



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



# Transparency, Accessibility and Simplification of Public Service Delivery through ASAN Service

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International Conference on  
Multi-Level Governance – Resource of Adequate and Effective  
Government  
8 December 2014  
Prague, Czech Republic

# Azerbaijan: Basic facts

- **Establishment:** 28 May 1918
- **Independence:** 18 October 1991
- **Area:** 86.6 thousand sq. km
- **Population:** 9.5 million
- **Capital:** Baku
- **Official Language:** Azerbaijani
- **Government system:** Presidential Republic
- **Currency:** Manat: 1 AZN = 0.97 EUR



# Economy

- ✓ Dynamically developing
- ✓ Largest economy in the South Caucasus
- ✓ GDP: 73.6 bln USD in 2013
- ✓ Diversification of economy
- ✓ Now non-oil sector makes 57 % of the total GDP
- ✓ Competitive economy was ranked 38<sup>th</sup> in the world
- ✓ Economic stability, favorable business climate, strong private sector and predictability

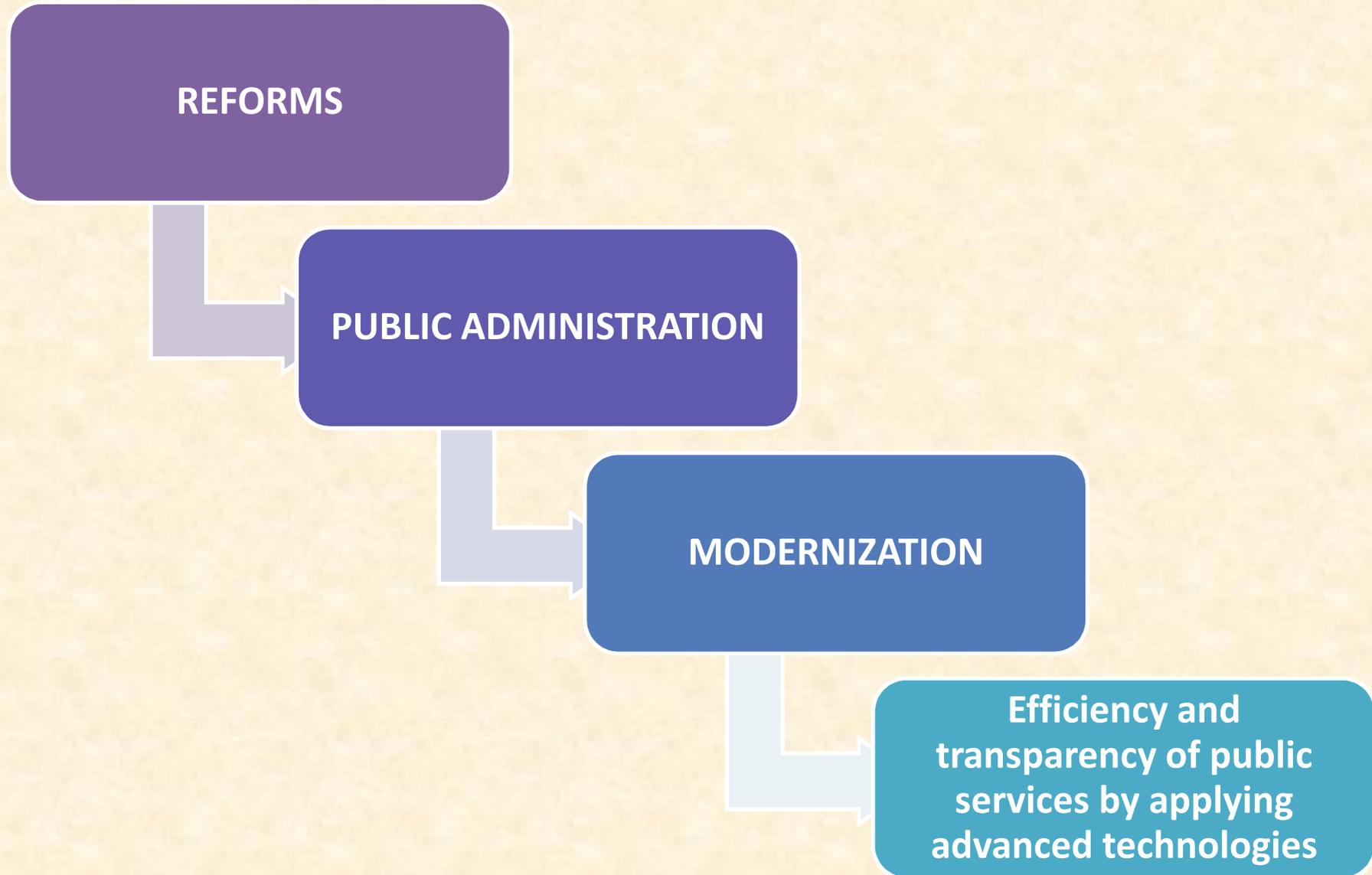


# Information and communication technologies

- The development of ICT is priority.
- The fastest growing non-oil sector.
- Around 2.5 bln USD invested in ICT in the last 10 years, 72% of which accounts for private sector and foreign investments.
- 70% of population have access to internet; 50% use broadband internet.
- Space industry: launch of the first satellite in February 2013.



# Reforms in Public Administration



# ASAN SERVICE



## OBJECTIVES

- Streamline citizen's access to public services
- Uphold ethical principles and develop professional skill for civil servant
- Provide high standards of public services
- Maximize confidence in state structures
- Achieve full transparency and eliminate corruption
- Increase application of electronic services and enhance efficiency of institutional reforms

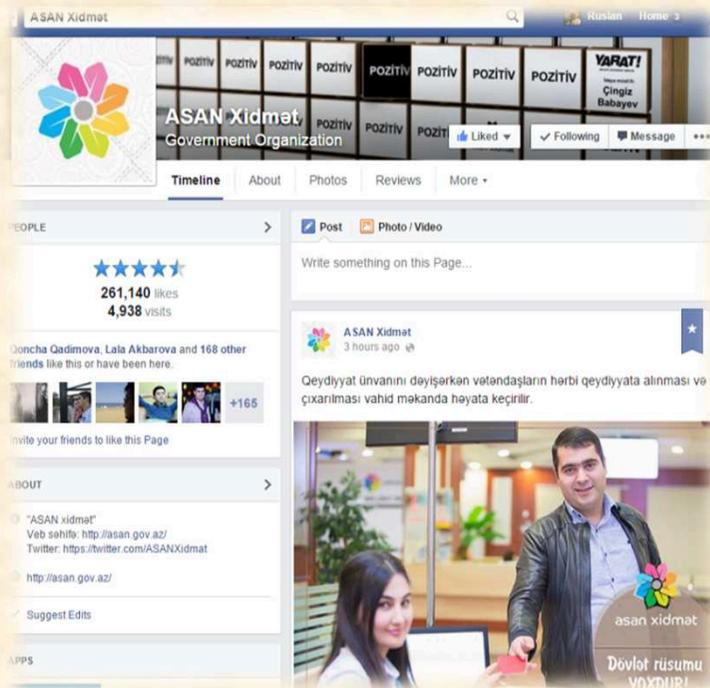
# Uniqueness of ASAN Service

- ASAN service – most advanced model of one-stop-shop
- Public Private Partnership
- No conflict of interests
- Principles: transparency, efficiency responsibility, courtesy and comfort



# ASAN Service in figures

- ✓ Around 240 public and private services
- ✓ 3.2 million persons served
- ✓ Citizen satisfaction rate is 98%
- ✓ Facebook page with more than 260,000 likes





# ASAN INNOVATIONS



Mobile ASAN Service

E-queue, website and Call center-based queue system

Exit poll equipment

Skype complaint kiosk

Touch-screen monitors displaying information on services and fees

Special equipment for handicapped people

ASAN signature



Transparency

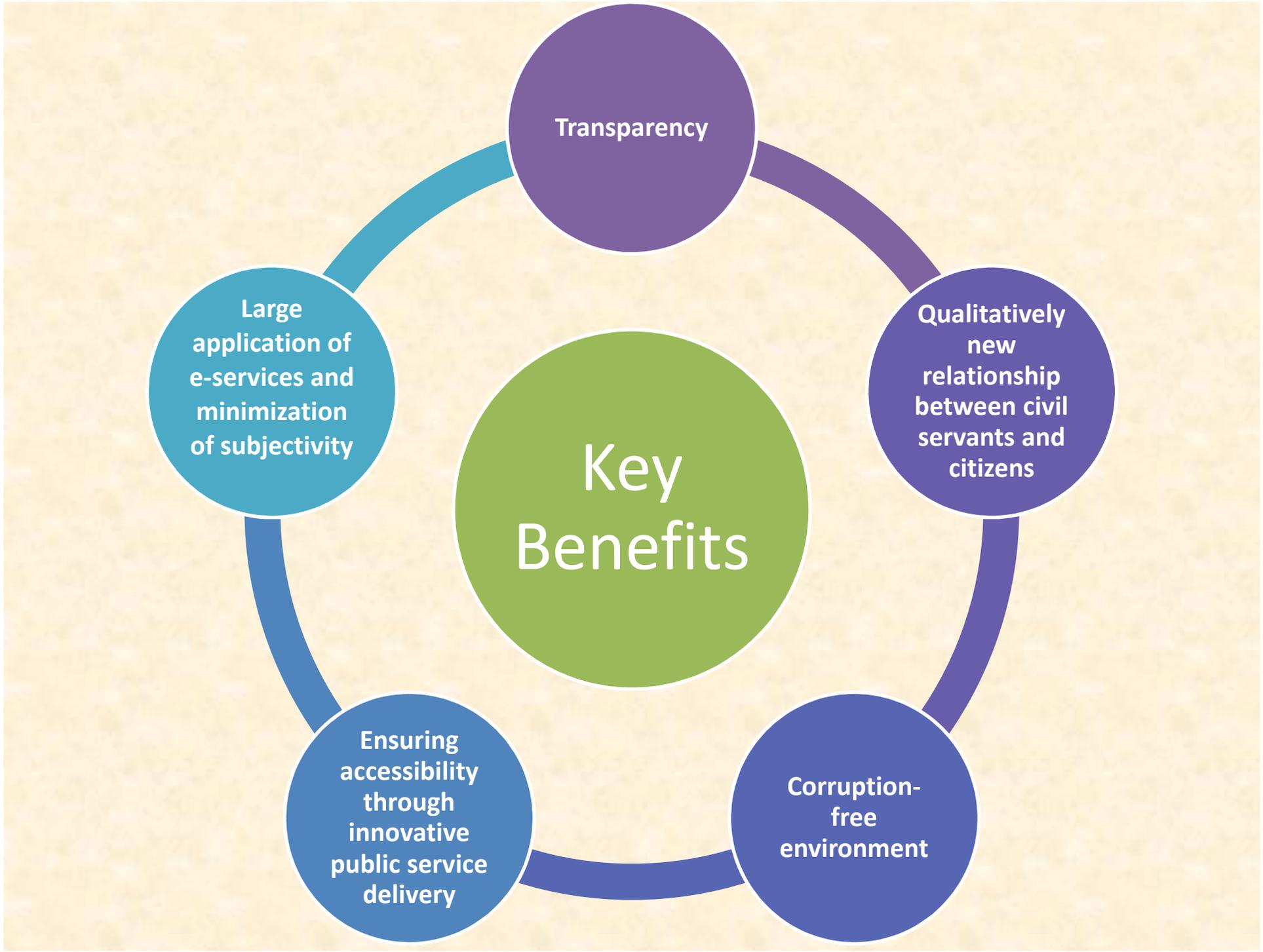
Qualitatively new relationship between civil servants and citizens

Corruption-free environment

Ensuring accessibility through innovative public service delivery

Large application of e-services and minimization of subjectivity

Key Benefits



**International conference on  
“Public service delivery in the context of human rights and good  
governance”  
24-25 September 2014  
Baku, Azerbaijan**



**Thank You**

**Questions?**

