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

ADVANCED CONCEPT OF PUBLIC SERVICE DELIVERY
Public sector reforms in Azerbaijan

REFORMS
PUBLIC ADMINISTRATION
MODERNIZATION
EFFICIENCY AND TRANSPARENCY

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
Over 280 Services Under One Roof

State Entities + Private Companies
ASAN XİDMIN CENTERS

SERVICE REGARDLESS OF PLACE OF REGISTRATION
Transparency in ASAN Xidmət

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

www.asan.gov.az

337 thousand “LIKES” on Facebook
ASAN INNOVATIONS

- 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 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
# 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 communication

Time management

Ethical behavior and service culture
Stress management

Citizen satisfaction and work in conflict situations

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
ASAN Xidmət – the winner of the 2015 United Nations Public Service Award

- 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

- 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
ASAN’s commitment to excellence

Quality Management System

Occupational Health and Safety Management System

British Safety Council Award
PROMOTING BEST PRACTICES
Impact of ASAN Xidmət

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

- Political will and commitment to excellence
- Properly designed concept
- Innovative and resilient implementation plans
- ICTs as a means, not an end
- Good governance
- Evolutionary approach
- Constant capacity development
- Citizen-oriented
- Public feedback