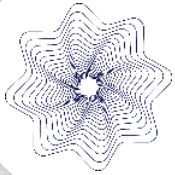STATE AGENCY FOR PUBLIC SERVICE
AND SOCIAL INNOVATIONS UNDER
THE PRESIDENT OF THE REPUBLIC
OF AZERBAIJAN
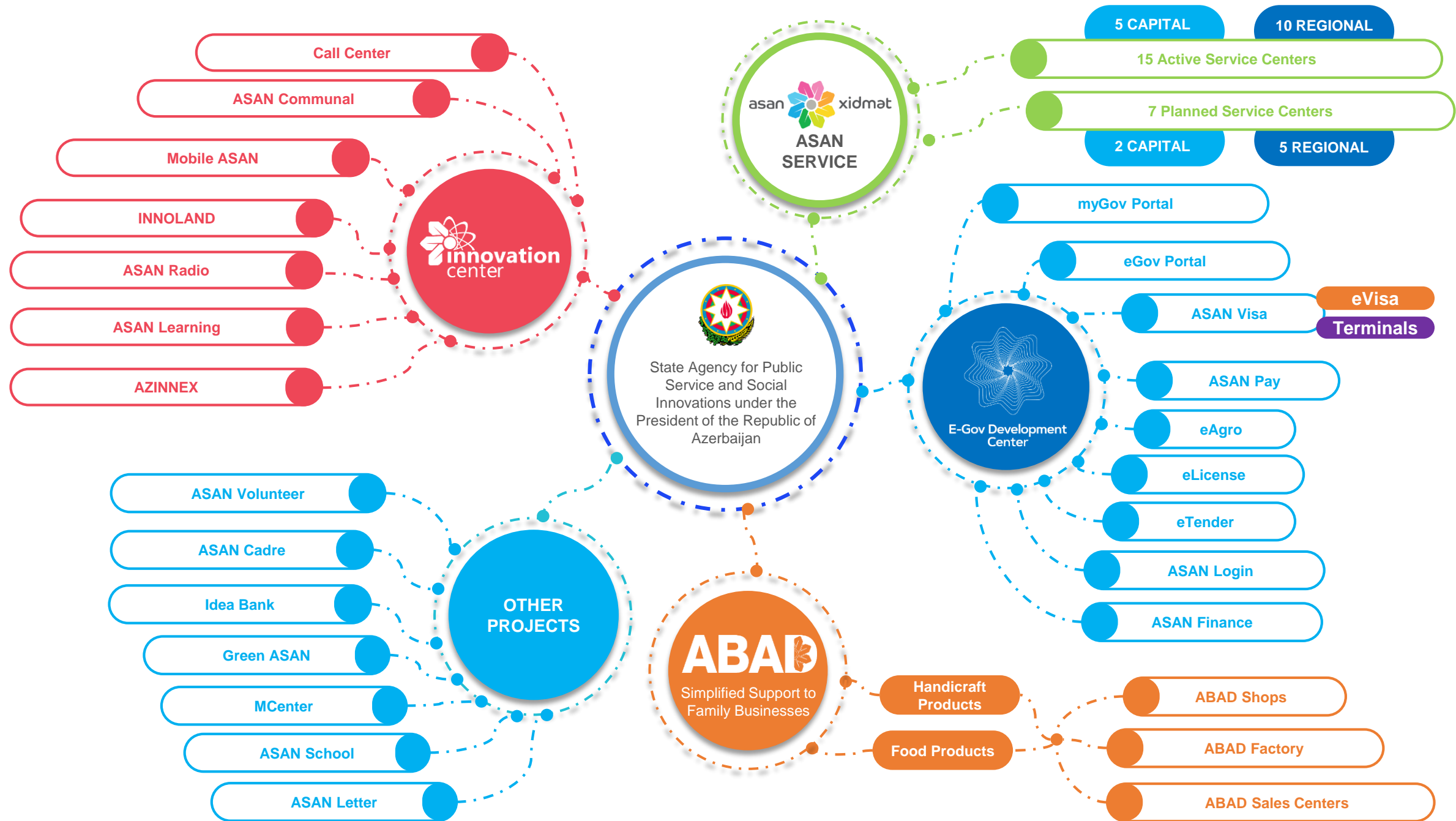
E-Gov Development
Center

November, 2019

State Agency for Public Service and Social Innovations under the President of the Republic of Azerbaijan

Innovation Center
- Call Center
- ASAN Communal
- Mobile ASAN
- INNOLAND
- ASAN Radio
- ASAN Learning
- AZINNEX

ASAN SERVICE (asan xidmət)
- 15 Active Service Centers
  - 5 CAPITAL
  - 10 REGIONAL
- 7 Planned Service Centers
  - 2 CAPITAL
  - 5 REGIONAL

E-Gov Development Center
- myGov Portal
- eGov Portal
- ASAN Visa
  - eVisa
  - Terminals
- ASAN Pay
- eAgro
- eLicense
- eTender
- ASAN Login
- ASAN Finance

OTHER PROJECTS
- ASAN Volunteer
- ASAN Cadre
- Idea Bank
- Green ASAN
- MCenter
- ASAN School
- ASAN Letter

ABAD — Simplified Support to Family Businesses
- Handicraft Products
- Food Products
- ABAD Shops
- ABAD Factory
- ABAD Sales Centers

Satisfactory level:

99,4%

350 SERVICES

10 PUBLIC ORGANIZATIONS

29 PRIVATE ORGANIZATIONS

134 SERVICES

216 SERVICES

"ASAN xidmət" mərkəzləri

Səyyar ASAN xidmət

...mmunal" mərkəzləri

108 "Çağrı" mərkəzi

Ministry of Internal Affairs

Migration Service

Ministry of Justice

Ministry of Labor

Ministry of Economy

Ministry of Labor

National Archive Department

Mobilization Service

Ministry of External Affairs

Food Safety Agency

asan xidmət

Citizens / LEGAL ENTITIES
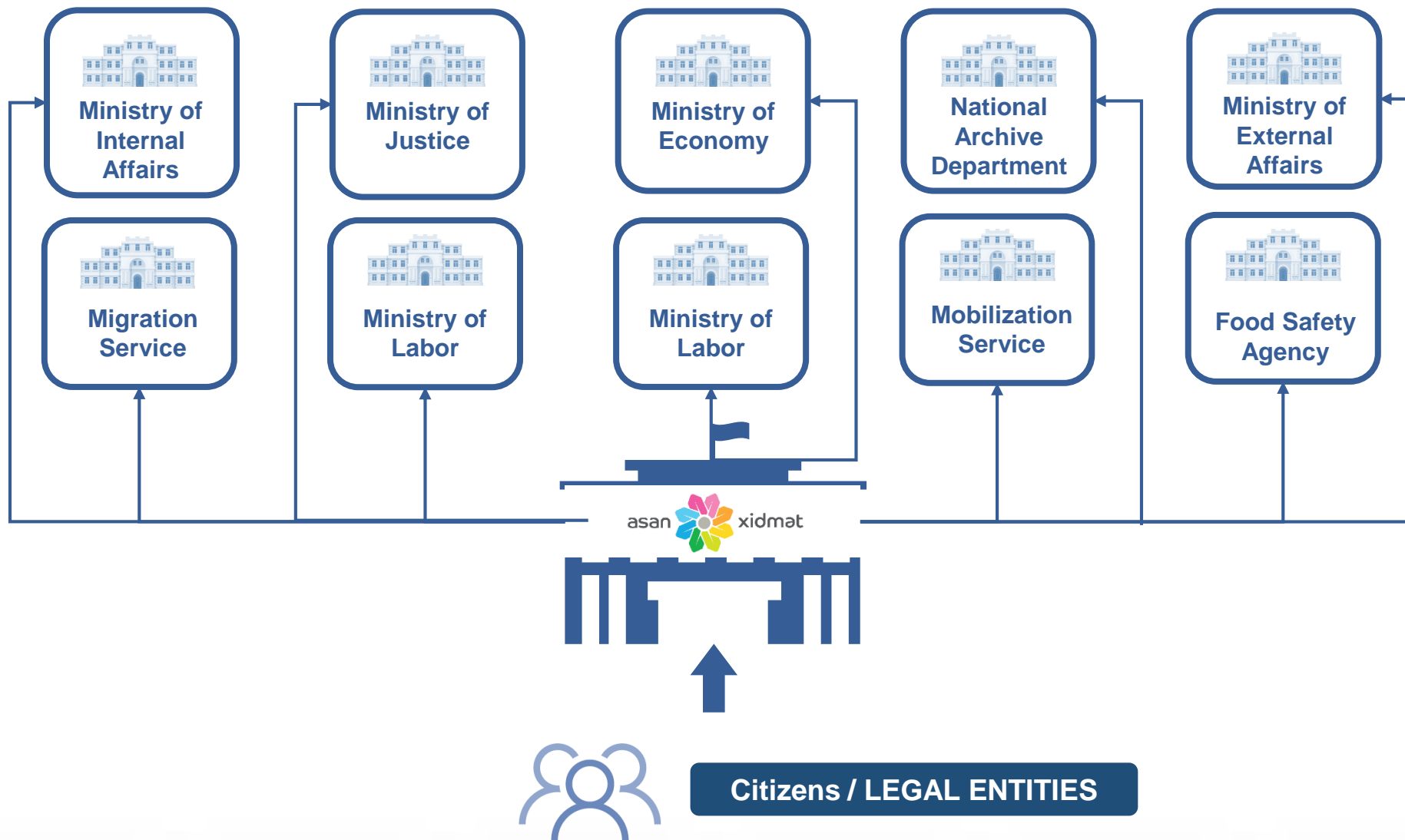
Single address

Services with the same standards

Mobile services

Regular trainings of public officials

Online queue system

Delivery of ready documents

almost
34 million
applications to
"ASAN SERVICE"

more
2 million
applications to
"MOBIL SERVICES"

CALL CENTER

Request handled:

+ 3 000 000
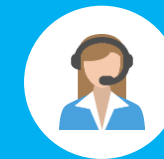
Existing traffic:

+ 3000

requests per day

VOLUNTEERS
Support for service providing

22000+ | VOLUNTEERS

1000+ | EDUCATION ACTIVITIES

300+ | SOCIAL PROJECTS

Practice the best service model

Developing model of service lab

Realization of future ideas

INNOLAND

Startup incubation and acceleration center

Incubation

Accelerator

Co-Working and Virtual Residency

IT Training and Education Center

DIGITAL PROJECTS

my Gov
Electronic government portal based on private cabinet

asan viza
Electronic Visa System

asan finans
Digital Finance System

asan login
Unified Entrance System

asan ödəniş
Electronic Payment System

asan wifi
Social Internet Service

eTender
Electronic Procurement System

eLisenziya
Lisences and Permissions System

Digital.gov.az
Official Portal of the Center

ASAN Observer
National Information System

DIGITAL PROJECTS

agro
Electronic Agriculturral
İnformation System

MCenter
Automated Labour
Monitoring System

ideya BANKI
National Idea Portal

ASAN Bridge
National Information
Exchange System

Single Source permission system
System of the permission for building

DXR
State Services Registry

ASAN İndex
Assessment of State Services
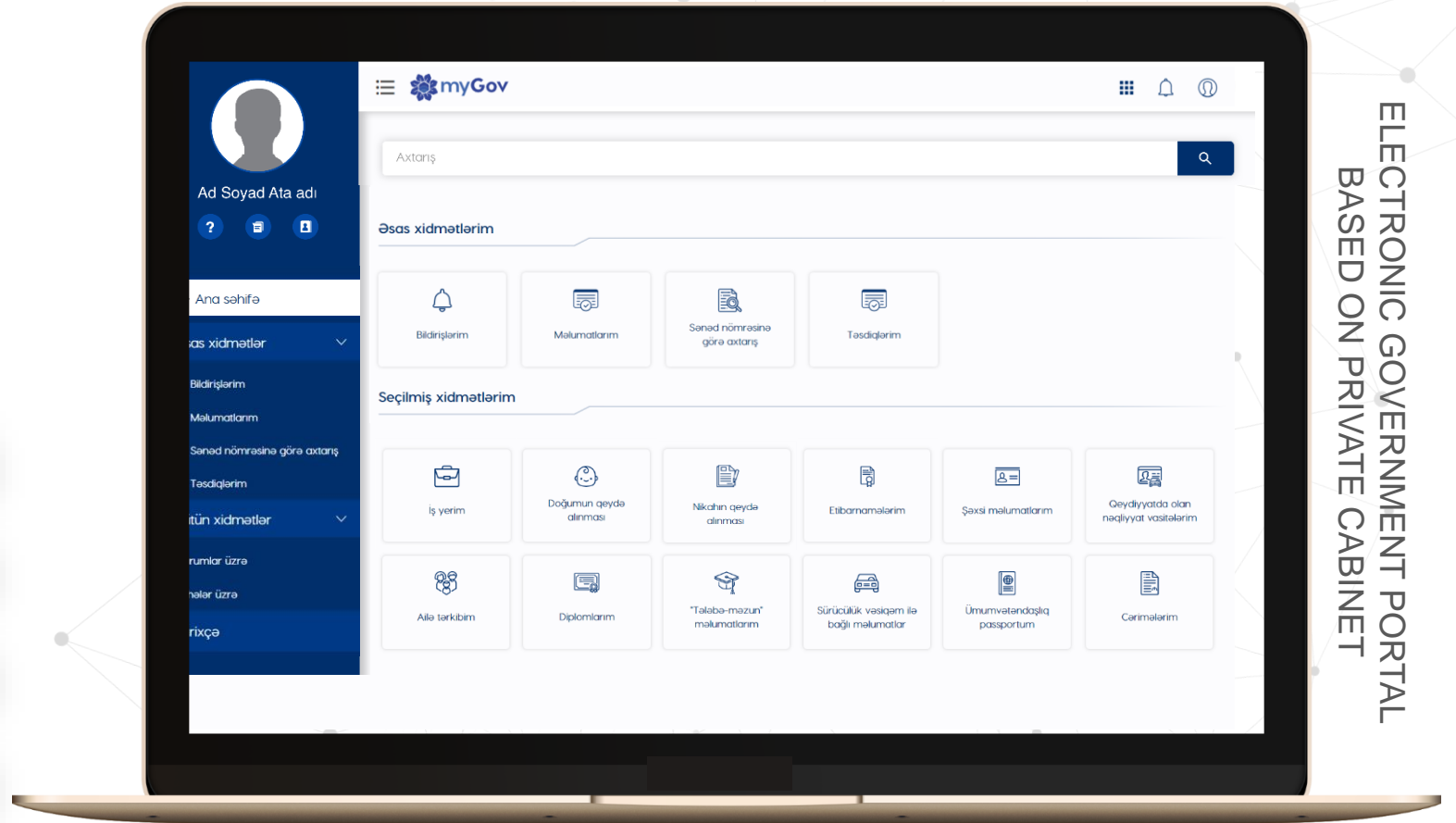
HRM
Human Resources System

my**Gov**

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

ELECTRONIC GOVERNMENT PORTAL BASED ON PRIVATE CABINET

www.my.gov.az

from REACTIVE
to **PROACTIVE**
government

SERVICES

ID Card	Workplace

ID Card

Workplace

Driving License

Family

Birth Registration

Army

Notaries

Marriage

Health

Education

Property

Insurance

Customs

License

Payments

Taxes

Legal

Death certificate document

asan
login

Single Sign On

System Integration

Microservice Architecture
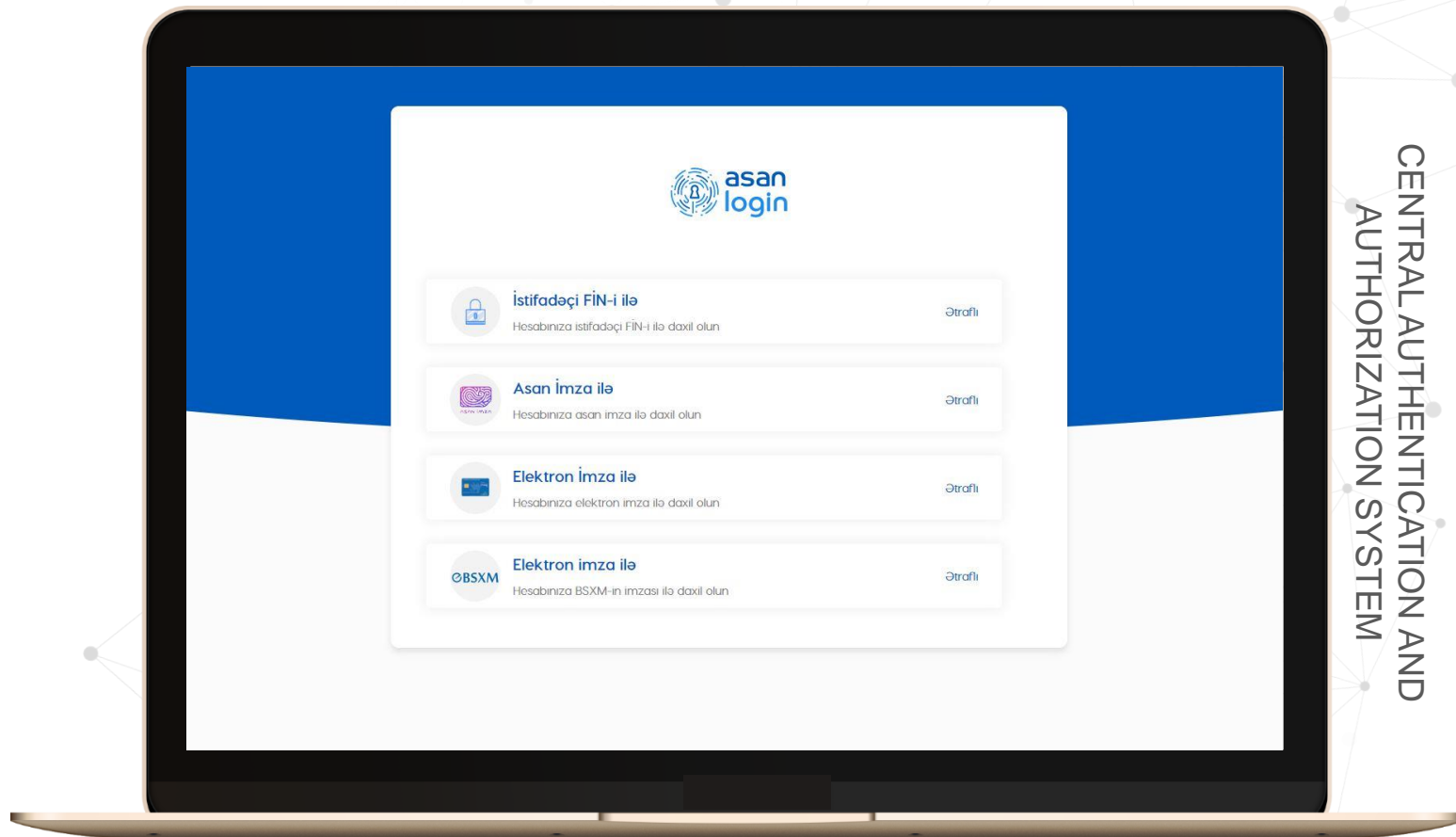
asan
login

İstifadəçi FİN-i ilə
Hesabınıza istifadəçi FİN-i ilə daxil olun   Ətraflı

Asan İmza ilə
Hesabınıza asan imza ilə daxil olun   Ətraflı

Elektron İmza ilə
Hesabınıza elektron imza ilə daxil olun   Ətraflı

ӨBSXM **Elektron imza ilə**
Hesabınıza BSXM-in imzası ilə daxil olun   Ətraflı

www.asanlogin.my.gov.az

my Gov   asan ödəniş   eagro
Elektron Kənd Təsərrüfatı İnformasiya Sistemi   Central Bank of the Republic of Azerbaijan Electronic Services Portal

e-sosial   e Tender   Republican Raw and Commodity Exchange

ASAN Ödəniş

Scope:

222	Institution
16	Payment Service Providers
558	Service
10 000+	Payment terminal
1 200	Post network
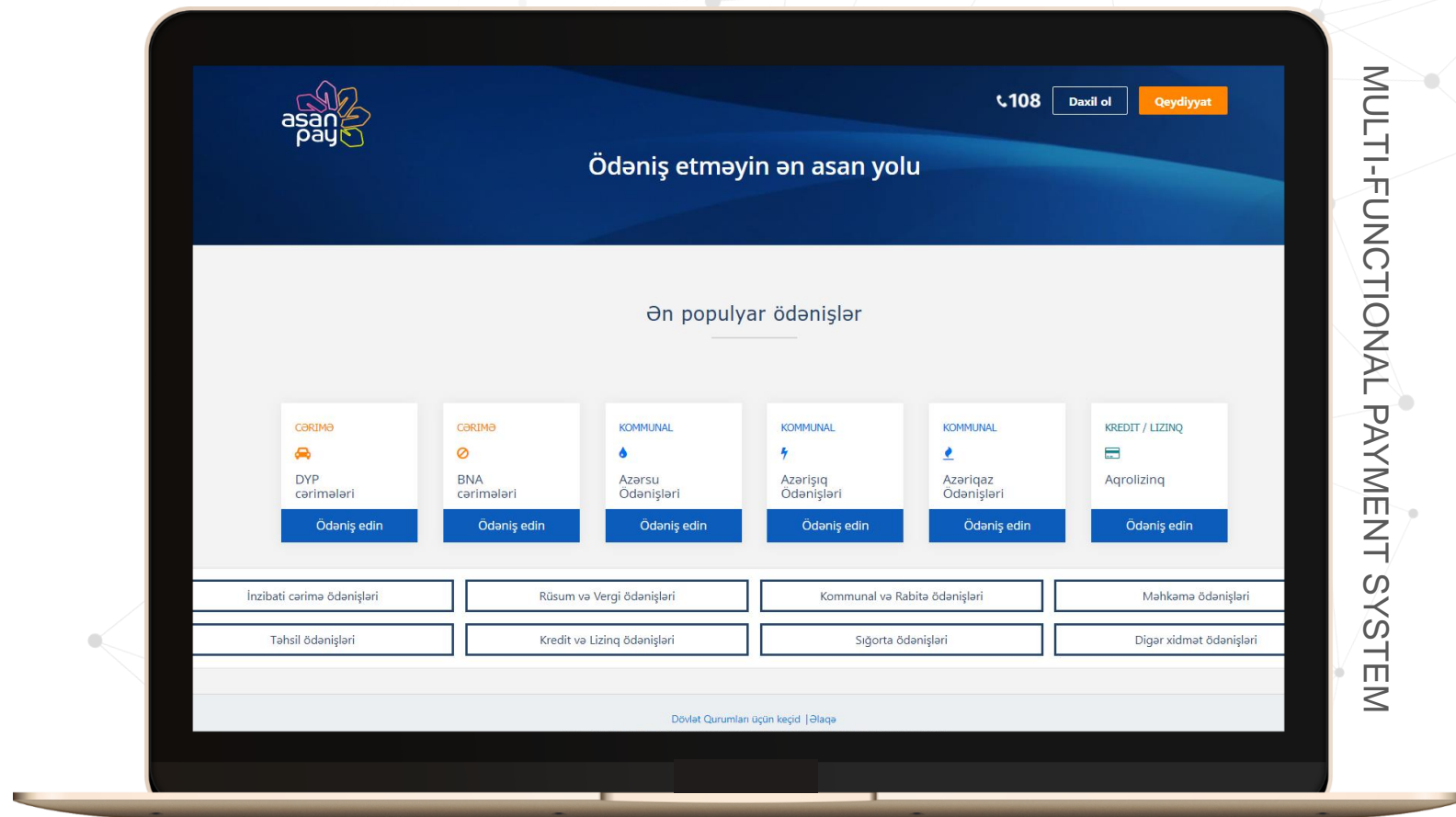
www.asanpay.az

30	79	96	7	8	2	16
Central Executive Body	Local Executive Body	Judicial Authority	Public Legal Entity	Governmental Legal Entity	Private Organization	Payment Service Providers

Scope:

62 institution

25 — Bank

23 — Non-Banking Credit Organization

2 — Insurance company

4 — Credit union

4 — State institution

2 — Payment system

1 — Hospital

1 — Service sector

Number of planned services:

20

SINGLE ELECTRONIC FINANCIAL ACCESS PLATFORM

SAVING OF RESOURCES

QUICK AND TRANSPARENT

DEVELOPMENT OF DIGITAL BANKING

eagro
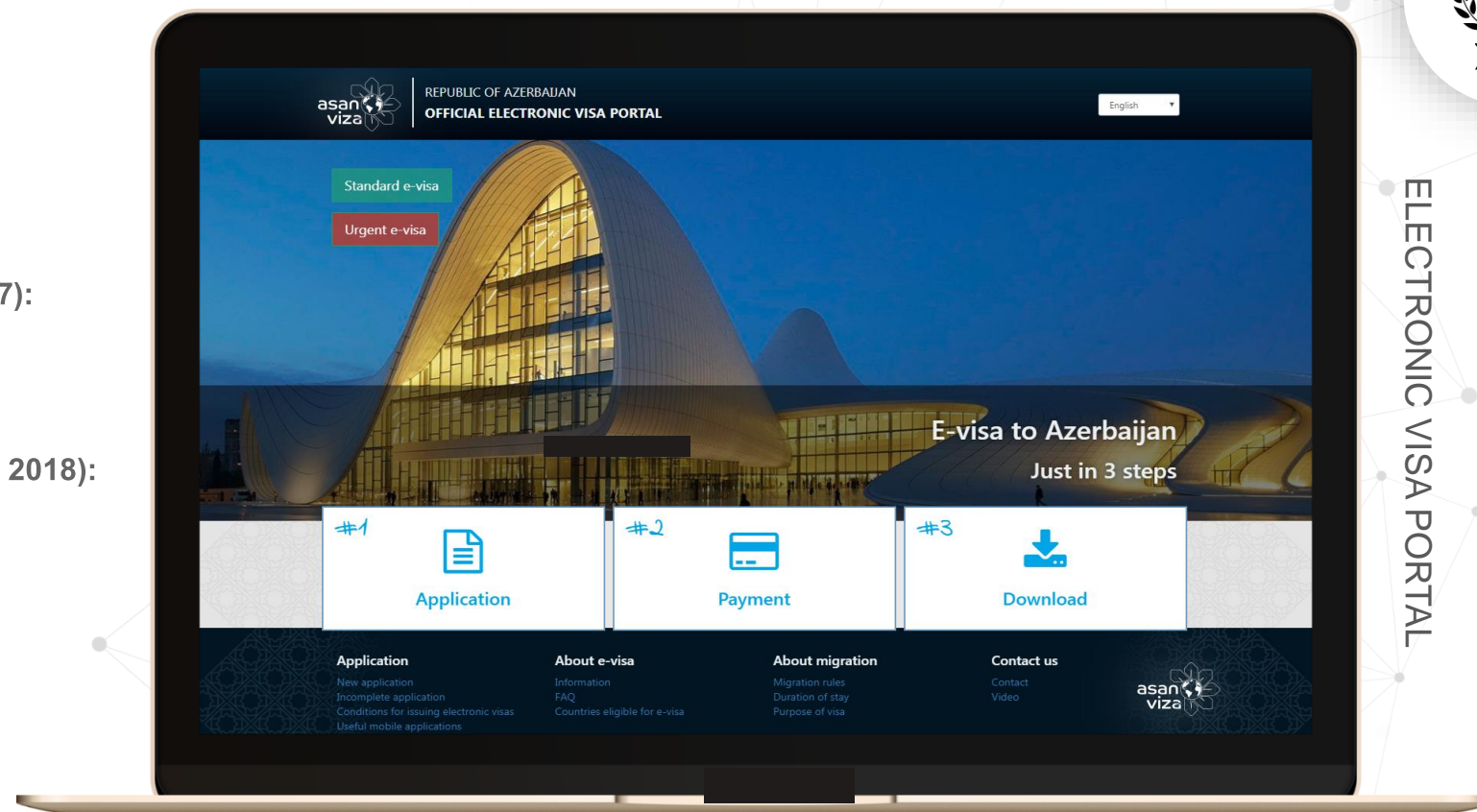
Number of registered farmers:

360 500 +

Number of registered lands:

385 400 +

Number of applications:

450 700 +
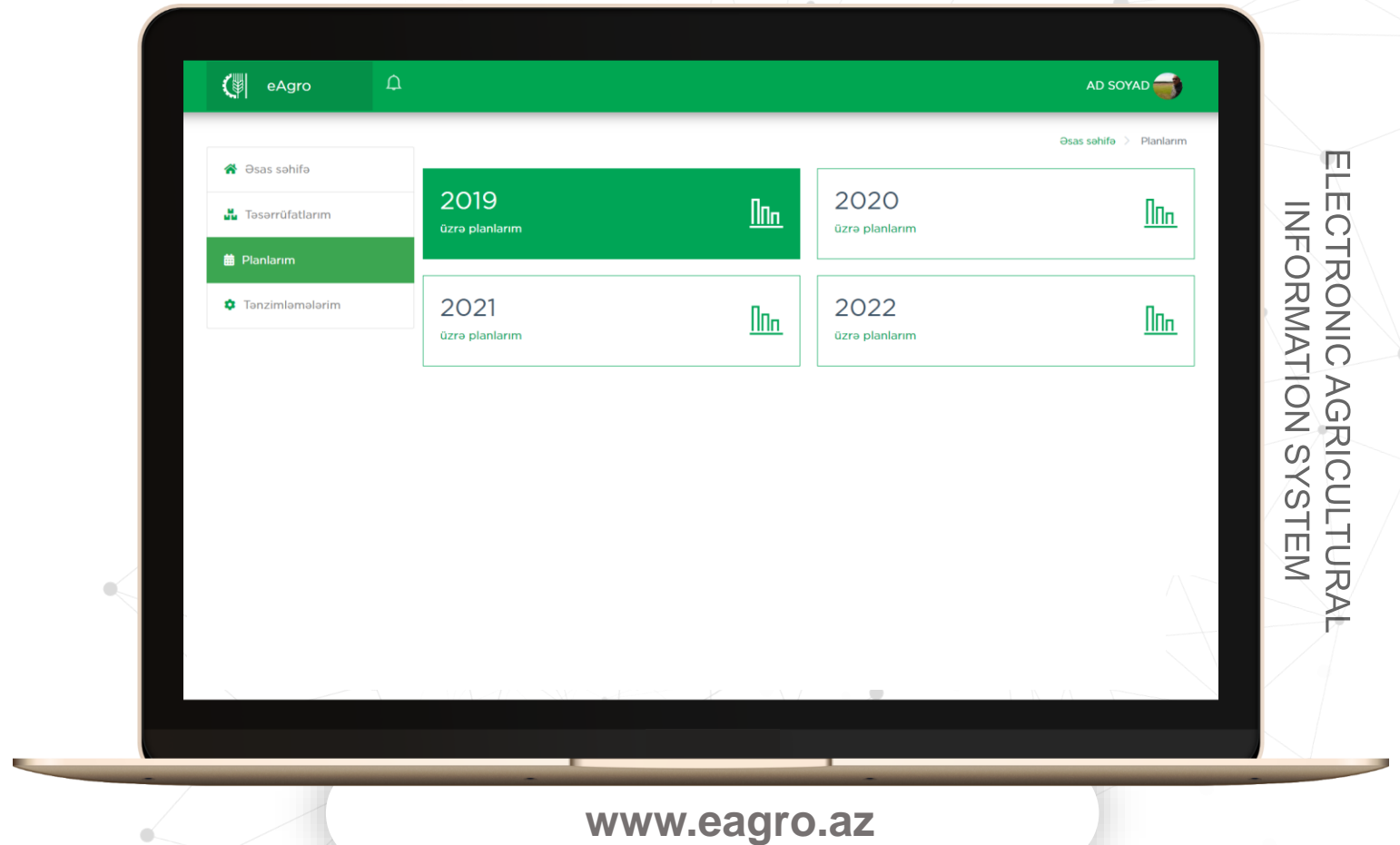
ELECTRONIC AGRICULTURAL
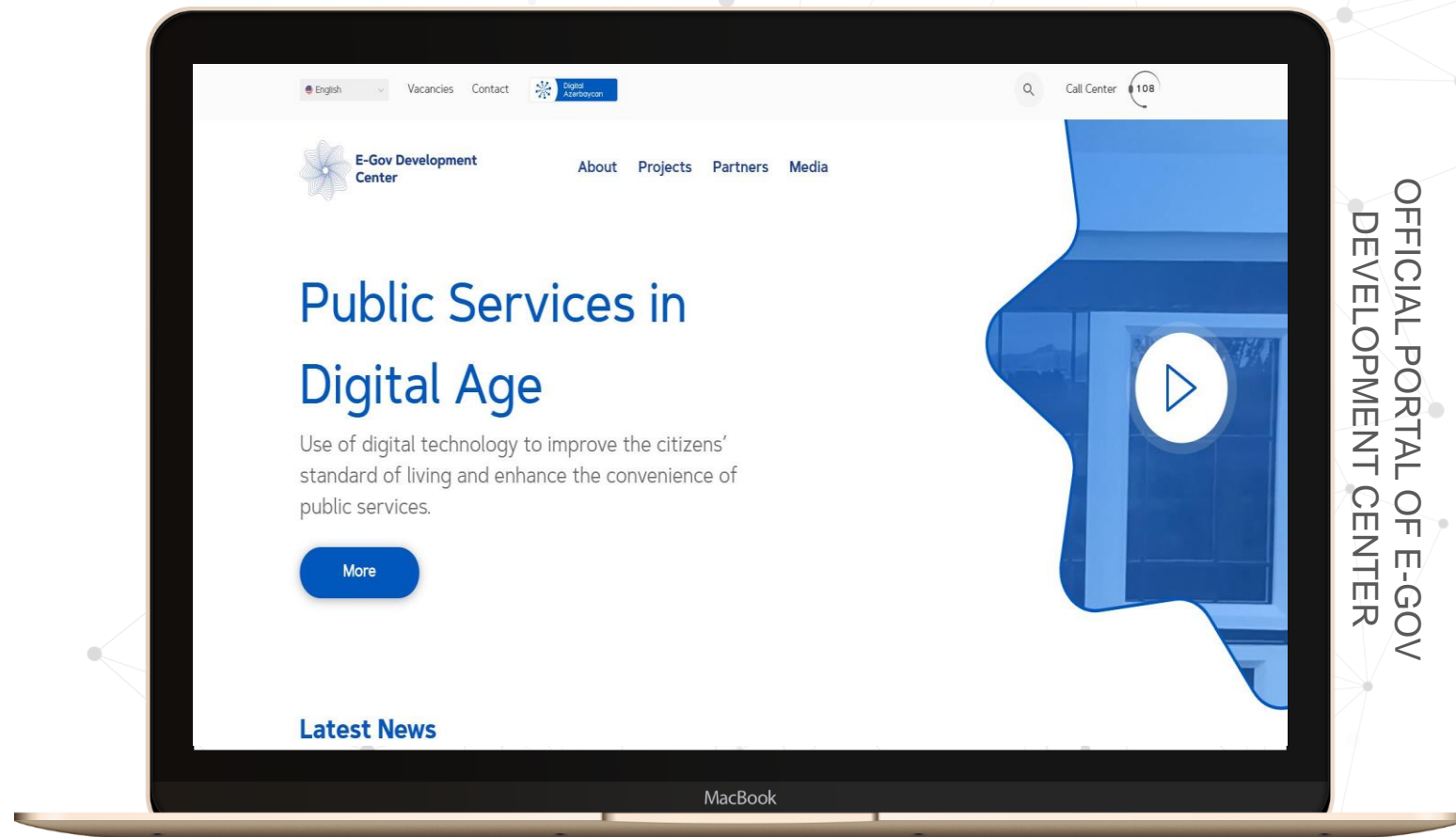INFORMATION SYSTEM

www.eagro.az

Digital Azerbaijan

digital information center covering portals that provide digital services in Azerbaijan

www.digital.gov.az

ACHIEVEMENTS

"Improvement of the public service delivery" United Nations Prize 2015

Quality Management System

Occupational Health and Safety Management System

ISESCO established ASAN award

25 October 2018

The "ISESCO's ASAN award" for advanced governance has been established. "ISESCO's ASAN award" will be presented for experiments reflecting innovations in member states.

UN PSF 2019

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

*Presented by Under Secretary General of UNDSA **HE. Mr. Liu Zhenmin** to Vice-president of the Republic of Azerbaijan **HE. Mrs. Mehriban Aliyeva***

Establishment of ASAN International Association

Morocco	Turkey
Montenegro	Uganda
Indonesia	Azerbaijan
Afghanistan	United Arab Emirates.

INTERNATIONAL COOPERATION

10

Memorandums with countries

2

Memorandums with international organizations

100

Visit as the country representative

700

Meeting with the foreign delegations

100

Information in international media

54

Presentation of ASAN Service in the countries

Challenges

Level of private sector's participation

➢ **Overcome measures:** Adapting state program to promote private sector's participation

Access to e-services between central management and municipalities

➢ **Overcome measures:** increasing number of projects addressing promoting municipalities not only by the state but also different other stakeholders

Interest of rural population to e-services

➢ **Overcome measures:** Conducting of awareness campaign predominantly among rural population

Data of Smart Governance quality

➢ **Overcome measures:** Massive implementation of IoT, minimize manual typing

THANK YOU FOR ATTENTION!