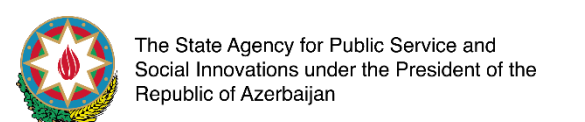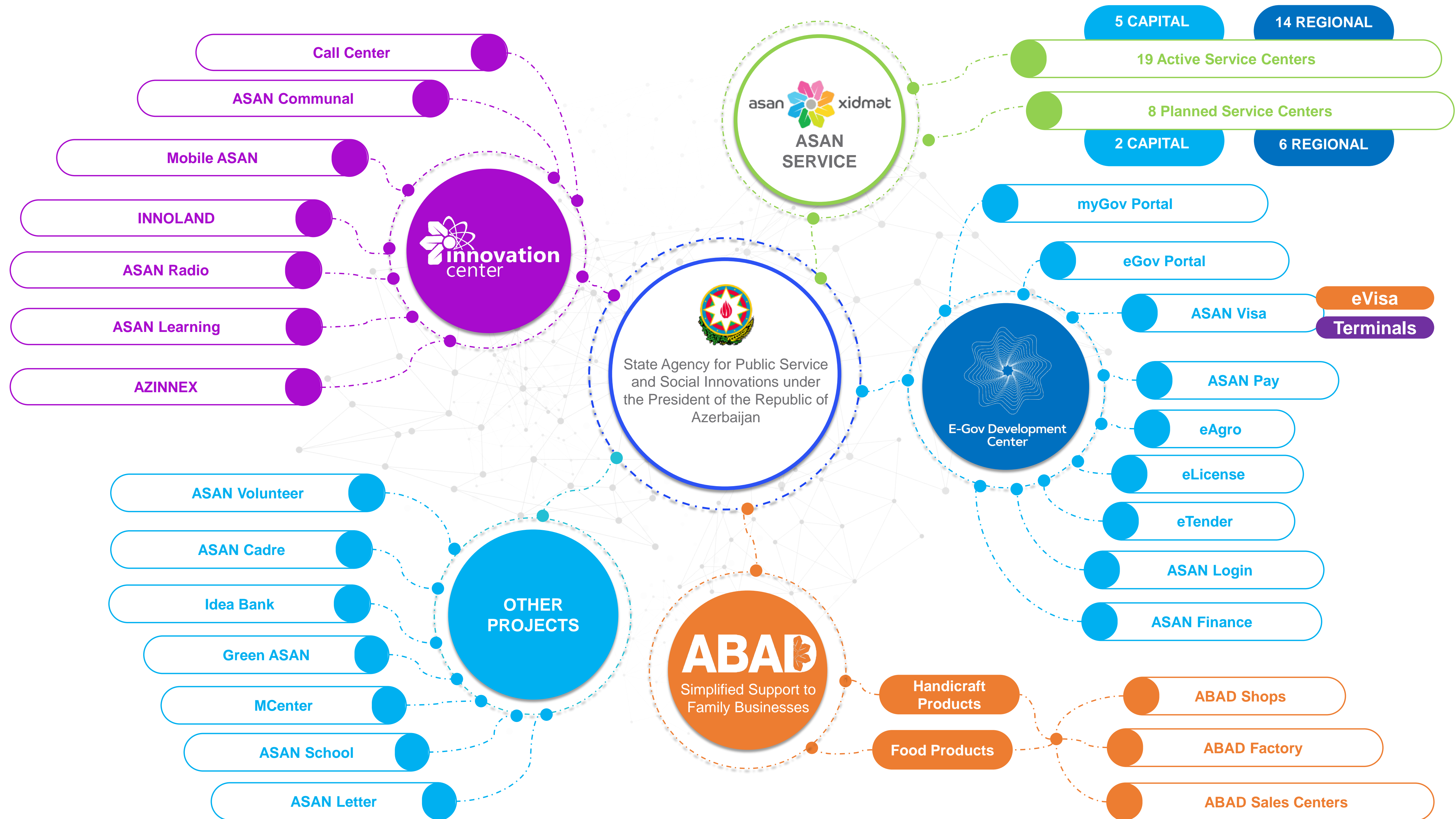# DIGITAL GOVERNANCE SOLUTIONS IN AZERBAIJAN

DURING COVID-19 PANDEMICS

Fariz T. Jafarov

Director, E-GOV Development Center

AZERBAIJAN SERVICE AND ASSESSMENT NETWORK

WHY "ASAN SERVICE"?

From organizations to services

Different organizations

Diversification of services

Same Culture

Same Standards

Trainings

Legislation and rules

Structured data

Integration

Shared information systems

ONE STOP SHOP

MOBILE SERVICE

DIGITAL SERVICE

Satisfactory level:

99,4%

350 SERVICES

10 PUBLIC ORGANIZATIONS
134 SERVICES

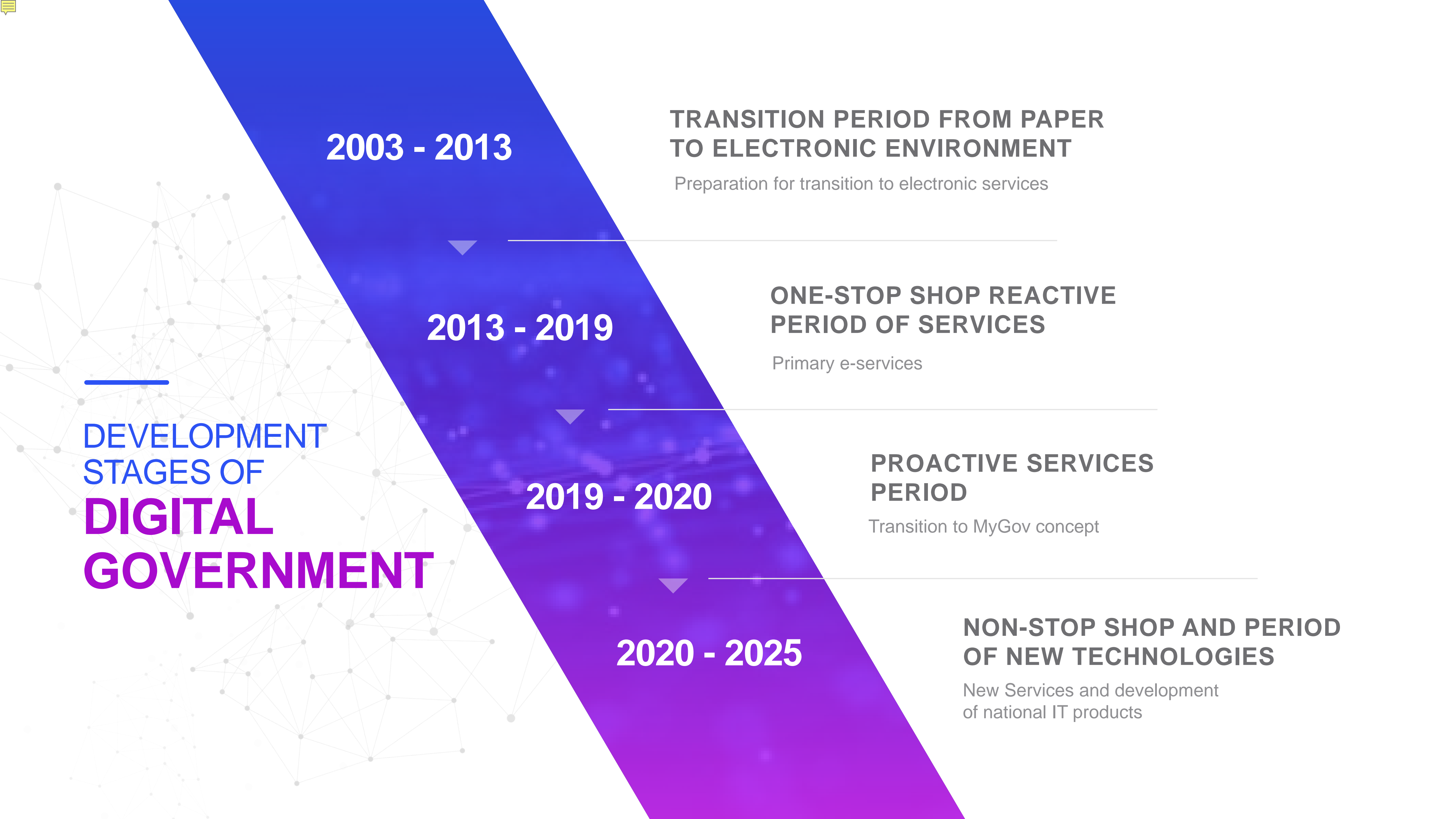**29** PRIVATE ORGANIZATIONS
216 SERVICES

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
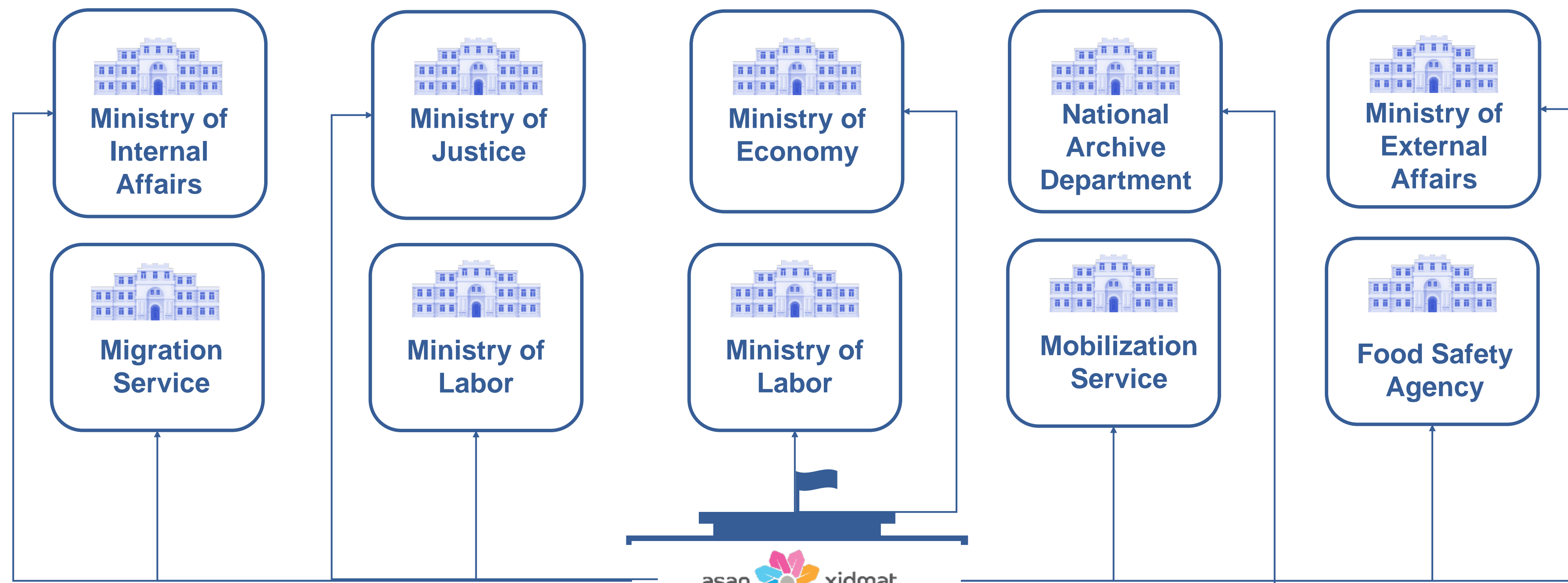
Primary e-services

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

Ministry of Internal Affairs

Migration Service

Ministry of Justice

Ministry of Labor

Ministry of Economy

Ministry of Labor

National Archive Department

Mobilization Service

Ministry of External Affairs

Food Safety Agency

asan xidmat

FROM

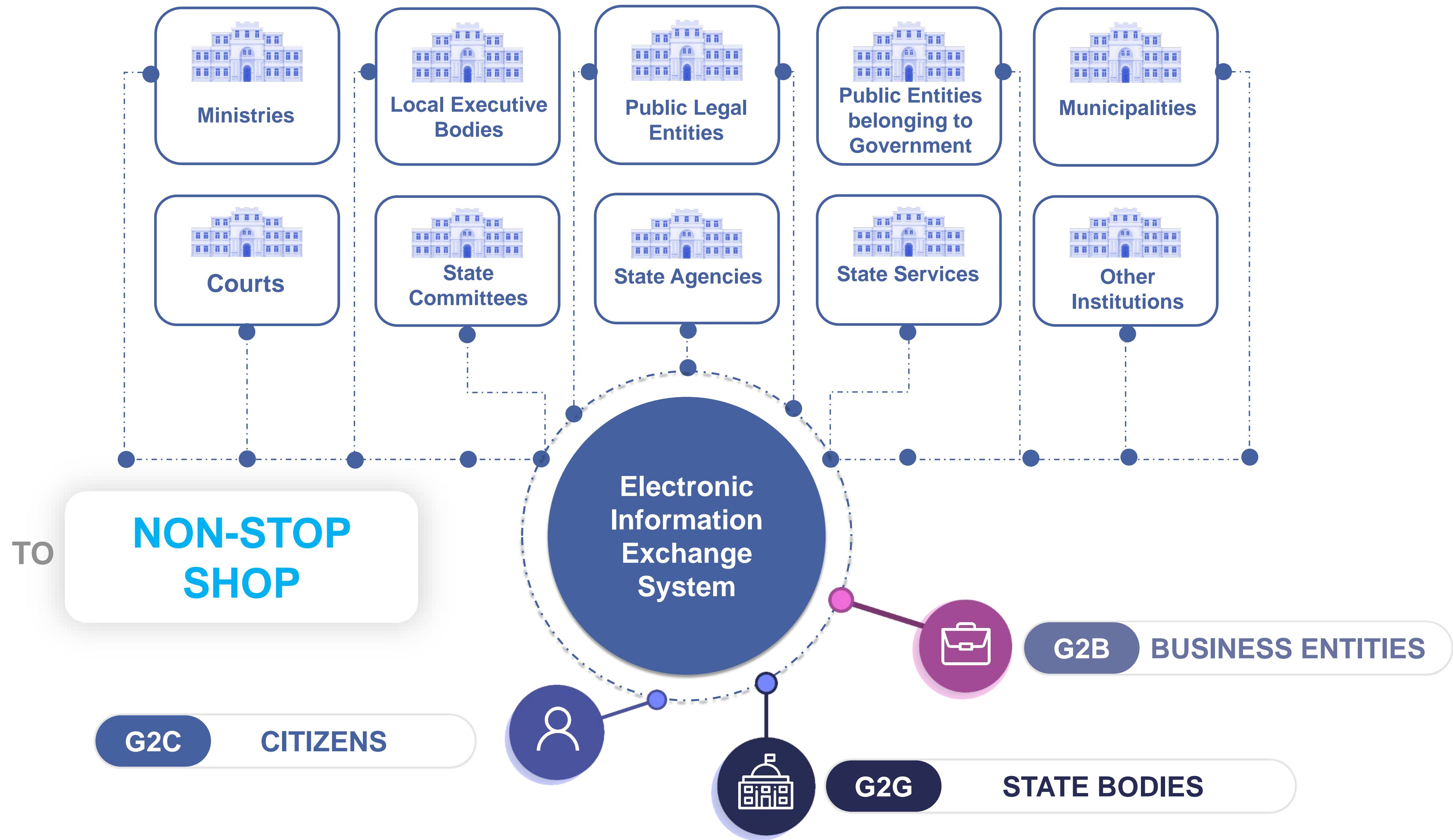**ONE-STOP SHOP**

Citizens / LEGAL ENTITIES

Single address

Services with the same standards

Mobile services

Regular trainings of public officials

Online queue system

Delivery of ready documents

Ministries

Local Executive Bodies

Public Legal Entities

Public Entities belonging to Government

Municipalities

Courts

State Committees

State Agencies

State Services

Other Institutions

Electronic Information Exchange System

TO **NON-STOP SHOP**

G2C CITIZENS

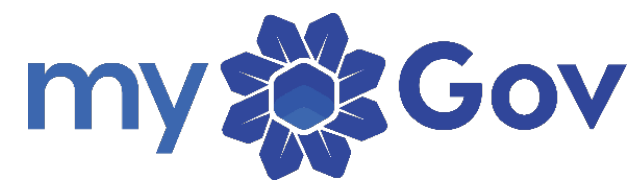**G2B** BUSINESS ENTITIES

G2G STATE BODIES

Our Mission

to make peoples life easier by making public services available and accessable online for all citizens

Our Vision

to go from one-stop-shop to non-stop-shop and provide new technologies, new services and development of National IT products

Digital Projects

my Gov

Electronic government portal based on private cabinet

asan viza

Electronic Visa System

asan finans

Digital Finance System

asan login

Unified Entrance System

asan ödəniş

Electronic Payment System

asan wifi

Social Internet Service

e Satınalma

Electronic Procurement System

ADRA
AZƏRBAYCAN DÖVLƏT REKLAM AGENTLİYİ

ASAA Permissions System

digital.gov.az

Official Portal of the Center

eLisenziya

Licenses and Permissions System

ELEKTRON HƏRRAC MƏRKƏZİ

Electronic Auction System

Digital Projects

agro
Electronic Agricultural Information System

MCenter
Automated Labor Monitoring System

ideya BANKI
National Idea Portal

ASAN Bridge
National Information Exchange System

ASAN Observer
National Information System

Single Source permission system
System of the permission for building

DXR
State Services Registry

ASAN Index
Assessment of State Services
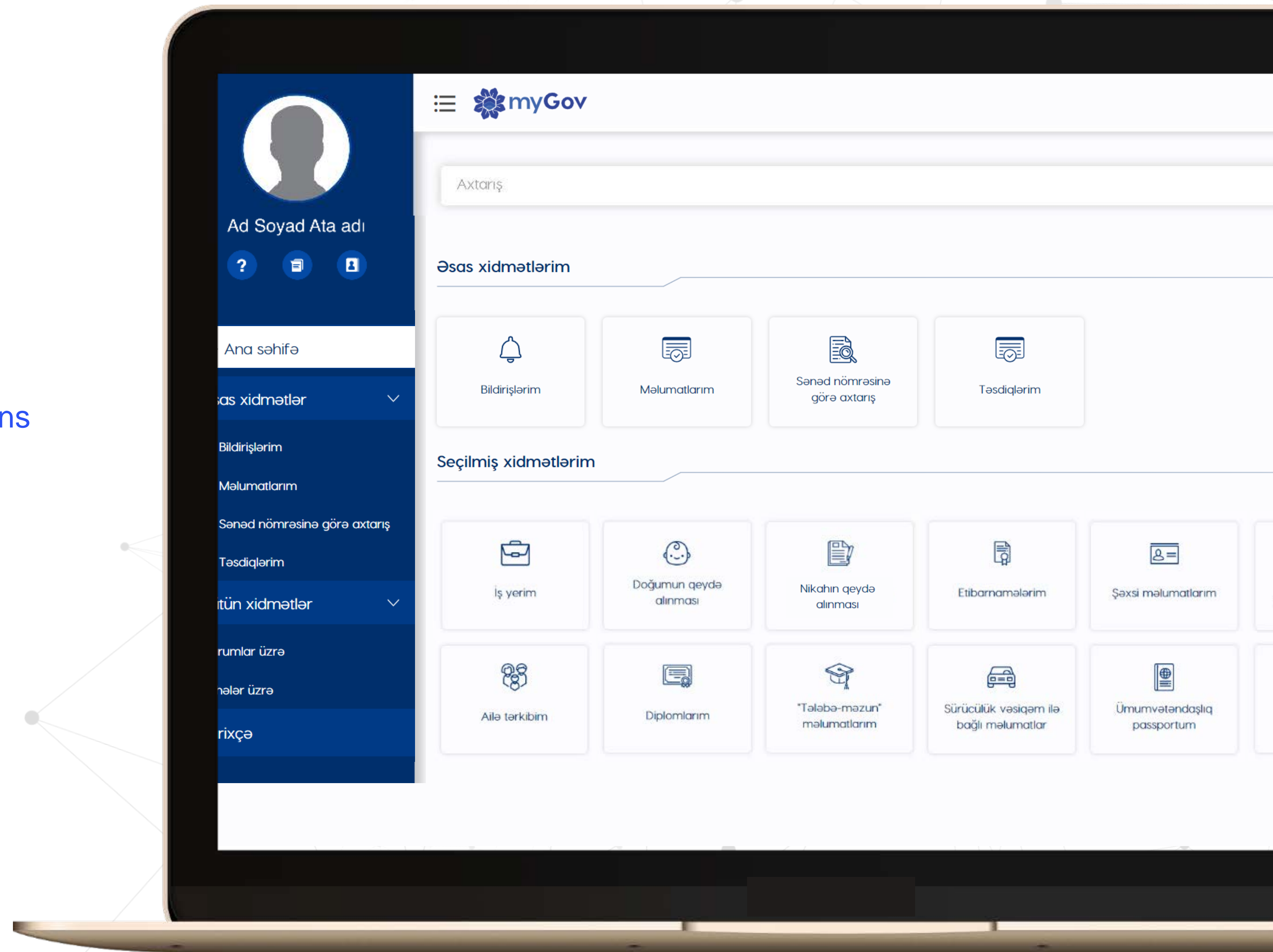
HRM
Human Resources System

icaze.e-gov.az
System for Obtaining Permits and Monitoring

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

myGov

Ad Soyad Ata adı

? 🗎 👤

Ana səhifə

...sas xidmətlər ⌄

Bildirişlərim

Məlumatlarım

Sənəd nömrəsinə görə axtarış

Təsdiqlərim

...tün xidmətlər ⌄

...rumlar üzrə

...mələr üzrə

...rixçə

Axtarış

Əsas xidmətlərim

🔔 Bildirişlərim

📋 Məlumatlarım

📄 Sənəd nömrəsinə görə axtarış

📑 Təsdiqlərim

Seçilmiş xidmətlərim

💼 İş yerim

👶 Doğumun qeydə alınması

📄 Nikahın qeydə alınması

📄 Etibarnamələrim

🪪 Şəxsi məlumatlarım

👪 Ailə tərkibim

📜 Diplomlarım

🎓 "Tələbə-məzun" məlumatlarım

🚗 Sürücülük vəsiqəm ilə bağlı məlumatlar

📘 Ümumvətəndaşlıq passportum

www.my.gov.az

INTEGRATED SERVICES AND PORTALS

System for Obtaining Permits and Monitoring

eTender

eSocial

ASAN pay

ADRA Permissions system

eAgro

səlis BETA

State Agency for Compulsory Medical Insurance

DXR
State Services Registry

Central Bank of the Republic of Azerbaijan
Electronic Application System

ELEKTRON HƏRRAC MƏRKƏZİ

Electronic auction center

Licensing and Permits Portal

State Committee for Architecture and Urban Planning of the Republic of Azerbaijan

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

KoronaVirus info

QAYNAR Xə

BİZ BİRLİKDƏ GÜCLÜYÜK!

Ümumdünya Səhiyyə Təşkilatı (ÜST) və Nazirlər Kabineti yanında Operativ Qərargah koronavirusla mübarizə çərçivəsində insanları evdə qalmağa çağırıb: "Siz də bu təşəbbüsə qoşulun, koronavirusa yoluxma riskinizi azaldın"

VİDEONU İZLƏ ▶

CARİ VƏZİYYƏT

QAYDALAR HAMI ÜÇÜN EYNİDİR

XƏBƏRLƏR   FONDA İANƏLƏR   VİDEO MƏLUMATLAR

www.koronavirusinfo.az

MINISTRY OF HEALTHCARE OF AZERBAIJAN REPUBLIC

CABINET OF MINISTERS OF THE REPUBLIC OF AZERBAIJAN

STATE AGENCY ON MANDATORY HEALTH INSURANCE

World Health Organization

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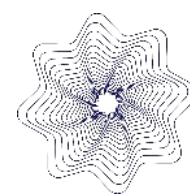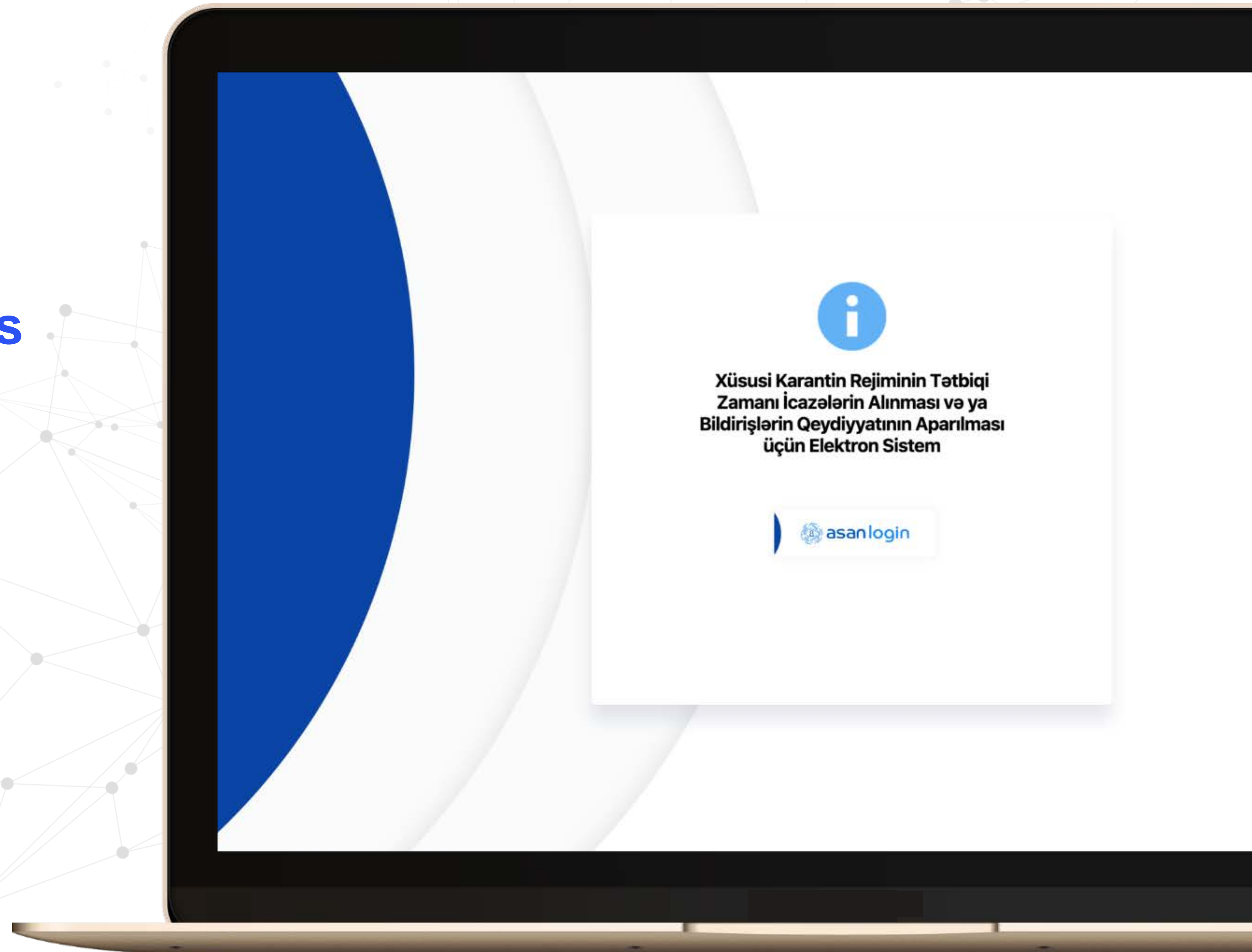SMS permission system for daily needs of citizens and necessary cases

Xüsusi Karantin Rejiminin Tətbiqi Zamanı İcazələrin Alınması və ya Bildirişlərin Qeydiyyatının Aparılması üçün Elektron Sistem

asan login

MINISTRY OF INTERNAL AFFAIRS OF THE REPUBLIC OF AZERBAIJAN

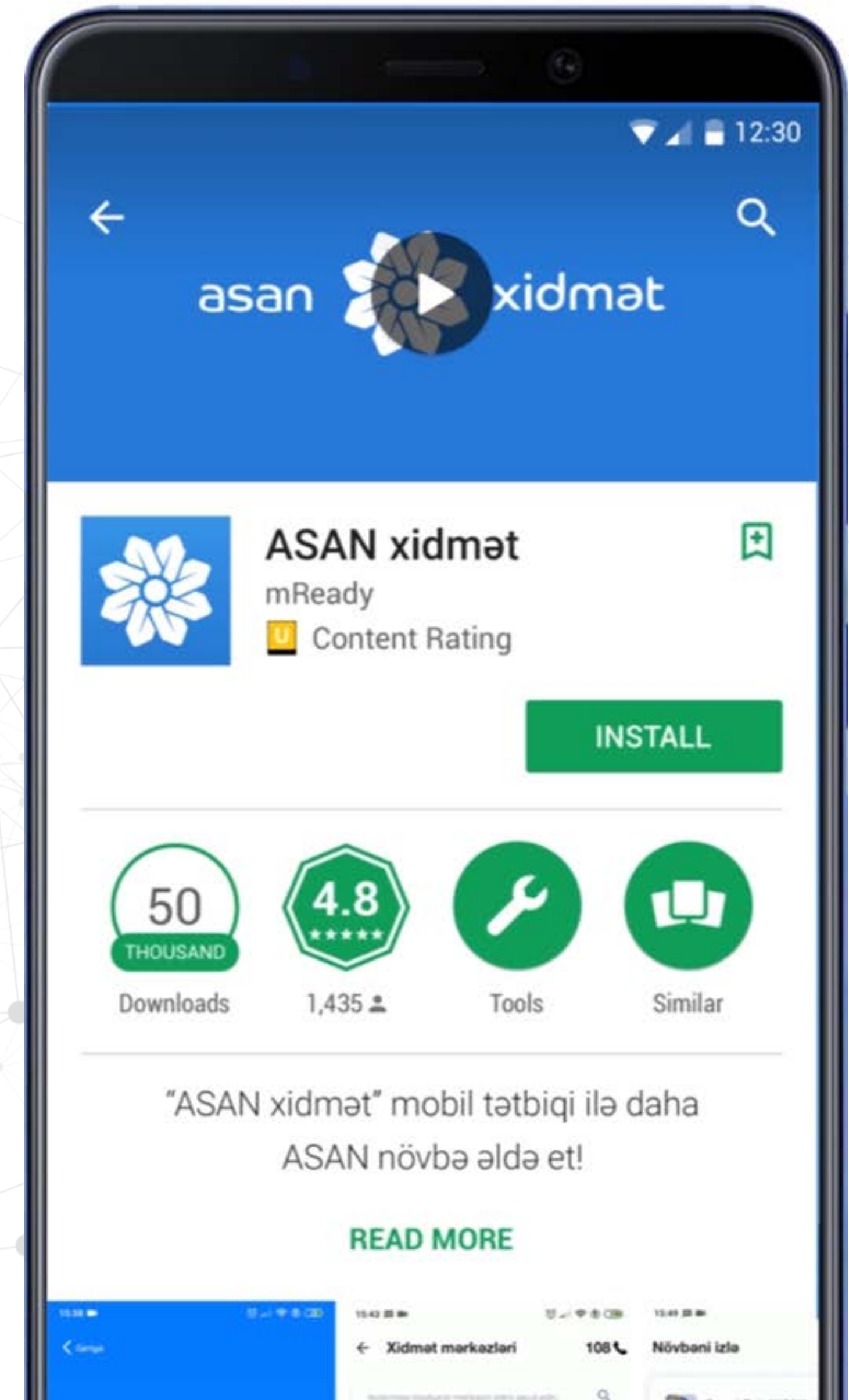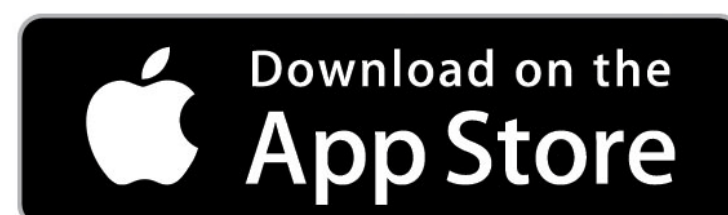E-Gov Development Center

www.icaze.e-gov.az

"ASAN xidmət" mobile app

Online queuing system

online chatting

detailed information about services

measurement of the service provided by the operator

GET IT ON
Google Play

Download on the
App Store

Digital e-services platform

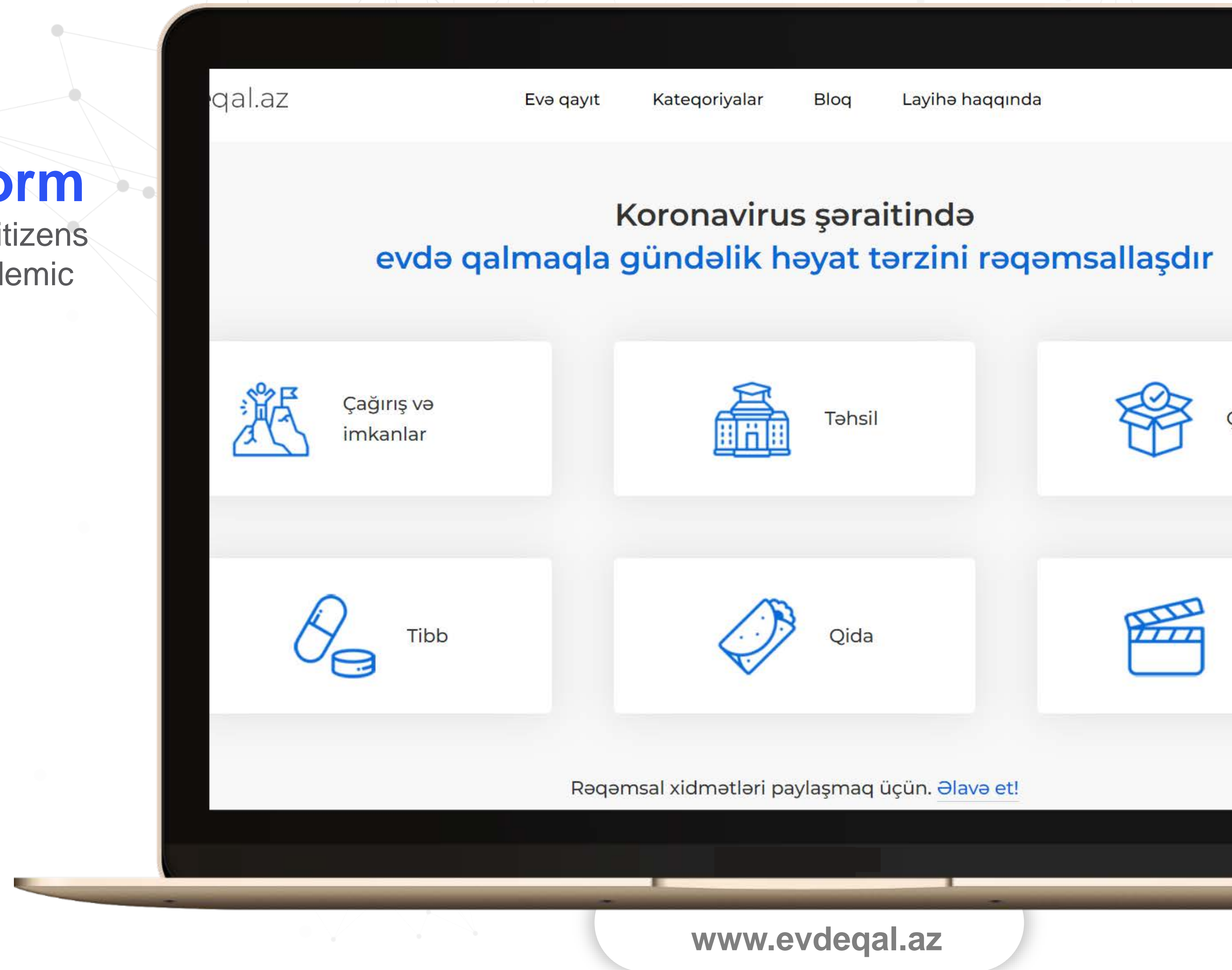a one-stop for all e-services available to citizens in the country during the coronavirus pandemic

▶ 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

qal.az   Evə qayıt   Kateqoriyalar   Bloq   Layihə haqqında

Koronavirus şəraitində
evdə qalmaqla gündəlik həyat tərzini rəqəmsallaşdır

Çağırış və imkanlar

Təhsil

Tibb

Qida

Rəqəmsal xidmətləri paylaşmaq üçün. Əlavə et!

THE MINISTRY OF TRANSPORT, COMMUNICATIONS AND HIGH TECHNOLOGIES OF THE REPUBLIC OF AZERBAIJAN

UN DP

Empowered lives.
Resilient nations.

www.evdeqal.az

Electronic registration platform
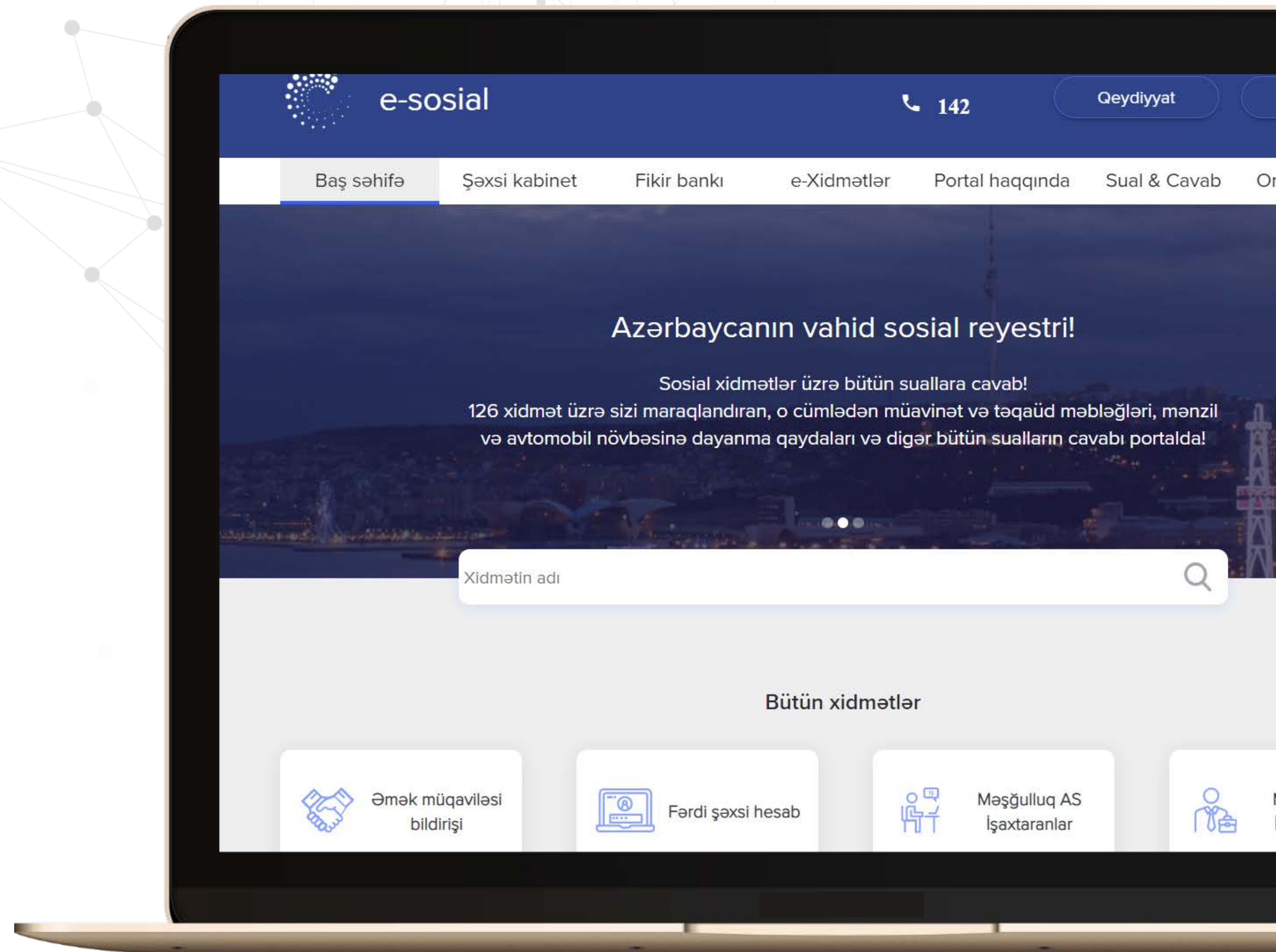
for the unemployed citizens

unemployed citizens

600 000 +

190 AZN

lump sum payment

MINISTRY OF LABOUR AND SOCIAL
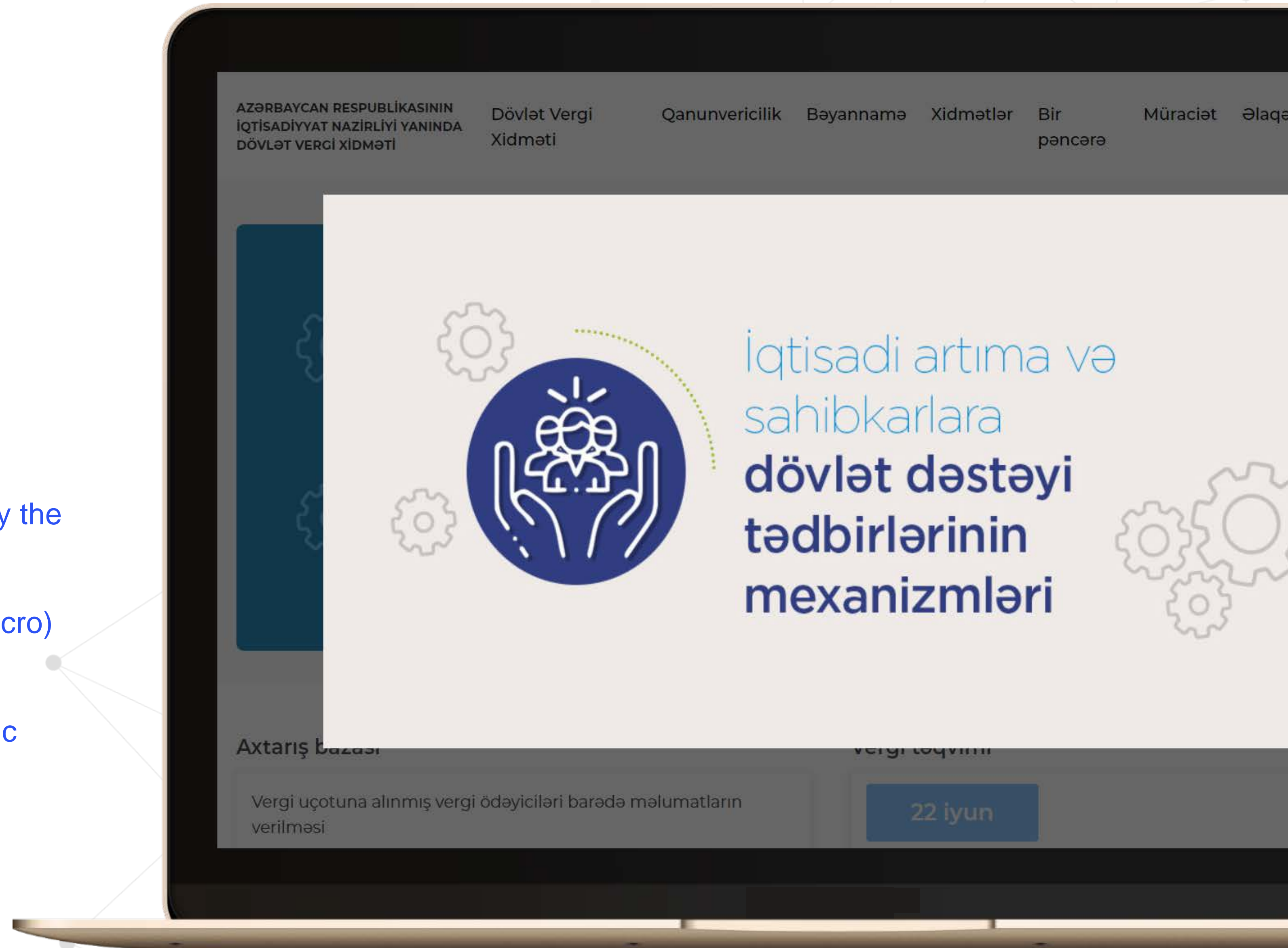PROTECTION OF THE POPULATION OF
THE AZERBAIJAN REPUBLIC

www.e-sosial.az

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

AZƏRBAYCAN RESPUBLİKASININ İQTİSADİYYAT NAZİRLİYİ YANINDA DÖVLƏT VERGİ XİDMƏTİ

Dövlət Vergi Xidməti

Qanunvericilik   Bəyannamə   Xidmətlər   Bir pəncərə   Müraciət   Əlaqə

İqtisadi artıma və sahibkarlara dövlət dəstəyi tədbirlərinin mexanizmləri

Axtarış bazası

Vergi uçotuna alınmış vergi ödəyiciləri barədə məlumatların verilməsi

vergi təqvimi

22 iyun

www.taxes.gov/az

e-Tabib mobile tracking app

provides information on the facts of coronavirus infection registered, treated and released in the Republic of Azerbaijan
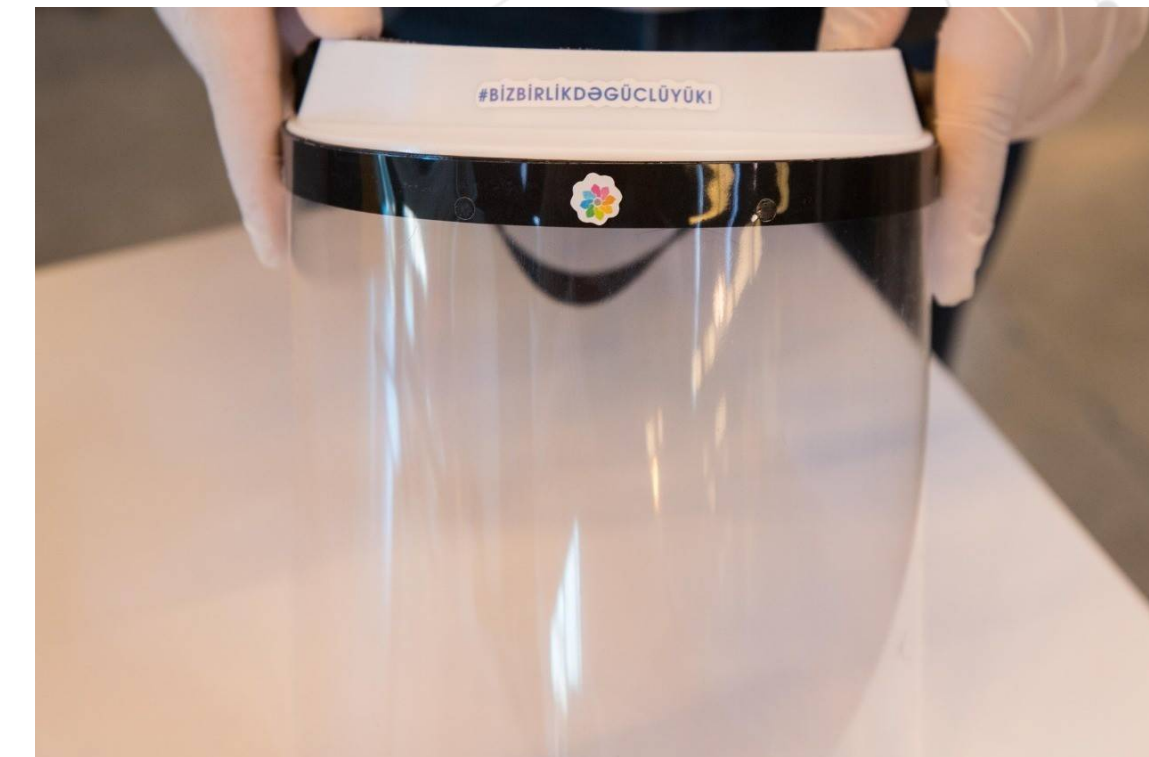
- Number of people treated daily;
- Statistics of coronavirus infected and treated people by regions;
- Information and news of the OHCM;
- Information and news of "Medical Territorial Units Management Association";
- Information on preventive measures;
- Answers to frequently asked questions;
- Information 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**

asan xidmət   INNOLAND

Thank You
For Watching!