THEMATIC COMPILATION OF RELEVANT INFORMATION SUBMITTED BY AZERBAIJAN

ARTICLE 10 UNCAC

PUBLIC REPORTING

AZERBAIJAN (SEVENTH MEETING)
State Agency for Public Social Innovations under the Republic of Azerbaijan

ADVANCED CONCEPT OF PUBLIC SERVICE DELIVERY

Service and the President of Azerbaijan
Public sector reforms in Azerbaijan
DEVELOPMENT CONCEPT
“AZERBAIJAN 2020: OUTLOOK FOR THE FUTURE”
Sustainable development goals

Functional state

Efficient public service delivery

Advanced concepts
ICT application
E-transformation
Reforms in public service delivery

- Required by the socio-economic development in Azerbaijan

- Prevalence of challenges, such as corruption, bureaucratic hurdles, lengthy procedures, subjectivity, incompetence, red tape, etc

- Need to increase transparency, accessibility, efficiency and accountability

- Low quality of relations between civil servants and citizens, as well as the lack of the public confidence in the state bureaucratic apparatus

- Absence of uniform standards in the delivery of public services

- Absence of a unified body responsible for standardization, coordination and electronization of public services provided by various ministries
State Agency for Public Service and Social Innovations under the President of the Republic of Azerbaijan

State Agency

asan xidmat

E-Services
AZERBAIJAN SERVICE AND ASSESSMENT NETWORK
Public-Private Partnerships

STATE ENTITIES + PRIVATE COMPANIES

Over 280 SERVICES UNDER ONE ROOF
ASAN XİDMƏT CENTERS

SERVICE REGARDLESS OF PLACE OF REGISTRATION
Comfortable conditions
Transparency in ASAN Xidmət

- Access to broad information
- Information on services and fees
- Transparent service procedures
- Public participation

www.asan.gov.az/asanxidmat
thousand “LIKES” on Facebook
Mobile ASAN Service

ASAN payment

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
Innovations and ICT in ASAN Xidmət

E-queue machine Electronic complaint booth Electronic application monitor

Exit poll monitor

Mr. ASAN ASAN Payment
ACCESSIBILITY BY ASAN XİDMƏT

9 ASAN Xidmət centers
- 6.3 million processed applications

Mobile ASAN

Inter-regional

Intra-city
270,000 citizens benefitted from Mobile ASAN Xidmat
Monitoring and assessment activity in ASAN Xidmət

Key for achieving the highest level of customer satisfaction

Promotes and benefits from public feedback

Ensures the efficiency of rendered services

Acts as a quality indicator of ASAN Xidmət centers

Based on the special guidelines that define main principles and directions

Overseen by a special department
Monitoring and assessment activity in ASAN Xidmət

Purpose: To ensure and assess the delivery of services in conformity with the established principles and procedures, legal and ethical norms

Methodology:
• Surveillance cameras that record the service process
• On-site presence of a department’s representative
• “Mystery shopping” tool
• Oral, written and online surveys among citizens, including exit polls, complaints, suggestions, etc
• Investigation of the citizen’s complaints and other information
• Statistics on rendered services, citizens’ applications, etc

Measures:
• Thorough investigation of all misconduct, complaints, etc
• Administrative measures as a result of investigations
• Issuance of warnings and binding recommendations
• Calculation of a customer satisfaction rate based on surveys
The citizen is always right!!!

Bill Gates
Microsoft

“Your most unhappy customers are your greatest source of learning”
ASAN TRAININGS

Business ethics and management

on Time management

Ethical behavior and service culture Citizen satisfaction and work in conflict situations

Stress management

The role of social responsibility in effective service
98% Customer Satisfaction Rate
SOCIAL RESPONSIBILITY
ASAN School of Volunteers

20,000 applications received
5,500 selected
521 employed
20,000 applications received
5,500 selected
521 employed
UNPSA – the most prestigious international recognition of excellence in public service

UNPSA purpose – to reward the creative achievements and contributions of public service institutions towards a more effective and responsive public administration in countries worldwide

1st place winner in the category of “Improving the Delivery of Public Services”

First time in this category among post-Soviet countries

Applied by several hundred initiatives from all over the world
ASAN’s commitment to excellence
Occupational Health and Quality Management

British Safety Council Safety System Award

Management System
PROMOTING BEST PRACTICES
Impact of ASAN Xidmət

- Transparent and efficient service delivery system
- Total eradication of corruption
- Accountability and public participation
- Application of ICT and social innovations
- Confidence in public agencies
- Accessible public services
Efficient public service delivery: What is required?