

Directions of the SAPSSI





210 services

15 public organizations

+

190 services

30 private organizations

400 services









































"ASAN Life" complex in Lankaran









Number of applications by 2025: 85+ mln.





28 SERVICE CENTERS



1 ASAN TRAIN



10 ASAN BUSES

Mobile Services









Sources of feedback mechanisms





Complaints and suggestions journal













Social





networks

VOLUNTEERS



60 VOLUNTEERS WITH DISABILITIES

Registry of Public Services (RPS)

www.dxr.az

Number of state entities:

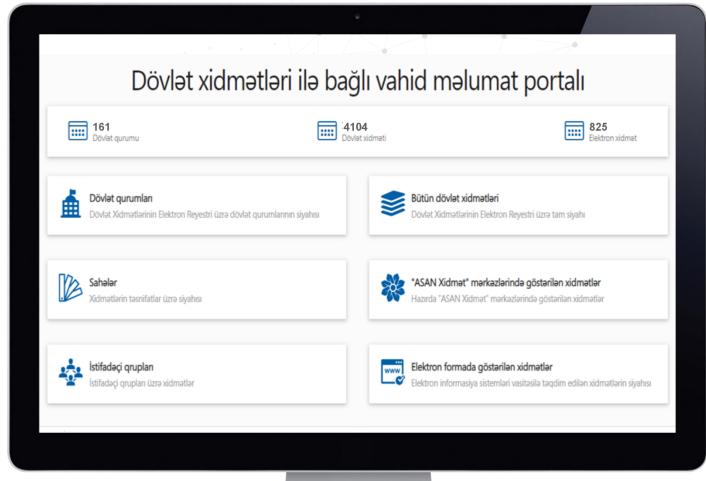
161

Number of public services:

4104

Number of e-service:

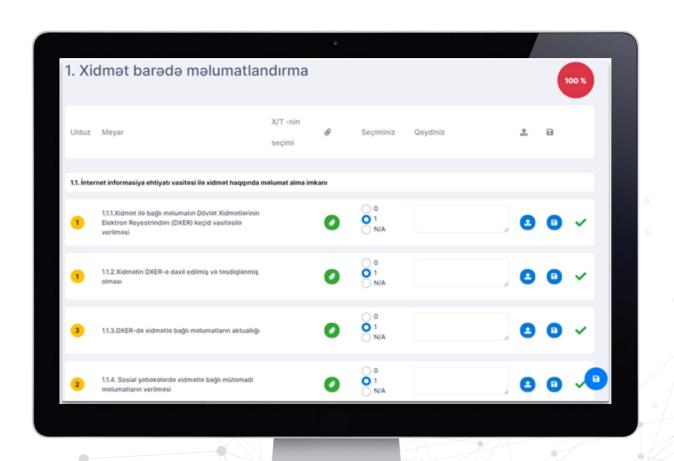
825



ASAN Assessment Index

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





• Awareness of Public Institutions

Assessment of Services

Analysis of Assessment

Announcement of Results

Technological management solutions



System

System

Evaluation

system

Document

Circulation

System



BITOOLS FOR STANDARTIZATION

COMPLAINTS MANAGEMENT SYSTEM

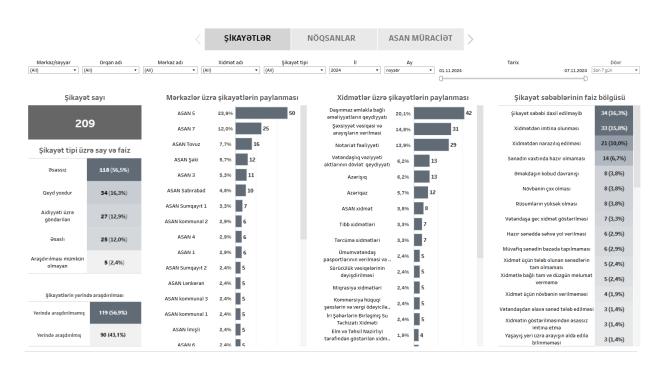
Real-time monitoring of the citizens' complaints

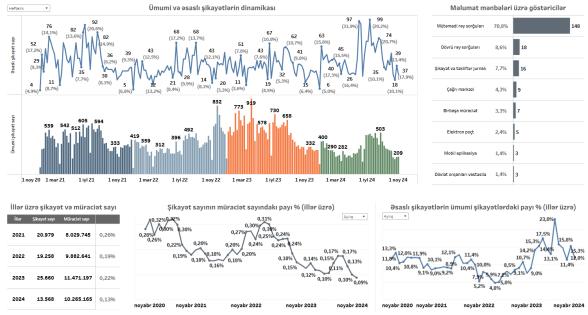
2

Solution of the complaint while ci tizen is in the service process

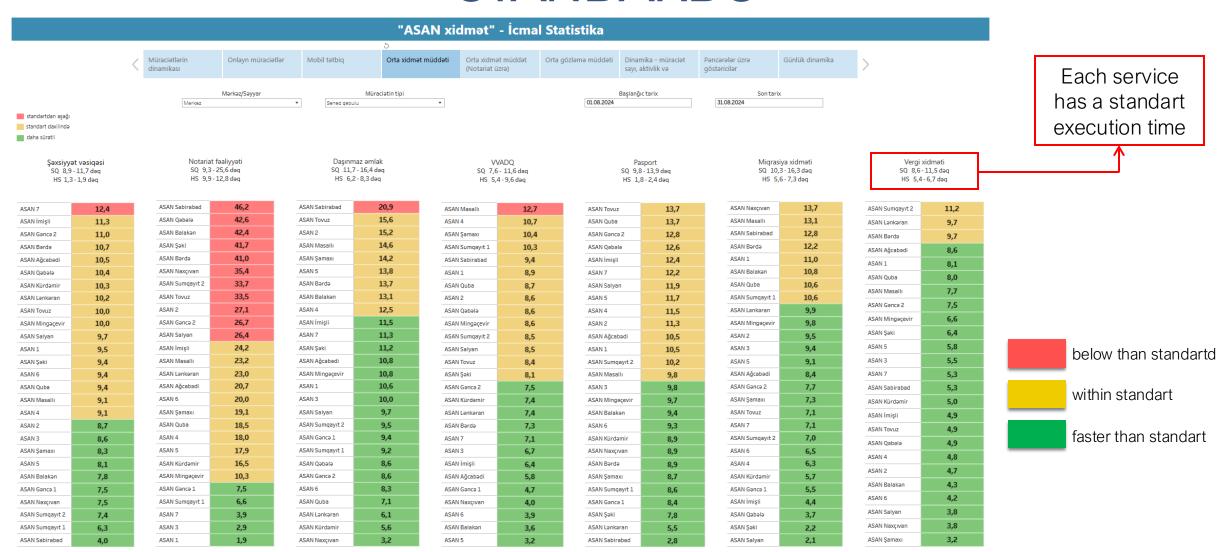
3

Immediate correction o f discrepancies



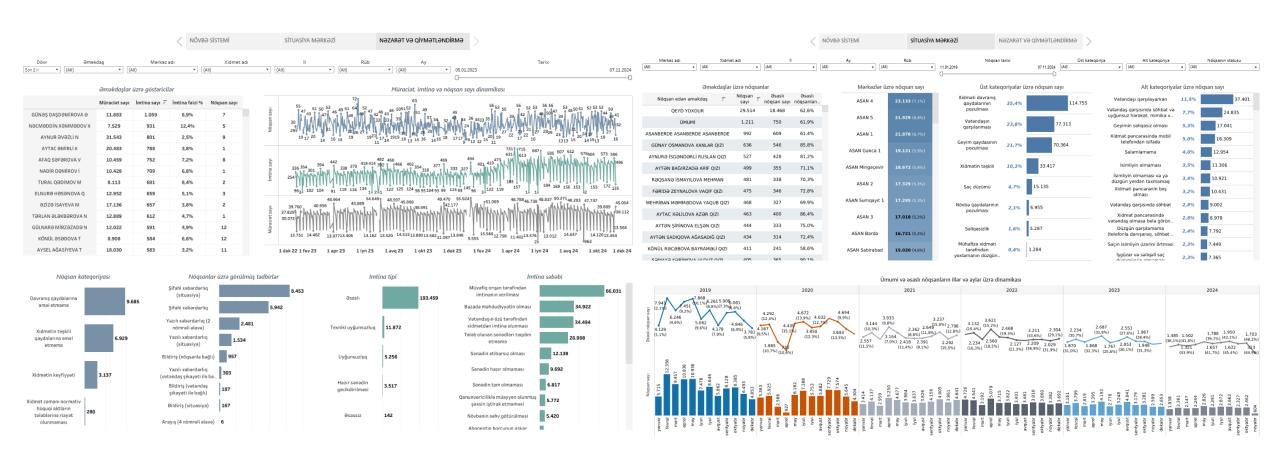


MANAGEMENTG OF SERVICE DELIVERY STANDARDS

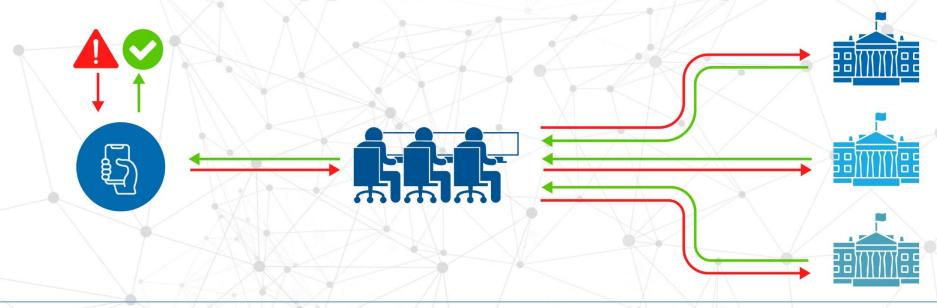


Operator's service window

The service activity map is prepared by comparing all the data related to each operator



ASAN Appeal Information System



Various problems we encounter in our daily life



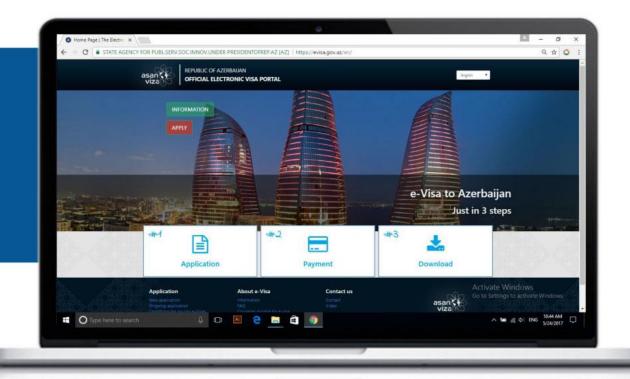








E - visa in 3 steps

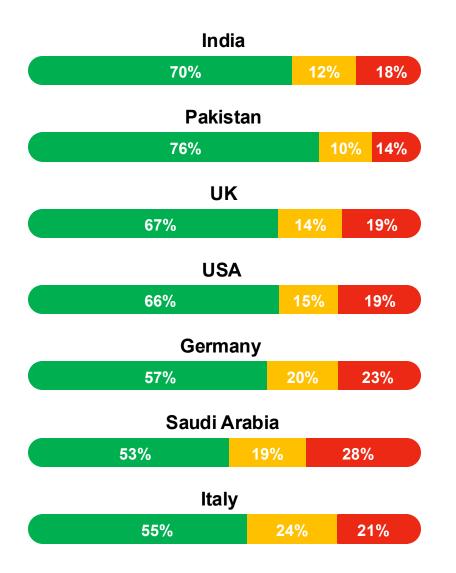


Survey

Payment Download



Machine Learning Analysis Results of Tourist Reviews about Azerbaijan









CO-WORKING SPACE

IT TRAINING AND EDUCATION 02 CENTER













The Center was established in November 2018. INNOLAND is an incubation, acceleration, and research center aimed at developing the private sector, promoting innovation, and expanding the startup movement both in Azerbaijan and internationally.

Baku center

INNOLAND INCUBATION AND ACCELERATION CENTER

INCUBATION

ACCELERATION

88 startups

36 startups

CO-WORKING

25 residents

DEMO DAY

10

HACKATHON

20

WEBINAR

50+

INNOTALK

20

PRODUCT HUNT

15

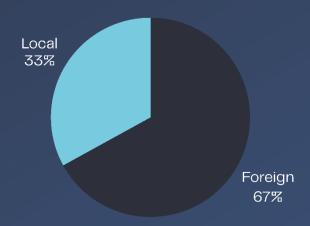
Overall, 20,000 people participated in the events organized by the center over six years.

Investment Overview

As a result of cooperation, demo days, and collaboration with stakeholders, INNOLAND secured total amount of

8 million 小

out of which 33% is local investment and 67% is foreign.



Foreign countries include: USA, Germany, Turkey, Korea, Canada, Chile



FACILITATED SUPPORT TO FAMILY BUSINESS





folk a

Decorative-applied folk art field and related fields



442

625
ABAD
Members



Food fields

118



Hygiene Products

1

And others

17

6 Regional Centers

12 Exhibition & sale centers



ASAN in International Arena

ACHIEVEMENTS

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



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





"Best Startup Output in Caucasus" award

presented by "StartupBlink" startup ecosystem



INTERNATIONAL RELATIONS

30 agreements signed for the exchange of experience and promotion of the ASAN Service model

- Republic of Türkiye
- United Arab Emirates
- Republic of Uganda
- Republic of Uzbekistan
- Kingdom of Morocco
- Republic of Montenegro
- Republic of Indonesia
- The Federal Democratic Republic of Ethiopia
- Kyrgyz Republic
- Republic of Kazakhstan
- **C** Islamic Republic of Pakistan
- Republic of Senegal

- Kingdom of Eswatini
- Romania
- ★ Federal Republic of Somalia
- United Kingdom of Great Britain and Northern Ireland
- Republic of Estonia
- Italian Republic
- Republic of Korea
- Republic of Columbia
- Republic of Guinea-Bissau

Centers based on the "ASAN service" concept



Afghanistan "ASAN Khedmat" center 2016



Indonesian Public Services Center 2017



Center of Public Services of Uzbekistan 2019



Uganda Public Service Centre 2023







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,† 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

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

Innovative solutions of ASAN recognized by World Economic Forum



Azerbaijan: entrepreneurial governance driving a GovTech transformation

Accessible via web, mobile and 27 processing centers, along with a mobile fleet of buses and a train, ASAN offers services ranging from passport issuance to social welfare applications.

Azerbaijan Service and Assessment Network (ASAN) appeal information system exemplifies the promotion of transparency potential by enhancing participation in public administration.

Azerbaijan's e-visa system has reduced application processing times from several days to just three hours.

ASAN's INNOLAND Incubation and Acceleration Center nurtures Azerbaijan's start-up ecosystem, cultivating innovation and boosting the country's digital economy.





Establishment of Trust Fund between the United Nations and the Government of Azerbaijan within COP29







Through the Trust Fund, global capacity-building initiatives will be supported and citizen-centric public service delivery based on the ASAN model will be promoted.

Develop the potential of "ASAN service" model implementation among the following groups of countries:

Least Developed UN Member States (LDC)

Landlocked Developing Countries (LLDC)

Small Island Developing States (SIDS)

"ASAN service" model serving and targeting SDG's





Project on Transition to Alternative Energy in "ASAN Service" centers to cover the energy consumption

The project aims the transitioning to renewable energy sources fostering green governance and supporting the President's nomination of the "Year of Solidarity for a Green World"



Reduction of Carbon Footprints



Meeting Energy Demand with renewable Energy



Green Governance



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.





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