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

**at the 22nd Session of the Committee of Experts on Public Administration
New York, 29 March 2023**

Dear Chair,

Distinguished participants,

Ladies and Gentlemen,

It is an honor to speak today at the 22nd Session of the CEPA.

Azerbaijan is one of the countries that strictly adheres to SDG principles in its policy and deeply committed to the principles of effective governance for sustainable development. The institution I represent is one of the public service reforms that meet Sustainable Development Goals (SDGs).

The UN principles of effective governance advocate for exemplary practices that prioritize and foster transparency, accountability, and active citizen participation in governmental decision-making processes. These fundamental practices serve as the cornerstone in attaining the SDGs, which seek to eradicate poverty, accelerate economic growth, and ensure a sustainable future for all nations and societies.

Several years ago, the President of the Republic of Azerbaijan launched comprehensive reforms in public administration. The State Agency for Public Service and Social Innovations under the President of the Republic of Azerbaijan – widely known as “ASAN service”, was set up on the initiative of the President back in 2012 as part of the public administration reforms to shape the institutional arrangements for high-quality delivery of public services. The success of these reforms was mainly due to the Government’s strong political will and its commitment to improving public services. Political will is essential for effective public service delivery, as it provides the necessary support and resources for implementing reforms and driving progress.

ASAN Service operates on the principles of transparency, accountability, accessibility, and citizen participation. Our centers are open to the public and provide a wide range of public services. Our focus on citizen participation enables us to gather feedback and to improve our services continuously. The active participation and valuable feedback provided by our citizens serve as crucial catalyst for fostering innovation within our organization. We recognize that we must tailor

our services to meet the unique needs and expectations of our citizens. To this end, we employ a variety of channels, including popular social media platforms, corporate websites, a dedicated call center, and a volunteer program. Moreover, ASAN Service favors the concept of "whole of society" in public service delivery. We recognize that sustainable development requires a collective effort and cooperation among different stakeholders in society.

At the same time, we should appreciate it as an important platform created by the Government in the implementation of human rights. It is no coincidence that on 22 March 2018, UN Human Rights Council (UNHRC) unanimously adopted a resolution “Promoting human rights and Sustainable Development Goals (SDGs) through transparent, accountable and efficient public services delivery”, initiated by the Government of Azerbaijan. This resolution recognizes the important role of the Government, as service provider, and of all other stakeholders, in the promotion and protection of all human rights and, as appropriate, in the implementation of the Sustainable Development Goals.

Furthermore, with the notion of leaving no one behind, Mobile ASAN – provides equal access to the services rendered by ASAN. At the same time, a “MyGov” personal cabinet has been created for citizens to benefit from e-services. To fulfill our principle of good governance and accessibility, our most significant goal is to meet everyone’s expectations.

Through these years, I have witnessed firsthand the transformative power of public services in achieving sustainable development. Our agency has received numerous distinctions for our work in this field, including the prestigious UN Public Service Award and the Special Award of the UN on Improving Digital Services in 2015 and 2019, respectively. Moreover, in 2023, ASAN Service was honored to receive the title of the best Government Service during the World Government Summit. These achievements testify the positive impact that effective public service delivery can have in fostering sustainable development and driving progress towards a more equitable and prosperous future.

Dear colleagues,

Currently, we are cooperating with more than 20 countries and several international organizations. Meanwhile, the valuable opinions of the experts voiced here play an important role in improving our work. We are ready to share our experience through this platform.