DIGITAL GOVERNANCE SOLUTIONS IN AZERBAIJAN DURING COVID-19 PANDEMICS

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WHY “ASAN SERVICE”? 

From organizations to services 

**Different organizations** 
- Same Culture 
- Same Standards 
- Trainings 
- Legislation and rules 

**Diversification of services** 
- Structured data 
- Integration 
- Shared information systems 

**ONE STOP SHOP** 
**MOBILE SERVICE** 
**DIGITAL SERVICE**
Satisfactory level: 99.4%
DEVELOPMENT STAGES OF DIGITAL GOVERNMENT

2003 - 2013
TRANSITION PERIOD FROM PAPER TO ELECTRONIC ENVIRONMENT
Preparation for transition to electronic services

2013 - 2019
ONE-STOP SHOP REACTIVE PERIOD OF SERVICES
Primary e-services

2019 - 2020
PROACTIVE SERVICES PERIOD
Transition to MyGov concept

2020 - 2025
NON-STOP SHOP AND PERIOD OF NEW TECHNOLOGIES
New Services and development of national IT products
Citizens / LEGAL ENTITIES

- Single address
- Services with the same standards
- Mobile services
- Regular trainings of public officials
- Online queue system
- Delivery of ready documents
Our Vision
to go from one-stop-shop to non-stop-shop and provide new technologies, new services and development of National IT products

Our Mission
to make people's life easier by making public services available and accessible online for all citizens
Digital Projects

- myGov: Electronic government portal based on private cabinet
- asan viza: Electronic Visa System
- asan finans: Digital Finance System
- asan login: Unified Entrance System
- asan odans: Electronic Payment System
- asan wifi: Social Internet Service
- eSatinalma: Electronic Procurement System
- ADRA: ASAA Permissions System
- digital.gov.az: Official Portal of the Center
- eLisenziya: Licenses and Permissions System
- ELEKTRON HÖRRAC MARİZİ: Electronic Auction System
Digital Projects

- Electronic Agricultural Information System
- Automated Labor Monitoring System
- National Idea Portal
- National Information Exchange System
- National Information System
- System of the permission for building
- State Services Registry
- Assessment of State Services
- Human Resources System
- System for Obtaining Permits and Monitoring

Digital Projects
myGov
electronic government portal based on private cabinet

- Obtaining personal information by the citizens
- Informing and reminding notifications
- Transmission of data to other institutions
- Access of citizens to appeal to institutions
- The use of electronic services provided by government agencies

from REACTIVE

to PROACTIVE
government
INTEGRATED SERVICES AND PORTALS

- eTender
- eSocial
- ASAN pay
- ADRA Permissions system
- eAgro
- salis BETA
- State Agency for Compulsory Medical Insurance
- DXR
- State Services Registry
- Central Bank of the Republic of Azerbaijan
- Electronic Application System
- Electronic auction center
- Licensing and Permits Portal
COVID-19 information portal

aimed to raise public awareness on prevention of the spread of coronavirus infection and prophylaxis of the disease

- verified general data about coronavirus (COVID-19)
- current situation in the world
- measures taken in Azerbaijan to fight against the virus
- regulations, instructions and recommendations defined by the government of Azerbaijan
Electronic System for Obtaining Permits or Registration of Notifications
During the Implementation of the Special Quarantine Regime

www.icaze.e-gov.az
System for Obtaining Permits and Monitoring during the Implementation of the Special Quarantine Regime

8103 SMS
SMS permission system for daily needs of citizens and necessary cases

MINISTRY OF INTERNAL AFFAIRS OF THE REPUBLIC OF AZERBAIJAN
E-Gov Development Center
“ASAN xidmət” mobile app
Online queuing system

online chatting
detailed information about services
measurement of the service provided by the operator
Digital e-services platform
a one-stop for all e-services available to citizens in the country during the coronavirus pandemic

- provides advice on social distancing and staying at home
- offers numerous e-learning resources
- provides information on ways of setting up and running digital businesses from home
Electronic registration platform for the unemployed citizens

unemployed citizens

600 000 +

190 AZN

lump sum payment

MINISTRY OF LABOUR AND SOCIAL PROTECTION OF THE POPULATION OF THE AZERBAIJAN REPUBLIC
Financial support to entrepreneurs affected by the COVID-19 pandemic

- Payment of a certain part of the salary of employees working in the areas affected by the pandemic
- Providing financial support to individual (micro) entrepreneurs
- Providing tax incentives to protect economic activity
e-Tabib mobile tracking app provides information on the facts of coronavirus infection registered, treated and released in the Republic of Azerbaijan

- Number of people treated daily;
- Statistics of coronavirus infected and treated people by regions;
- Information and news of the OHCM;
- Information and news of “Medical Territorial Units Management Association”;
- Information on preventive measures;
- Answers to frequently asked questions;
- Information on special risk groups;
- Information on available instructions and guidelines;
- Information about the symptoms of the disease.
INNOVATIVE PRODUCTS

- "E-MASK" RESPIRATOR
- ARTIFICIAL RESPIRATION / VENTILATOR
- FACE SHIELD
- HANDS-FREE DOOR HANDLE
- “GLOBAL HACK” HACKATON
Thank You
For Watching!