ASAN:
AZERBAIJANI BRAND OF PUBLIC SERVICE DELIVERY MECHANISM

by
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GOOD GOVERNANCE

PUBLIC SERVICE DELIVERY

HUMAN RIGHTS
KEY ELEMENTS OF GOOD GOVERNANCE

TRANSPARENCY

ACCESSIBILITY

PARTICIPATION
GOOD GOVERNANCE

- The Rule of Law
- Effective Participation
- Accountable Processes
- Access to Information
- Transparency
- Full Respect of Human Rights
- Efficiency and Effective Public Sector
- Equality
GOOD GOVERNANCE PRACTICES
PROMOTING HUMAN RIGHTS
PUBLIC SERVICE DELIVERY
MODELS OF PUBLIC SERVICE DELIVERY

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ama
BÜRGER Büro
МФЦ
ЦОН
PUBLIC SERVICE HALL
3 MLN CITIZENS
BENEFITTED
FROM RENDERED
SERVICES
AT “ASAN SERVICE”
CENTERS

3000 CITIZENS
PER DAY PER CENTER
Customer satisfaction rate

98%
TRANSPARENCY IN ASAN SERVICE

Within short time “ASAN service” has achieved to ensure that professional public services uphold the highest standards of efficiency, competence and integrity, and are predicated on good governance principles, in particular transparency.
PUBLIC
PRIVATE
PARTNERSHIP

10 MINISTRIES WITH OVER 30 GROUP OF SERVICES AND OVER 25 PRIVATE SERVICES UNDER ONE ROOF
ACCESSIBILITY BY ASAN SERVICE

- ASAN CENTER
- MOBILE ASAN
  - INTER-REGIONAL
  - INTRA-CITY
100,000 citizens benefitted from Mobile ASAN service
PARTICIPATION IN ASAN SERVICE

- Self Service
- Exit Poll
- Skype Complaint Kiosk
- E-Application Filling
- Tablet Survey
- 108 - Call Center
THANK YOU FOR YOUR ATTENTION!