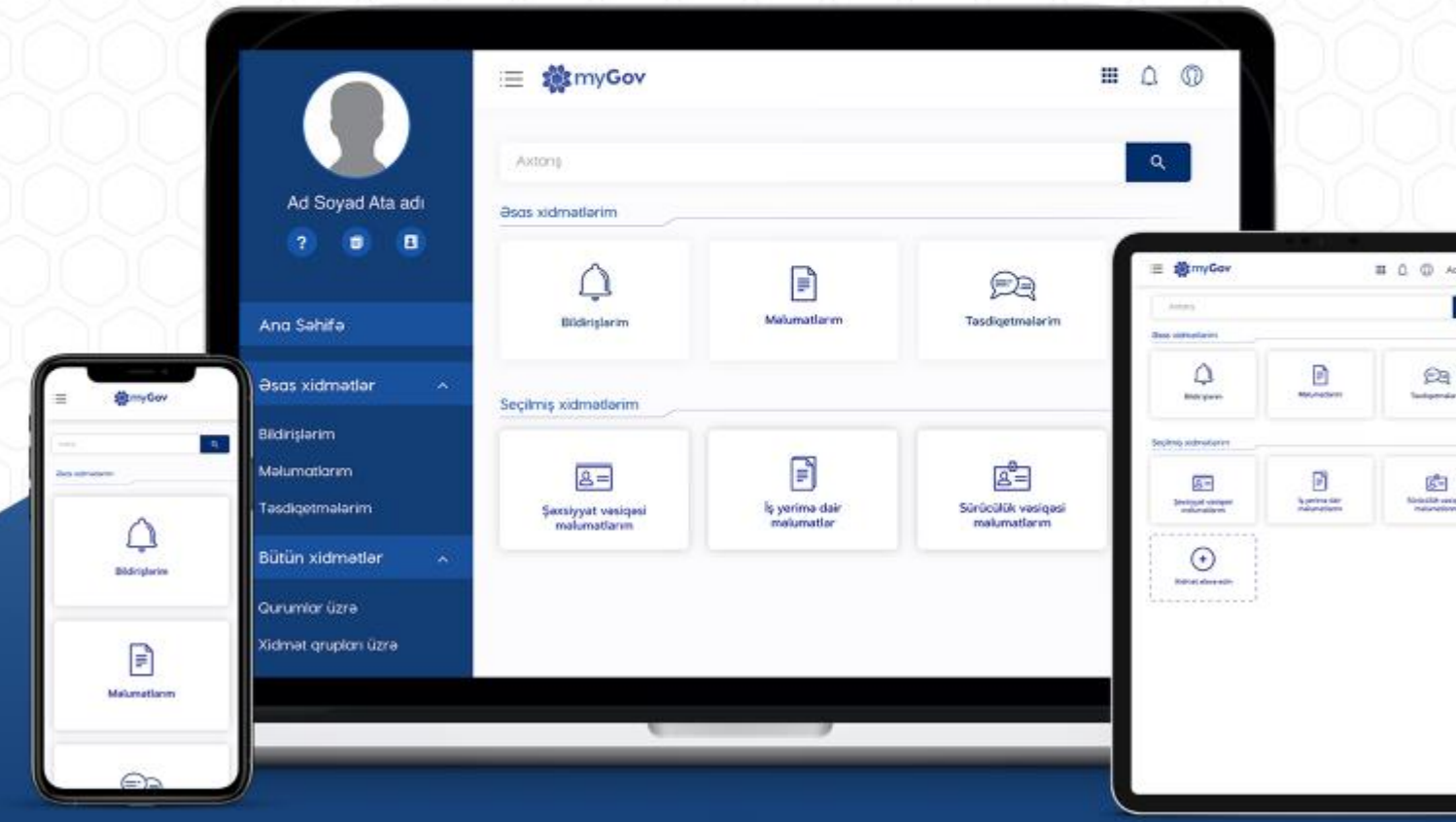
digital government portal based on personal cabinet

- **Digital portfolio** containing real-time personal data
- **Proactive notifications** about changes in personal data status
- **Ability to provide permissions** and follow status of personal data share with third party organizations
- **Feedback module** to manage data accuracy
- Access to integrated **governmental portals**

from REACTIVE
to PROACTIVE
government

myGov

Bir klik qədər ASAN!

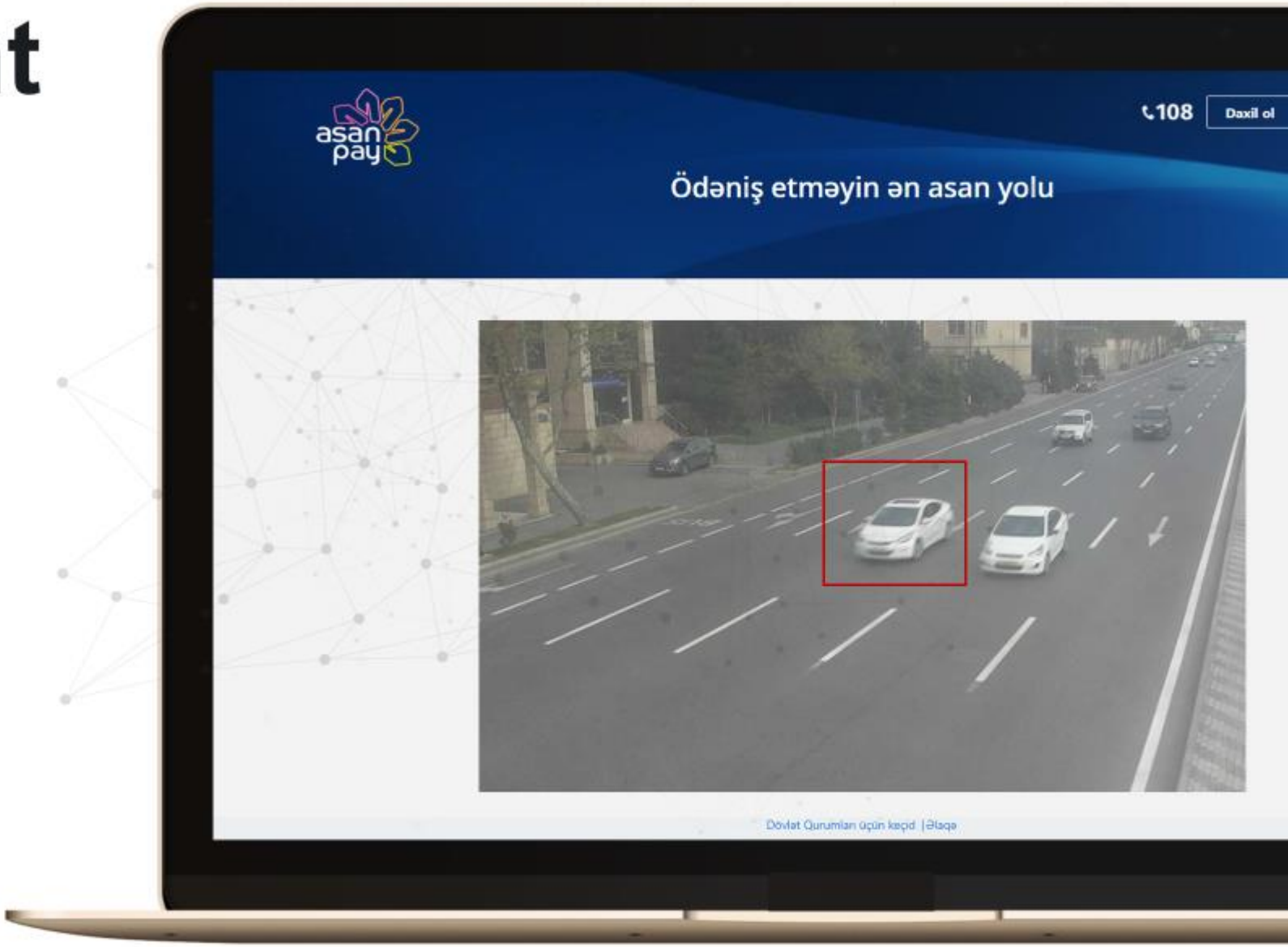


ASAN Payment

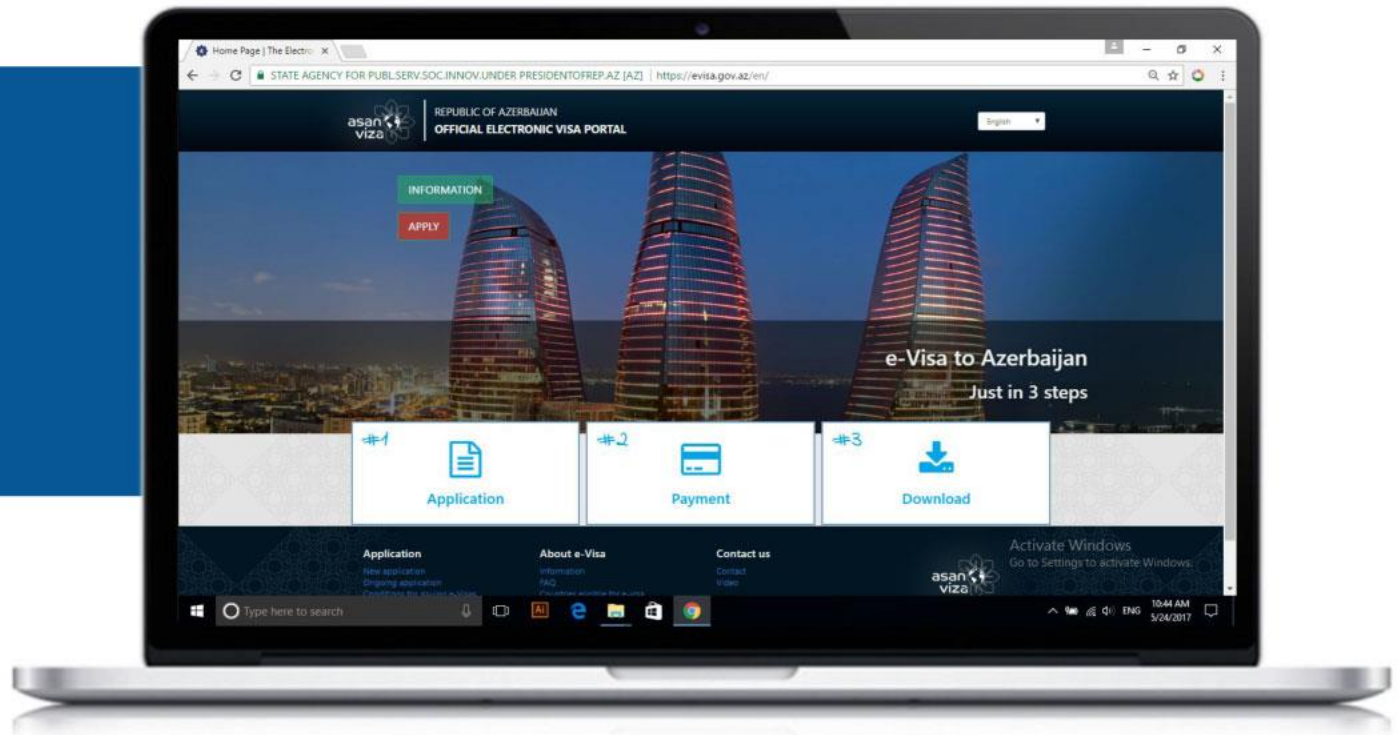
enables payment of fines, utility bills and other payments in a fast, secure and convenient way

PAYMENT TOOLS

- "ASAN Payment" terminal
- Mobile application
- www.asanpay.az portal



E - visa in 3 steps



Survey ..... **Payment** ..... **Download**

ASAN Viza

Number of total issued visas:

1 953 000 +

Number of visas-upon-arrival (Since May, 2018):

681 083 +

Time spent on Visa Delivery

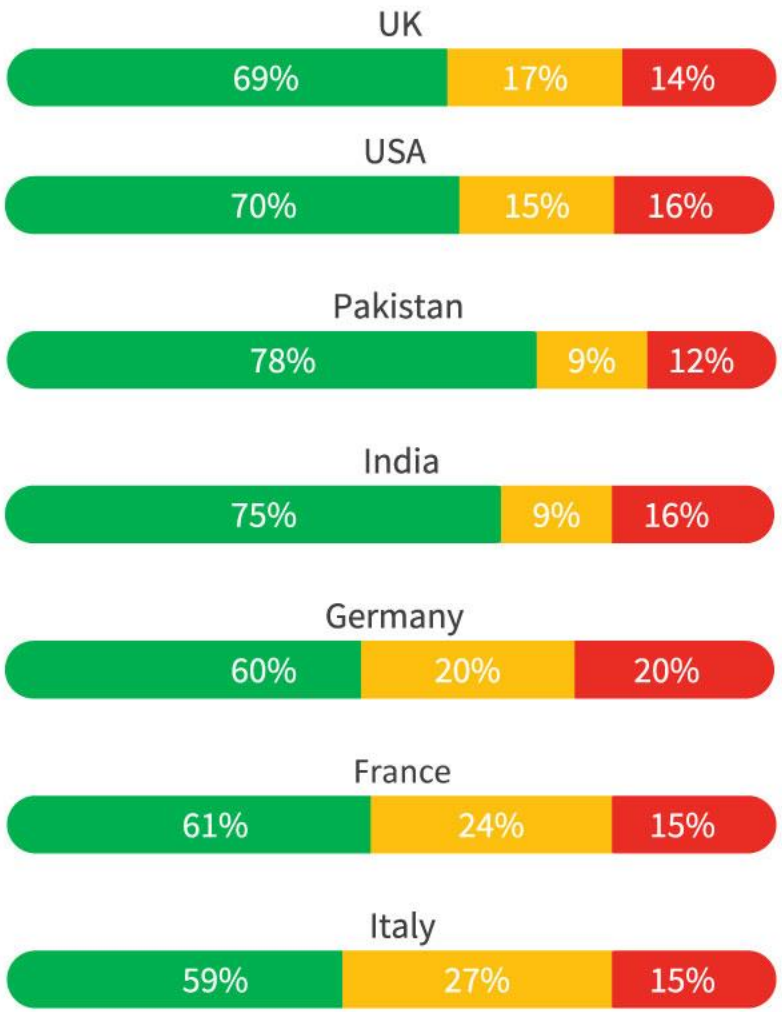
Standard: 3 days

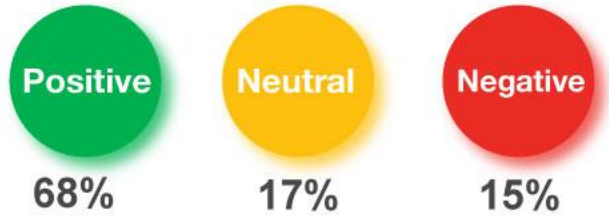
Urgent: 3 hours

Terminal: 30 seconds*

* Special for International Events

Machine Learning Analysis Results of Tourist Reviews about Azerbaijan



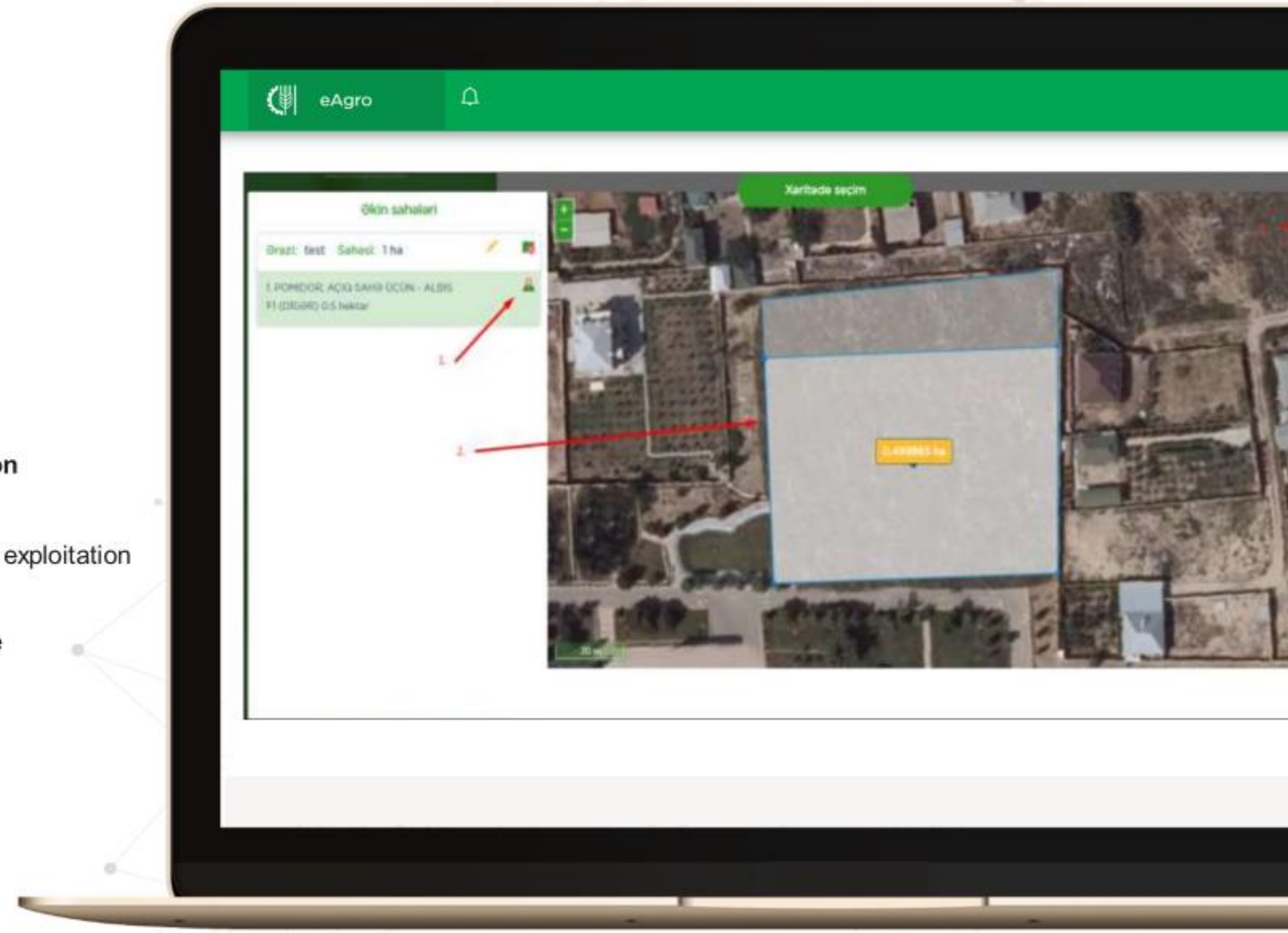


Challenges

- Non-electronicization of ecosystems for agricultural entities and objects
- Lack of operational exchange of information on plans, needs and activities of agricultural entities in the fields
- Limited data-based decision-making in agriculture
- Lack of remote access to subsidies

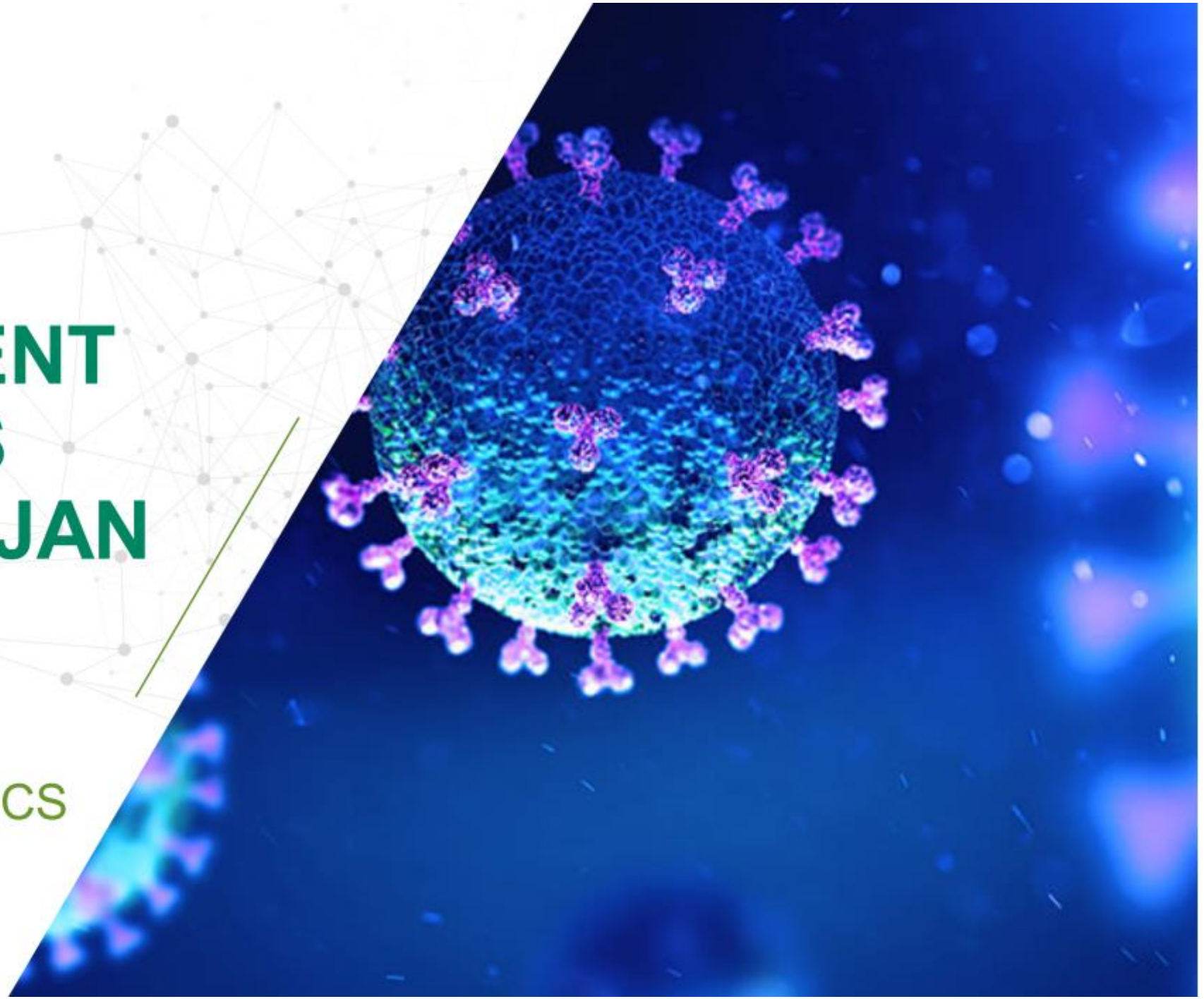
E-AGRICULTURAL INFORMATION SYSTEM

- **Centralized electronic platform**
- Complete **electronicization of documentation**
- **Indication of lands** based on their purpose of exploitation
- Enables **data-driven decision-making** for the Ministry of Agriculture
- Ability to **apply for subsidies online**



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 İmza” and electronic sigature “e-Imza" available in "ASAN Login"

ASAN International Trainings

1

Purpose: sharing the achievements of SAPSSI on providing effective public services and supporting development of knowledge and skills of international partners in relevant sphere

2

SAPSSI has already organized trainings for representatives of foreign partner organizations (Turkmenistan, Indonesia, Tajikistan, regions of the Russian Federation, etc.), both in Azerbaijan and in those countries.

3

COVID-19 pandemic has caused SAPSSI to start delivering training programs online.

THANK YOU
FOR ATTENTION!
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twitter.com/asanxidmat
www.youtube.com/user/asanxidmat