



**United Nations**

Department of  
Economic and  
Social Affairs



Webinar Series on  
Innovation, Digital Government and  
Changing Mindsets for Public Sector Transformation

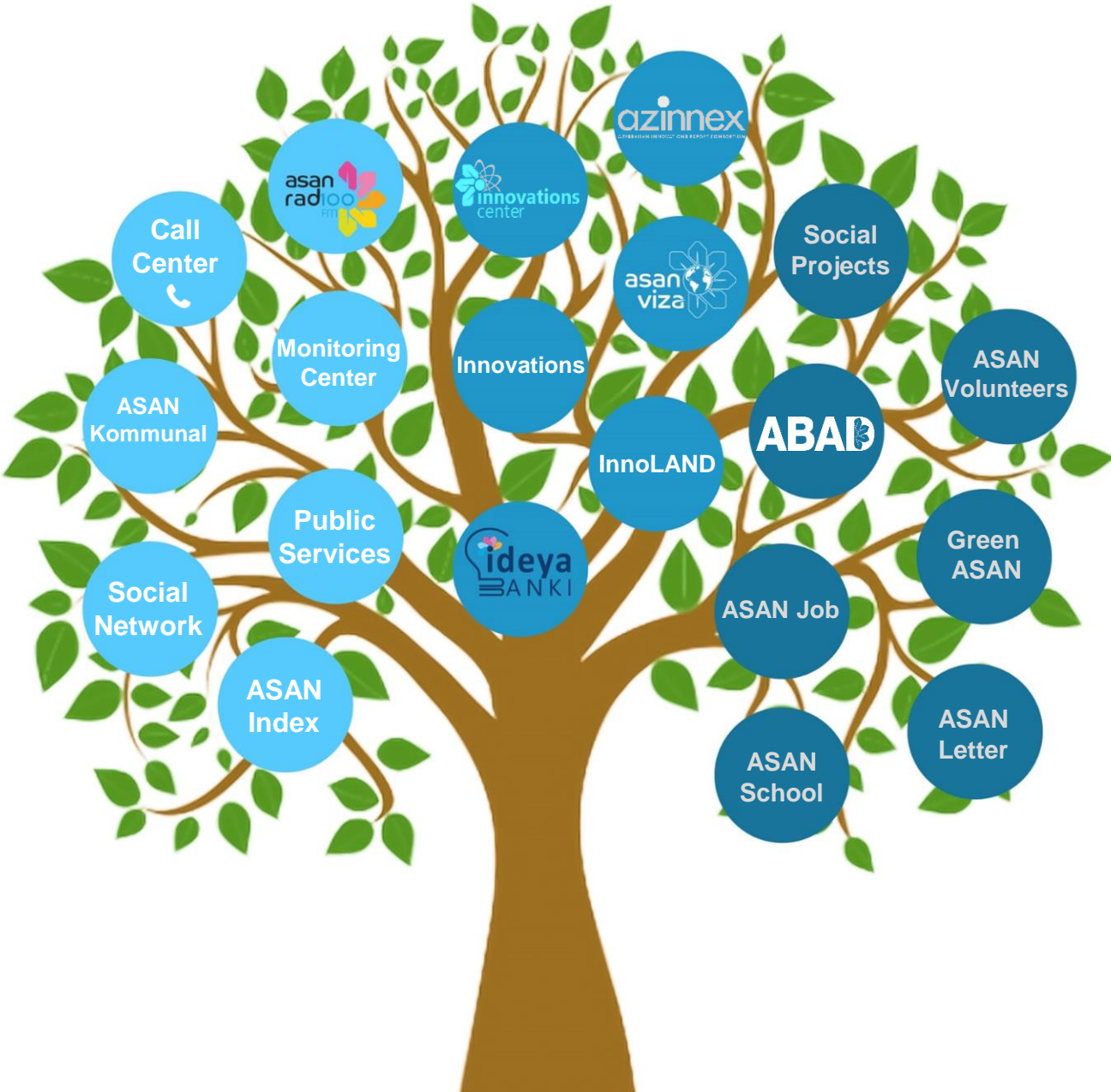
**STATE AGENCY FOR PUBLIC SERVICE AND SOCIAL INNOVATIONS  
UNDER THE PRESIDENT OF THE REPUBLIC OF AZERBAIJAN**

**Mahammadali Khudaverdiyev**

*Director-General for International Affairs*

21 and 28 February 2024 - 20 and 27 March 2024

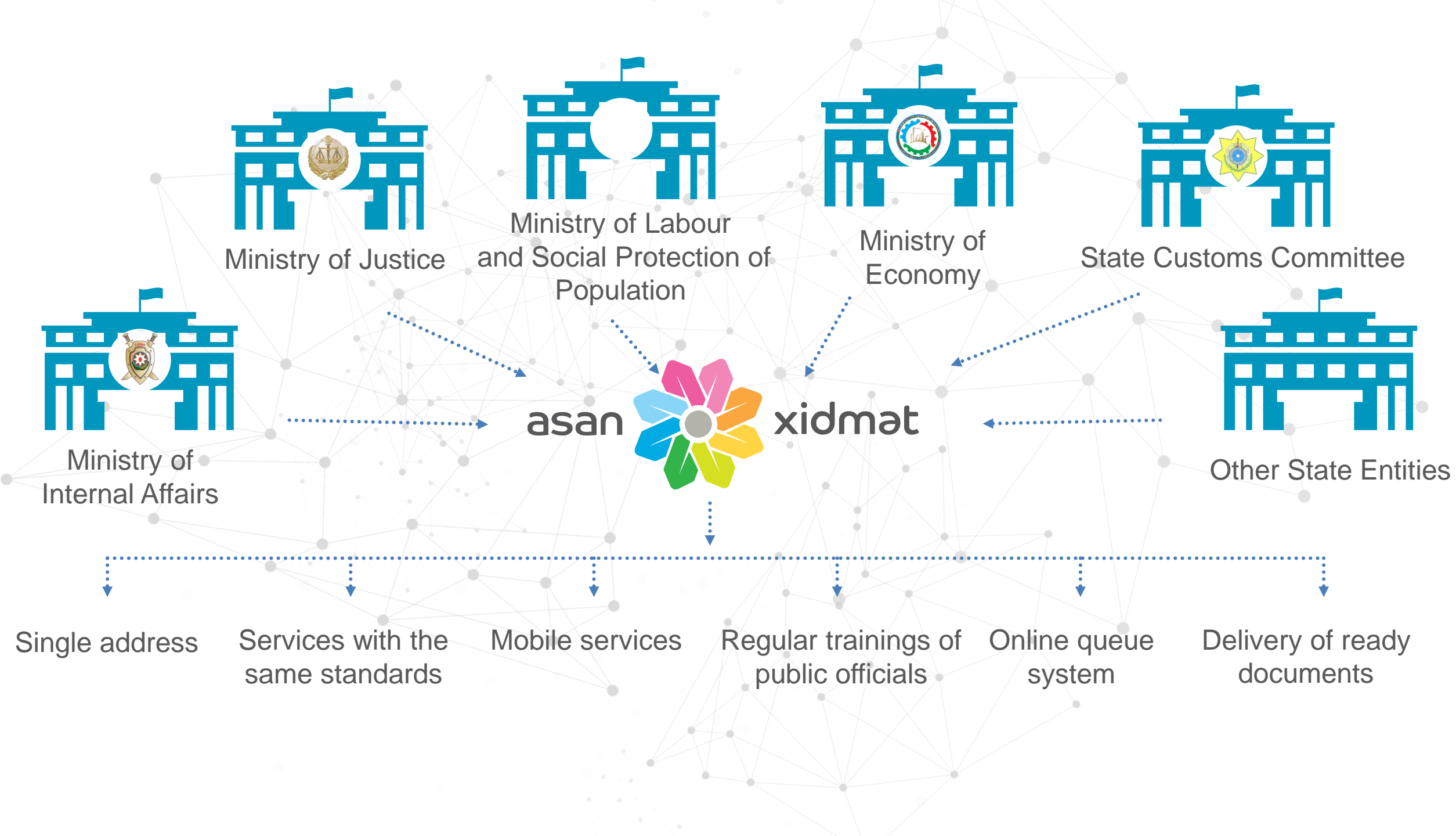
# Directions of the SAPSSI



✓ Public Services

✓ Innovations

✓ Social Projects





PUBLIC-PRIVATE PARTNERSHIP

# ASAN Service Centers

**210** services  
**15** public organizations

+

**190** services  
**30** private organizations

=

**400** services



"ASAN Life" complex  
in Mingachevir



"ASAN Life" complex  
in Shamakhi



"ASAN Life" complex  
in Mingachevir



"ASAN Life" complex  
in Shamakhi



"ASAN Life" complex  
in Sheki



"ASAN Life" complex  
in Guba



"ASAN Life" complex  
in Sheki



"ASAN Life" complex  
in Guba



"ASAN Life" complex  
in Tovuz



"ASAN Life" complex  
in Masalli



"ASAN Life" complex  
in Tovuz



"ASAN Life" complex  
in Masalli



"ASAN Life" complex  
in Imishli



"ASAN Life" complex  
in Kurdamir



"ASAN Life" complex  
in Imishli



"ASAN Life" complex  
in Kurdamir





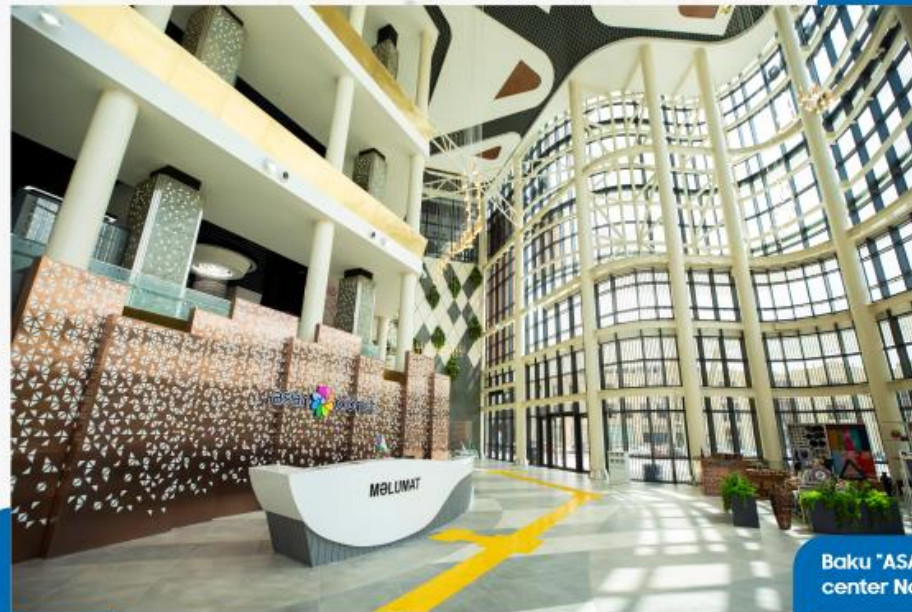
"ASAN Life" complex  
in Aghjabadi



Baku "ASAN service"  
center No.7



"ASAN Life" complex  
in Aghjabadi



Baku "ASAN service"  
center No.7

# New "ASAN Life" complex in Lankaran



# Number of applications by 2024: 72+ mln.



**27 SERVICE CENTERS**



**1 ASAN TRAIN**



**10 ASAN BUSES**

asan



xidmat

01



Average number of daily applications: 40,000 +

02



Number of feedback by the applicants:  
55%

03



Level of satisfaction: 99.7%

# Mobile Services

By 2024



Applications  
2.9 mln. +

# Volunteers



36,000+  
volunteers

02

3300+  
employed

04

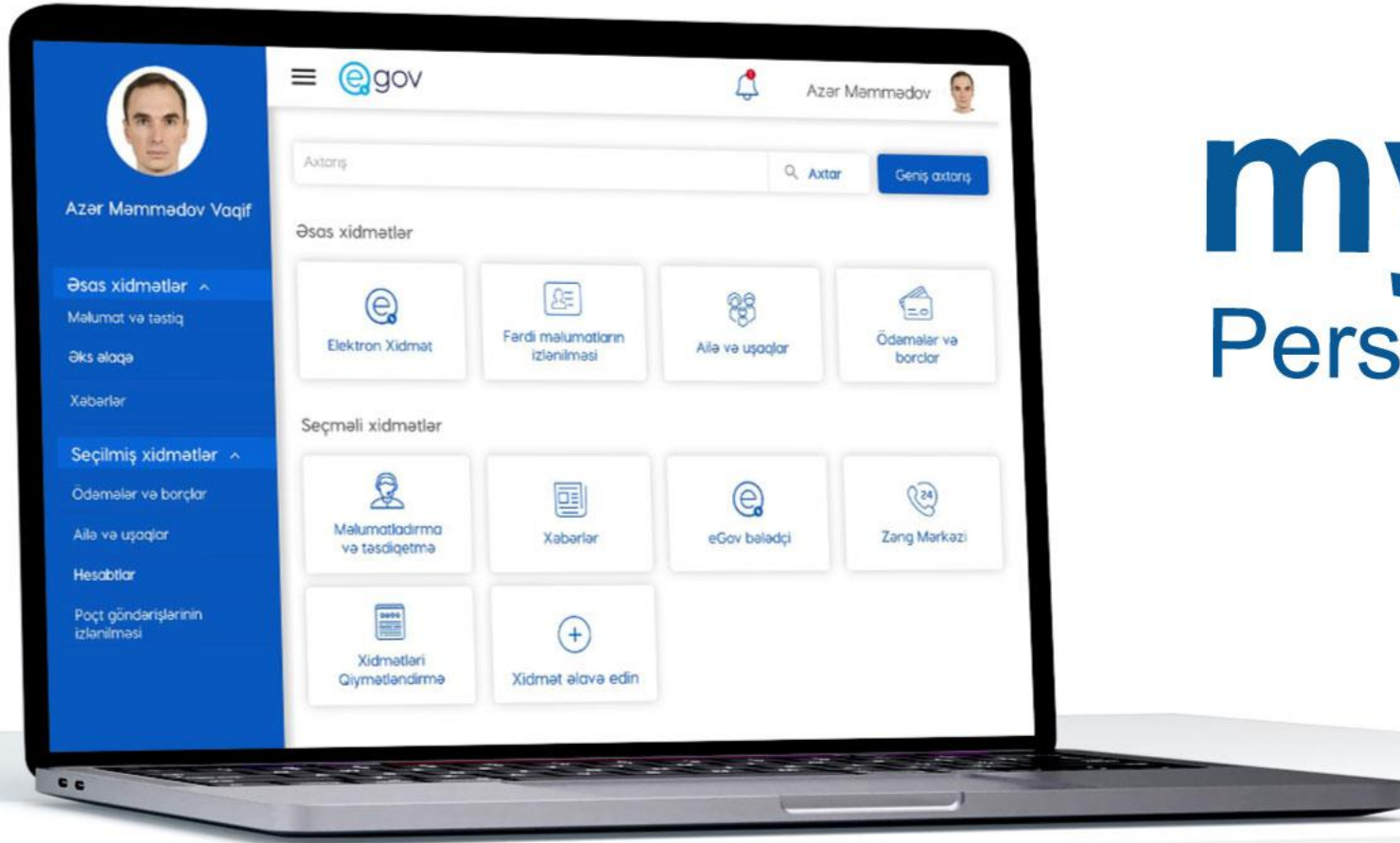
01

850+  
social  
projects

03

1000+  
employed  
by ASAN

**60** volunteers  
with disabilities



# myGOV

## Personal cabinet

# Registry of Public Services (RPS)

www.dxr.az

Number of state entities:

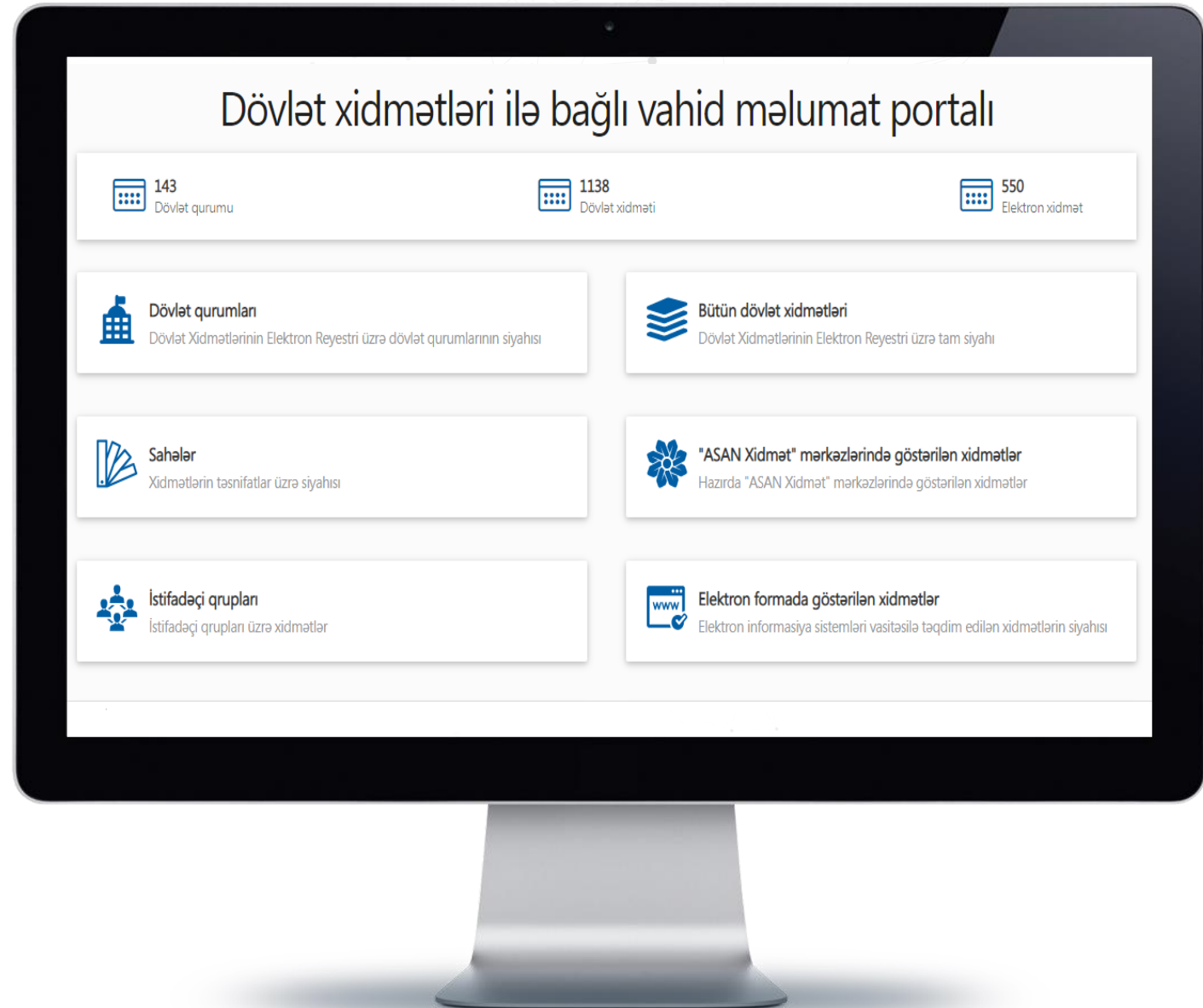
143

Number of public services:

1138

Number of e-service:

550





# ASAN Assessment Index

The services that show the best result (5-star service) in all parameters are identified



1. Xidmət barədə məlumatlandırma 100 %

Ulduz Meyar X/T -nin seçimi Seçiminiz Qeydiniz

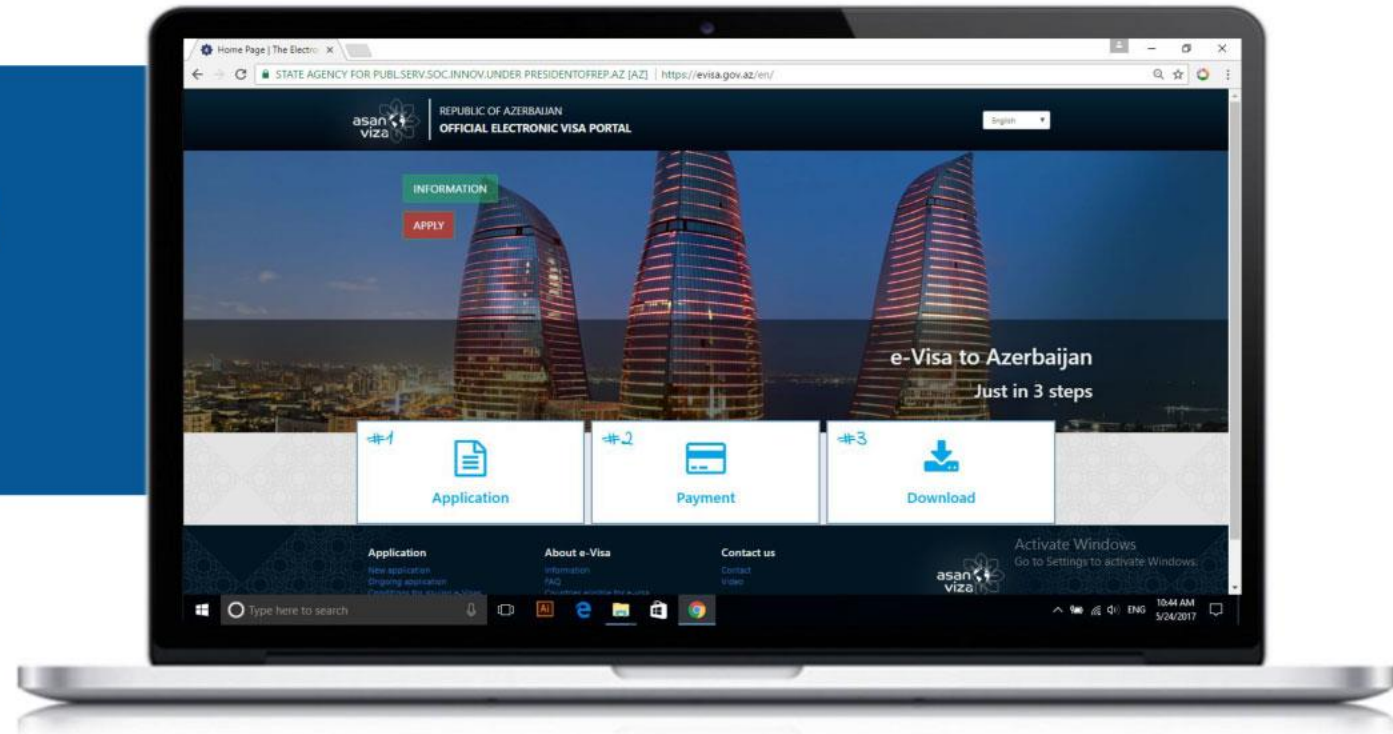
1.1. İnternet informasiya ehtiyatı vasitəsi ilə xidmət haqqında məlumat alma imkanı

1	1.1.1.Xidmət ilə bağlı məlumatın Dövlət Xidmətlərinin Elektron Reyestrindən (DXER) keçid vasitəsilə verilməsi	<input checked="" type="radio"/> 0 <input checked="" type="radio"/> 1 <input type="radio"/> N/A	<input type="text"/>	<input type="button" value="↑"/> <input type="button" value="↓"/>	<input checked="" type="checkbox"/>
1	1.1.2.Xidmətin DXER-ə daxil edilmiş və təsdiqlənmiş olması	<input checked="" type="radio"/> 0 <input checked="" type="radio"/> 1 <input type="radio"/> N/A	<input type="text"/>	<input type="button" value="↑"/> <input type="button" value="↓"/>	<input checked="" type="checkbox"/>
3	1.1.3.DXER-də xidmətlə bağlı məlumatların aktuallığı	<input checked="" type="radio"/> 0 <input checked="" type="radio"/> 1 <input type="radio"/> N/A	<input type="text"/>	<input type="button" value="↑"/> <input type="button" value="↓"/>	<input checked="" type="checkbox"/>
2	1.1.4. Sosial şəbəkələrdə xidmətlə bağlı mütəmadi məlumatların verilməsi	<input checked="" type="radio"/> 0 <input checked="" type="radio"/> 1 <input type="radio"/> N/A	<input type="text"/>	<input type="button" value="↑"/> <input type="button" value="↓"/>	<input checked="" type="checkbox"/>



- Awareness of Public Institutions
- Assessment of Services
- Analysis of Assessment
- Announcement of Results

# E - visa in 3 steps



**Survey**



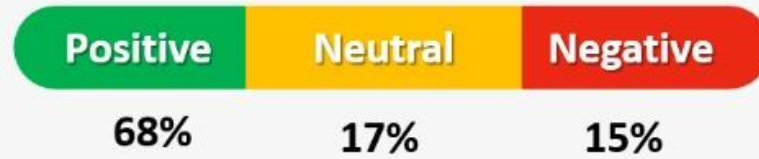
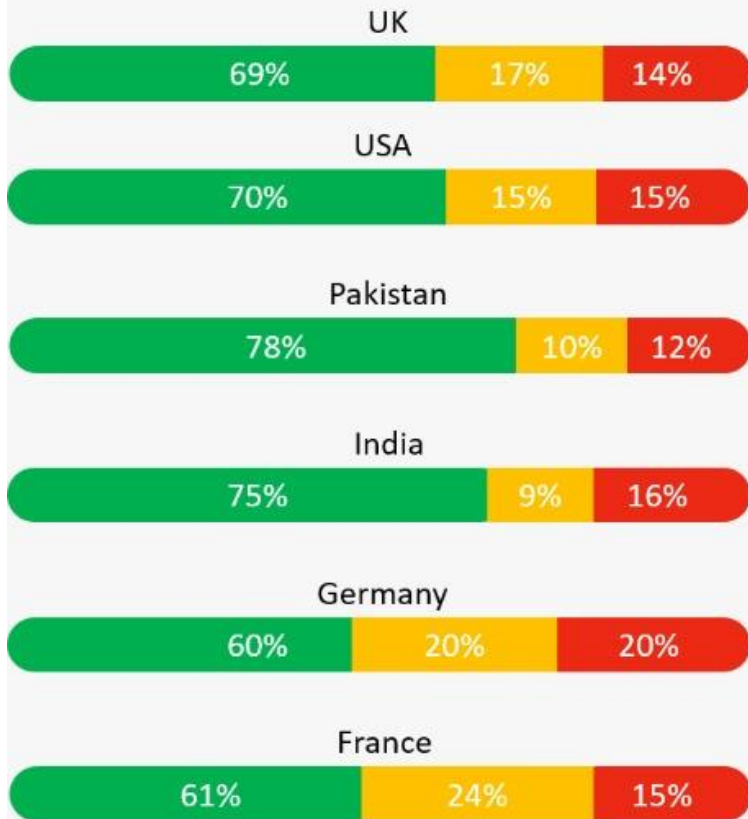
**Payment**



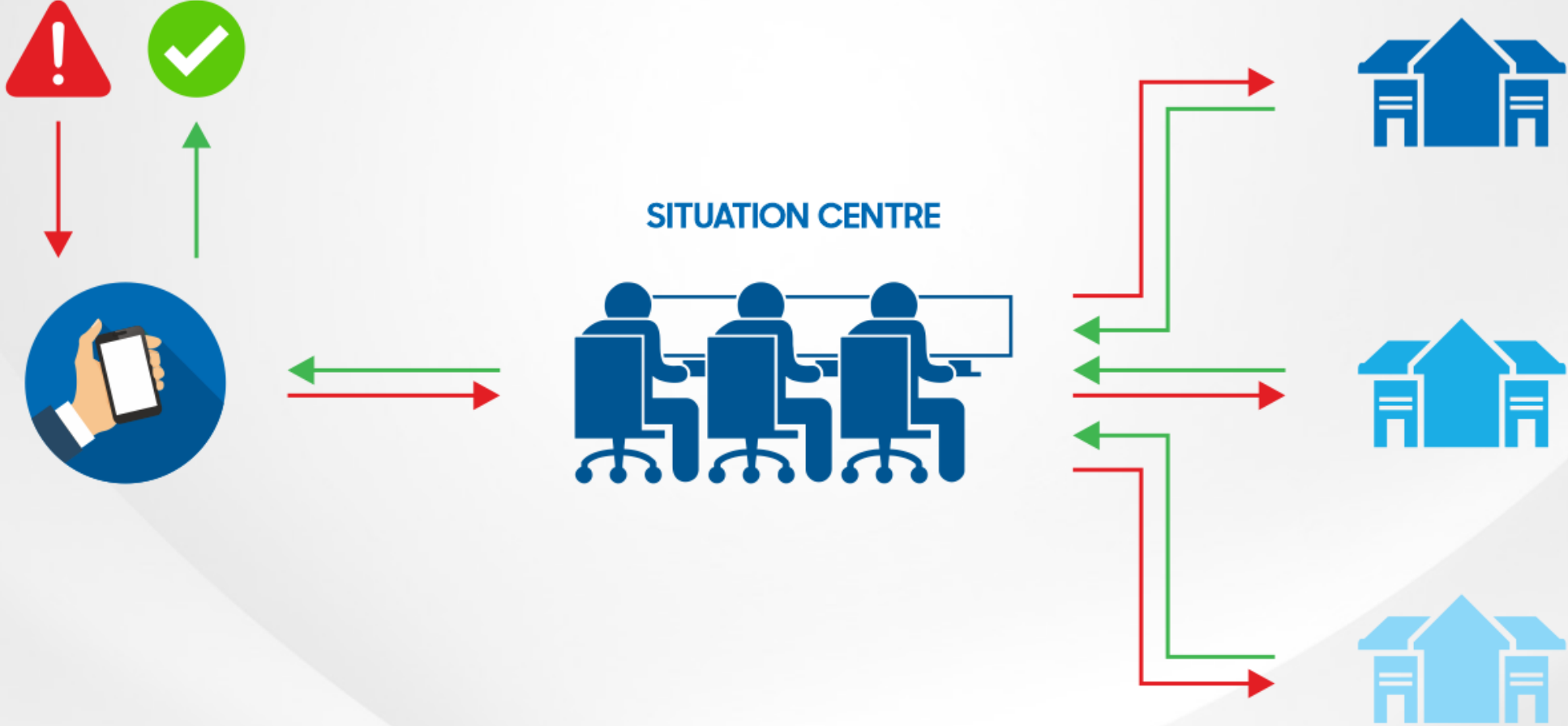
**Download**



## Machine Learning Analysis Results of Tourist Reviews about Azerbaijan



# "ASAN Appeal" Information System

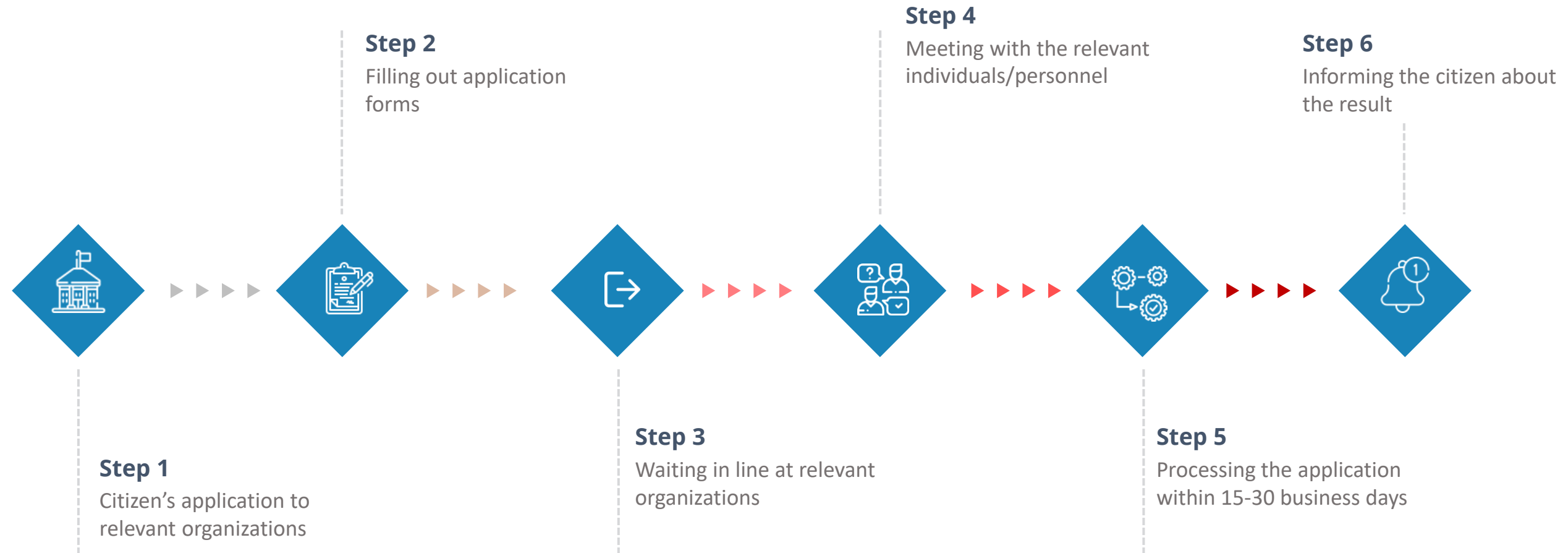


# There is a solution to each problem



# The current situation regarding the solution of these problems

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# INNOLAND

 **01** **CO-WORKING SPACE**

**IT TRAINING AND EDUCATION CENTER** **02** 

 **03** **ACCELERATION**

**INCUBATION** **04** 



# Startups

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**Incubation**  
50 startups

**Acceleration**  
36 startups

**Baku** | INNOLAND

**Sheki** | INNOLAND

**Shamakhi** | INNOLAND

**IT Training-Education center:** 265 students

**Coworking:**

25

Number of current projects

**Events:**

170+

Number of events

14000+

Participants





# Investment

Investment capital:

7.500.000 + ↗

Investors:

Local: 35%

Foreign: 65%

Residents:

 whelp

 METAMAD  
STUDIO

 neuroil

 paymes

 nextsale

 onepoint

 botbox

 Ticketsetup

 sumaks

 game  
pons

 uvodo

 BonPini

International Cooperation:

- USA
- Germany
- Türkiy
- South Korea
- Estonia
- Lithuani
- Uzbekistan
- Hungary
- North Macedonia



**ABAD**  
AİLƏ BİZNESİNƏ ASAN DƏSTƏK

Simplified Support to  
Family Businesses

**578**  
ABAD  
Members



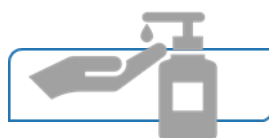
Decorative-applied  
folk art field and  
related fields

**442**



Food fields

**118**



Hygiene Products

**1**

And others

**17**

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**6** Regional Centers

**12** Exhibition & sale  
centers



# ASAN in International Arena

# International Relations

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**20+**

Memoranda signed with countries and international organizations

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**1000+**

Meetings with foreign country representatives

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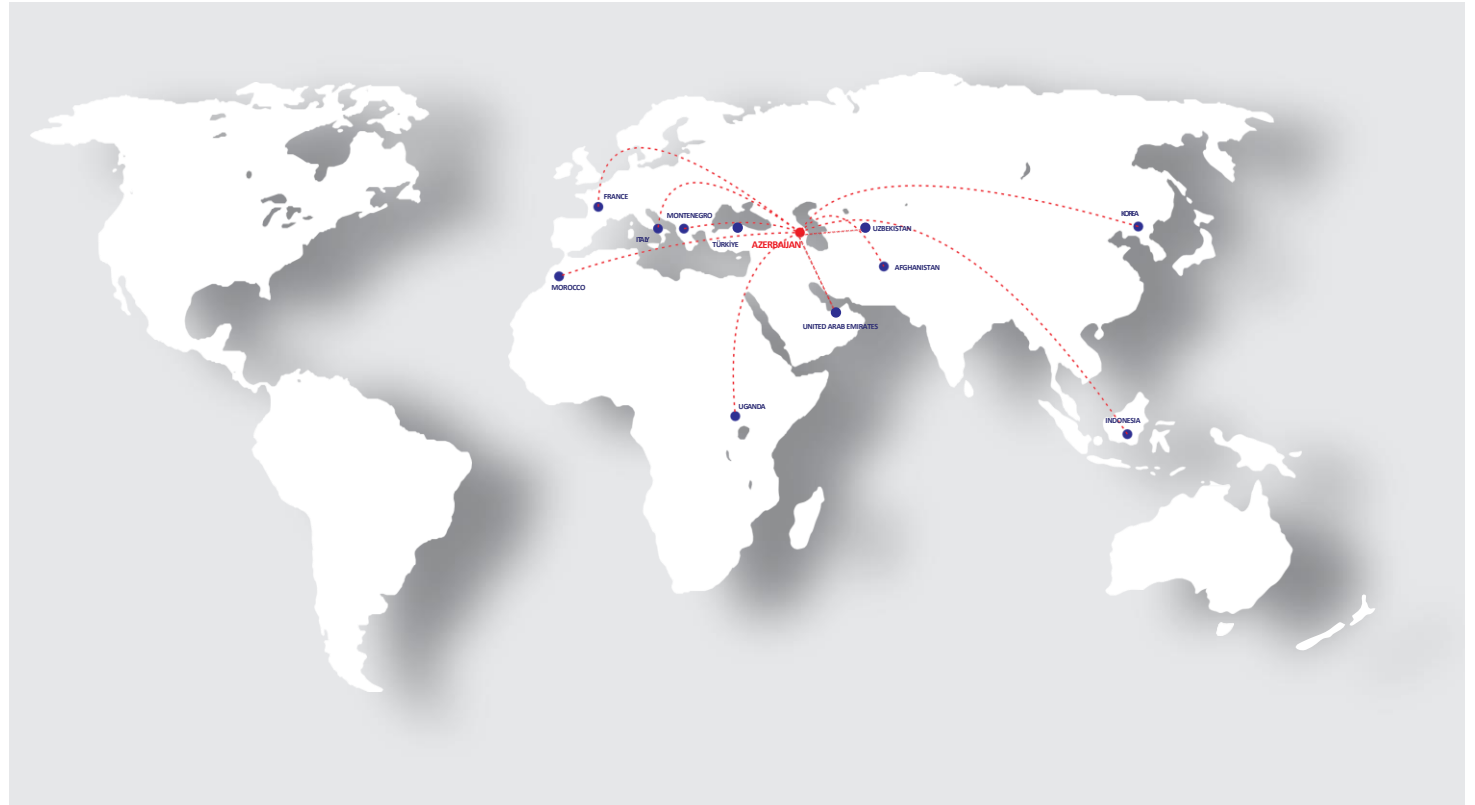
**100+**

Coverage in the global media

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**70+**

Presentations on “ASAN Service” delivered across the world



# ACHIEVEMENTS

**“Improvement of the public service delivery” United Nations Prize 2015**



**UN Special Award for Promoting Innovation in the Digital Public Service Delivery 2019**



# UCLG Africa – ASAN – AMPCC International Award

## Categories to be awarded:

1. Promoting Local and Regional Effectiveness
2. Promoting Quality Local and Regional Public Services



World Government Summit`s Global Government Excellence Award program  
"Best Government Service in the World" award





# “Best Startup Output in Caucasus” award

presented by “StartupBlink” startup ecosystem





The Republic of Azerbaijan



# Resolutions adopted by the United Nations Human Rights Council in 2018 and in 2023 on “Promoting human rights and the Sustainable Development Goals through transparent, accountable and efficient public services delivery” based on the initiative of the Republic of Azerbaijan

United Nations

A/HRC/37/L.16



**General Assembly**

Distr.: Limited  
19 March 2018

Original: English

## Human Rights Council

Thirty-seventh session  
26 February–23 March 2018  
Agenda item 3

Promotion and protection of all human rights, civil, political, economic, social and cultural rights, including the right to development

Afghanistan, Azerbaijan,\* Chile, Ecuador, Georgia, Kenya, Maldives,\* Nepal, Philippines, Portugal,\* Republic of Moldova,\* Saudi Arabia, Spain, Thailand,\* Togo,<sup>1</sup> Turkey,\* Uruguay:\* draft resolution

37/... Promoting human rights and the Sustainable Development Goals through transparent, accountable and efficient public services delivery

United Nations

A/HRC/52/L.6



**General Assembly**

Distr.: Limited  
23 March 2023

Original: English

## Human Rights Council

Fifty-second session  
27 February–4 April 2023  
Agenda item 3

Promotion and protection of all human rights, civil, political, economic, social and cultural rights, including the right to development

Australia,\* Azerbaijan,\* Canada,\* Chile, Costa Rica, Ecuador,\* France, Georgia, Germany, Kenya,\* Lithuania, Luxembourg, Malaysia, Montenegro, Norway,\* Peru,\* Portugal,\* Romania, Spain,\* Thailand,\* Türkiye,\* Ukraine and United States of America: draft resolution

52/... Promoting human rights and the Sustainable Development Goals through transparent, accountable and efficient public service delivery

# ASAN International Association

- **Azerbaijan**
- **Türkiye**
- **Indonesia**
- **Morocco**
- **Montenegro**
- **United Arab Emirates**
- **Uganda**
- **Afghanistan**



# ASAN International Trainings



1

SAPSSI shares its achievements on providing effective public services and supports the development of skills and enriching knowledge of international partners in relevant spheres.

2

SAPSSI has already organized trainings for representatives of foreign partner organizations (Uzbekistan, Uganda, Indonesia and etc.), both in Azerbaijan and in those countries. SAPSSI also conducts training programs online.

# THANK YOU FOR ATTENTION!



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[www.asan.gov.az](http://www.asan.gov.az)



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