



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

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 38th in the world
- ✓ Economic stability, favorable business climate, strong private sector and predictability

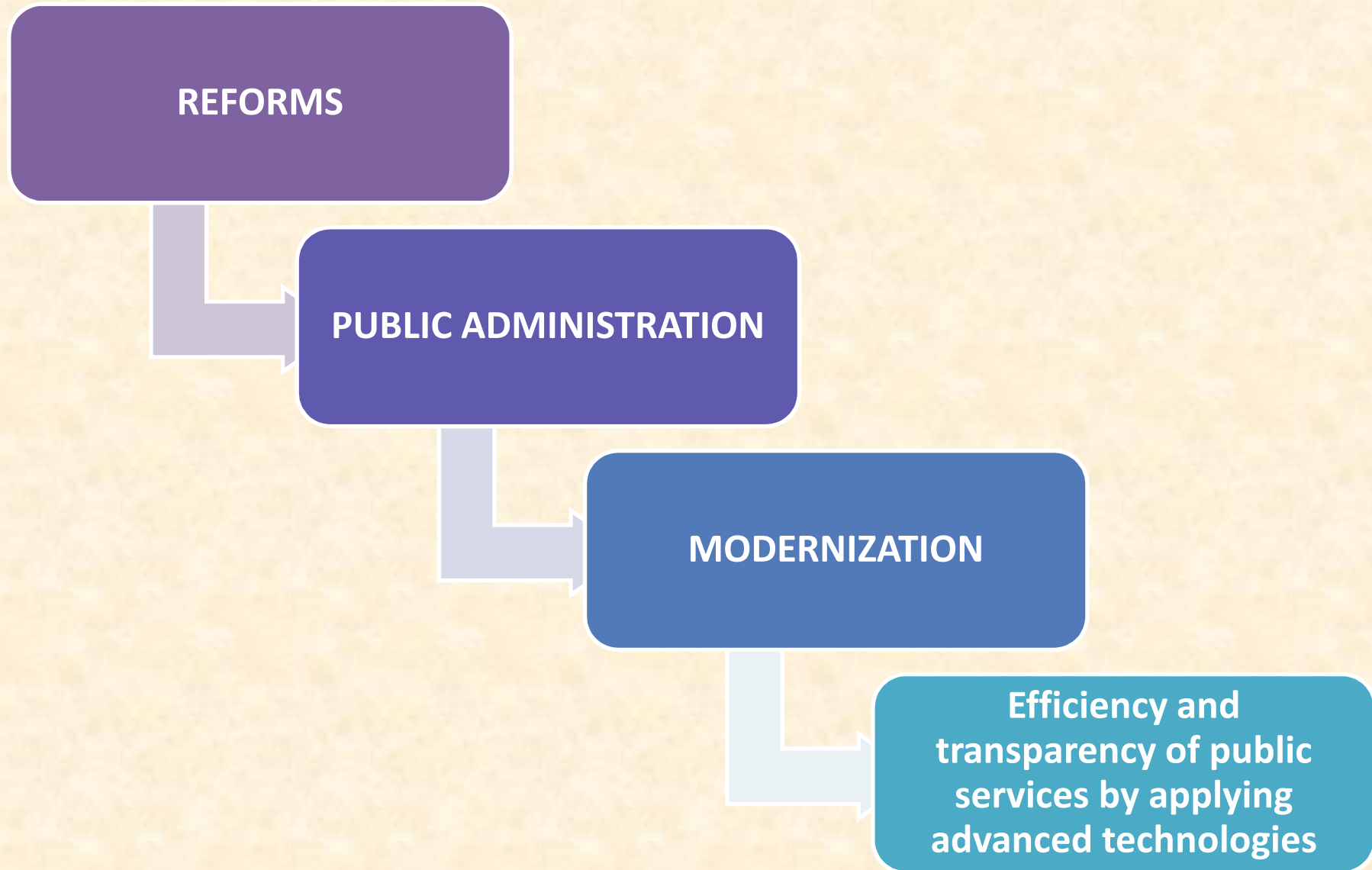


Information and communication technologies

- 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

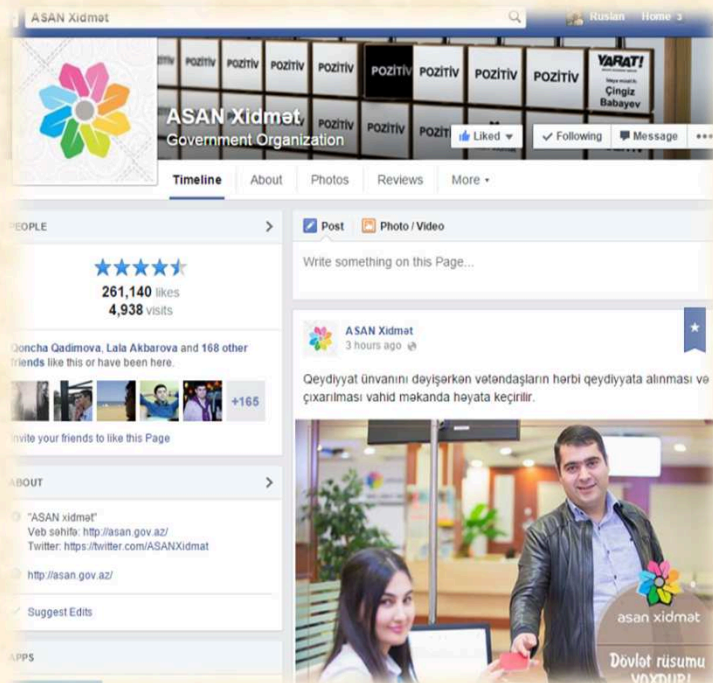
Uniqueness of ASAN Service

- 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



ISO 9001:2008 Certificate

Certificate of Registration

Intertek

This is to certify that the quality management system of

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

H. Aliyev str. 36, Baku, Azerbaijan

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The quality management system is applicable to

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108 Call Center



Mobile ASAN service



ASAN INNOVATIONS



Mobile ASAN Service

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

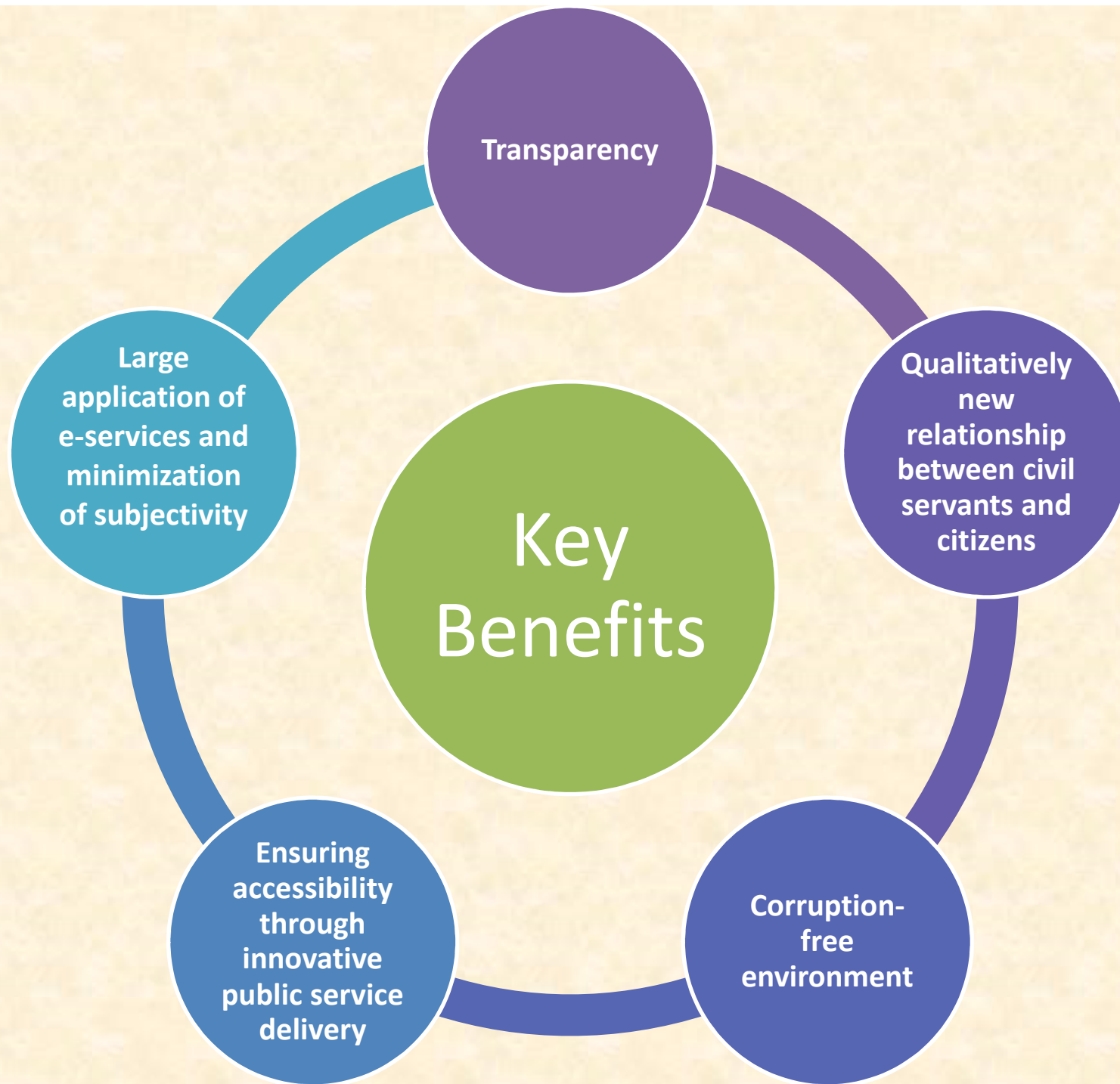
Exit poll equipment

Skype complaint kiosk

Touch-screen monitors displaying information on services and fees

Special equipment for handicapped people

ASAN signature



International conference on “Public service delivery in the context of human rights and good governance”

**24-25 September 2014
Baku, Azerbaijan**



Thank You

Questions?

