

DÖVLƏT
İMTAHAN
MƏRKƏZİ



Public Service Delivery: Perspectives of the Republic of Azerbaijan

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Kazakhstan

SEC's Services in PA field

➤ Recruitment, Promotion & Performance Appraisal

Total number of civil servants - 22,417

Civil service positions - 30,275

Candidates passed the test - 1,551

Candidates appointed to vacant positions - 734

➤ Normative-Methodical Provision

- Awareness-raising events;
- Development of methodical aids & instructions

➤ Professional Development

*Civil Service Training Modules
(Overview of HR Management;
Skills Gap Analysis;
Conflict Management, etc.)*

➤ Monitoring of Ethical Conduct

Receiving & investigating complaints related to violations of the ethical conduct rules in the civil service

➤ Contracted Testing Services

- MFA;
- Ministry of Justice;
- State Migration Service, etc.

➤ Online Services

*Civil Servants Registry Information System
Candidate Information System
Candidate-Verification Information System
Job Management System
Talent Pool Information System*

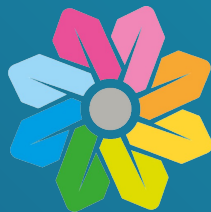
FIVE YEAR STATS IN BRIEF



35,962,868
E-service users

2,936,294
Test-takers

10,794
*Certificate recipients eligible
for civil service admission*



One-stop shop model

«ASAN Service» Centers

Applications: 52+mln.

- ✓ State registration of civil status acts
- ✓ Issuance of reference notes about conviction
- ✓ Renewal of driving licenses
- ✓ Issuance & renewal of ID Passports
- ✓ Migration services
- ✓ Registration of commercial legal persons & tax payers
- ✓ Custom services, etc.

“DOST” Centers

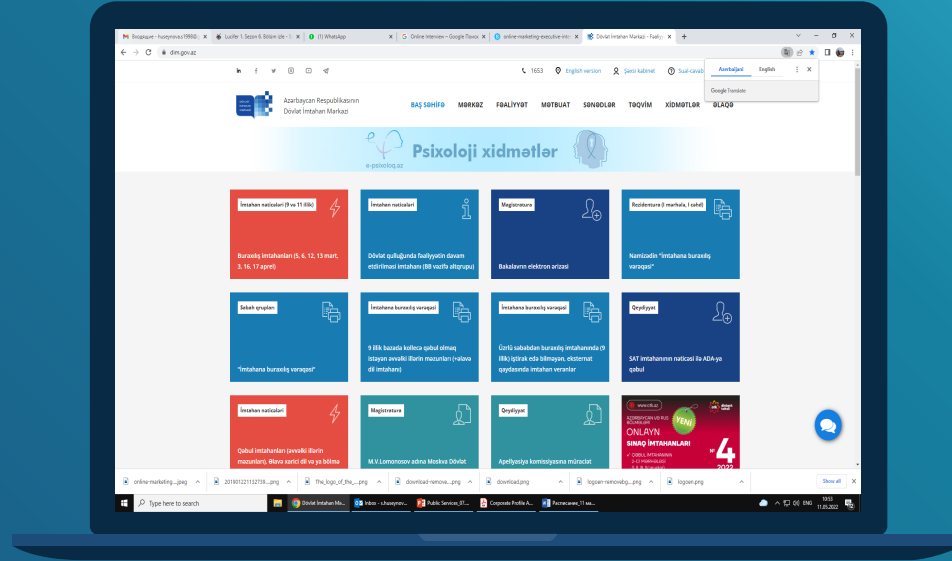
Applications: 75k

*Provides a total of **154** services, including employment, labor relations, labor pensions and social benefits, pensions of the President of the Republic of Azerbaijan, disability, social insurance and social services, as well as functional support services such as banking and notary services.*

E-Gov Development Center

Manages information exchange between the information systems & resources of state bodies and delivery of e-Services through the “e-Gov” portal.

E-Gov has more than 1.38 mln. users, citizens have access to 437 services.



**Thank you for
your attention!**

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