

CEPA 24th session -Dedicated observer consultation

Item 5: Principles of effective governance for delivery of equitable and sustainable development for all

Remarks by H.E Mr. Ulvi Mehdiyev, Chairman, State Agency for Public Service and Social Innovations under the President of the Republic Azerbaijan

*Distinguished chair,
Esteemed delegates,
Cepa experts
Ladies and gentlemen,*

I would like to express my gratitude to the esteemed Committee members for their commitment to enhancing public administration, particularly in the context of today's complex global challenges. This gathering should be more than a discussion – which intends to turn good governance into real world impact for our communities.

The State Agency for Public Service and Social Innovations under the President of the Republic of Azerbaijan namely ASAN Service stands as a progressing model of innovative governance, promoting sustainable development through transparent, efficient, and citizen-centric public service delivery. Established in 2012 under the leadership of the President of the Republic of Azerbaijan, ASAN Service aimed to build the trust between government and citizens by integrating multiple services within a single platform. Its approach ensures accessibility, accountability, and responsiveness, which are critical elements for achieving the Sustainable Development Goals.

ASAN Service offers over 400 services provided by public and private organizations. The model's flexibility allows the integration of both public and private services under one roof, making it highly adaptable and applicable within the UN system and other governance contexts. The mobile service infrastructure stands as a testament to the commitment to delivering equitable services for all, reaching even the most remote and underserved communities.

A key element of ASAN's commitment to quality public service delivery is **the ASAN Assessment Index**, a unique star rating system designed to evaluate and improve service quality. This index helps identify top-performing services across various parameters, fostering a culture of continuous enhancement and accountability. Furthermore, the **ASAN Appeal Information System** serves as a crucial feedback mechanism, collecting and systematically addressing citizen feedback, complaints, and suggestions to maintain high standards of public satisfaction.

ASAN Service's remarkable achievements have garnered global recognition, including the United Nations Public Service Award in 2015, the UN Special Award for innovation in digital public service delivery in 2019, and the Best Government Service in the World Award at the World Government Summit in 2023. Such recognitions reflect the model's effectiveness and its alignment with global governance principles. We are

advancing further by adapting an AI strategy that lets us to make data driven decisions and deliver responsive services.

One of the most significant milestones for ASAN Service has been the establishment of a **trust fund** with the United Nations within COP29. The trust fund focuses on building capacity and enhancing public service delivery, particularly in least developed countries, landlocked developing countries, and small island developing states. By fostering international cooperation and knowledge exchange, the trust fund exemplifies ASAN's commitment to inclusive and sustainable governance on a global scale. The fund also aims to support projects that directly contribute to the achievement of the SDGs. In this spirit, **I warmly invite you all to join our side event at 1.30 pm conference room 5, titled “Launch of a Capacity Building Initiative on Innovating Public Service Delivery to Achieve the SDGs.** This is not just a discussion — it's a moment to shape real outcomes. Your voices, ideas, and contributions can drive meaningful change and help us build stronger, more inclusive public services for all.

The ASAN model significantly contributes to achieving key Sustainable Development Goals through its holistic and citizen-centric approach. With over 30 agreements signed with countries worldwide, ASAN exemplifies how global cooperation can enhance public service delivery and support sustainable development. In addition to these collaborations, ASAN offers comprehensive international training programs, sharing its model and expertise with global partners.

Finally, ASAN service promises an omnichannel platform which serves to achieve the SDGs and ensuring the provision of human rights. The resolutions adopted by the United Nations Human Rights Council in 2018 and 2023, initiated by the Republic of Azerbaijan, highlight the vital link between human rights and the Sustainable Development Goals through transparent, accountable, and efficient public service delivery. These landmark resolutions reflect our shared commitment to placing people at the center of governance and advancing inclusive development worldwide.

Thank you.