

View results

Respondent

17

Anonymous

99:04

Time to complete

City and Country

1. City name *

Baku

2. Country name *

Azerbaijan

I. Institutional Framework

3. What is the official e-government portal of the city/municipality? If more than one exists, please list all. *

E-government or digital government will be used interchangeably in this Survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs).

<https://baku-ih.gov.az/az> - Website of the Baku city.

<https://www.e-gov.az> – National e-government portal.

4. Please provide link(s) for portal(s) providing following services/features:

E-services or similar

A specific portal where you can see the list of all online services available to the public.

<http://baku-ih.gov.az/az/elektron-xidmetler.html> , <https://www.e-gov.az> , <https://rih.gov.az>

5. E-participation or similar:

E-Participation is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

<https://rih.gov.az/e-participation/list> , <https://www.meclis.gov.az/cat-layih.php?cat=83&lang=az>

6. Open government data:

Open Government Data allows citizens to monitor data streams and thereby improves the accountability and transparency of government. OGD also allows citizens to be aware of important issues and to be part of the decision-making process to address policy issues (e-participation).

<https://www.opendata.az/en> , <https://www.azstat.org/portal/>

7. Public procurement:

<https://etender.gov.az>

8. Other major portals at the city/municipality level:

<https://e-belediyye.gov.az/>

9. Does your city/municipality have a Chief Information Officer (CIO) to manage its e-Government programs/strategies? CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)

*

 Yes No

Contact information of City/Municipality Chief Information Officer (CIO) or equivalent

10. Name *

Mr. Huseynov Metin

11. Title *

Chief of Department

12. Organization *

The Executive Power of Baku City

13. Email *

ird@baku-ih.gov.az

14. Phone *

+994502117607

15. Is the city/municipality CIO linked to any extent to the national CIO or with any government agency/department/ministry at the national level in charge of e-government? (by mandate or other type of relation) *

<https://e-gov.az/en/CIOs>

II. Legal Framework

Is there any legislation/regulations on digital government such as law on digital service provision or on access to information or data privacy at the

16. National level?

Yes

No

17. Local level?

Yes

No

18. If you answered yes to any of the above two questions in this section, how do you adopt these legislation/regulation in your organization?

On the current stage of development of Azerbaijan as a country, unified national approach in the frame of digital government helps country significantly enhance the efficiency, transparency, and effectiveness of public administration. It enables the government to establish a unified and coherent digital ecosystem that serves the needs of all citizens and facilitates sustainable development. By embracing this approach, Azerbaijan can position itself as a digitally advanced nation, leading the way towards a more efficient, transparent, and citizen-centric government.

While a national digital government strategy offers numerous advantages, it's important to consider localized needs and adapt digital solutions accordingly to ensure inclusivity and address regional variations. That's why after approving new National Digital Strategy which also will cover the digital government development, Azerbaijan is planning to implement local digital strategies that will yield the most optimal outcomes.

At this time, Azerbaijan is developing its digitalization processes as well as digital government in the frame of National Strategy "Azerbaijan 2030". Link: <https://e-qanun.az/framework/46813>

The ENG version of the National Strategy: <https://president.az/en/articles/view/50474>

III. Strategy and Implementation

19. Is there a city/municipality e-Government Strategy or equivalent? *

Yes

No

20. Please check whichever applies to the city/municipal e-Government Strategy or equivalent:

- has an implementation plan.
- is aligned with the national development strategy.
- is aligned with the sustainable development goals (SDGs).
- is aligned with national digital development strategy.
- indicates the existence of shared solutions/platforms provided at the national/regional level.
- makes specific reference to e-Participation and/or digital inclusion/engagement.
- makes specific reference to co-creation mechanisms for citizens.
- makes specific reference to social media.
- makes specific reference to a local digital ID.
- makes specific reference to new technologies such as artificial intelligence, blockchain, big data etc.
- provides other specific measures to ensure e-Government is used by the most vulnerable groups (Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people).
- provides other specific measures for ICT training and digital literacy by government officials.
- makes specific reference to cyber security.
- makes specific reference to mobile government.
- makes specific reference to SDG 11
- makes specific reference to the Sendai Framework for Disaster Risk Reduction 2015-2030, holistic disaster risk management at all levels

21. If city/municipality e-Government Strategy or equivalent exists, and if you checked any of the boxes above, please provide further link and/or details.

Currently there is centralized approach in digital government development in the frame of National Development Strategy. However it is planned to develop and approve city/local E-Government Strategy in the nearest future. Link to National Strategy: <https://e-qanun.az/framework/46813> The ENG version of the National Strategy: <https://president.az/en/articles/view/50474> It is important to mention that Azerbaijan also have approved "Strategic Roadmap for the Development of telecommunications and information technologies in the Republic of Azerbaijan" which covers medium-long period target views and strategic points to 2025 and after. Link: https://e-qanun.az/framework/34254#_Toc470728681 , Decree No. 1 of the Prime Minister of the Republic of Azerbaijan of 7th January 2020 on the "Requirements for the creation and management of Internet information resources of government agencies". Link: <https://e-qanun.az/framework/44138> . This document sets the requirements for accessibility of Internet information resources for people with disabilities: Text alternatives for non- textual content, transcripts for audio and video content, subtitles, use of large fonts, font selection, colour management, character spacing should be provided; the creation of a time management function, providing users with sufficient time to read and use the content, the ability to control processes from the keyboard, the function of deactivating animated images, the content should be clear and consistent; readable and understandable language (style) should be used; content must be fully compatible with current and future user web browsers and assistive technologies. Social services for different groups including employment and job search, benefits and pensions, social assistance, maternity allowance and etc. are available at <https://e-gov.az/en/services/topic/2> (Category: Social). Also, it is important to mention that women and/or other vulnerable groups can use all E-services available at any portal or website in the country. One of the main strategic goals of the "Strategic Roadmap for the Development of telecommunications and information technologies in the Republic of Azerbaijan" is increasing the level of national preparation and awareness on information security. Link: https://e-qanun.az/framework/34254#_Toc470728694 – Article 6 – Strategic goals. One of the actions to be taken to improve electronic services of state institutions of the "Strategic Roadmap for the Development of telecommunications and information technologies in the Republic of Azerbaijan" is "Development of the standard architecture of the "electronic government" system, taking into account the concept of mobile government (mGov) in the next eGov2.0 version." Link: https://e-qanun.az/framework/34254#_Toc470728694 – Article 7.2.4 – Priority 2.4. Improvement of Electronic services of state institutions.

22. Does your city/municipality have a dedicated budget for digital government? Please explain by informing on the percentage compared to the total municipality budget. *

Amendments to the Law of the Republic of Azerbaijan "On State Budget of the Republic of Azerbaijan for 2023". Baku, No 672-VIQ dated 09.12.2022. Article 9. Link: <https://e-qanun.az/framework/53084>

Report about expenditure
<https://maliyye.gov.az/en/static/15/analysis-of-the-execution-of-budgetincomes-and-expenses>

23. Do you publish the city/municipality budget online on the portal? Please explain further and provide links. *

As Institutions of Executive Power and Mayor Office differ, Baku City Executive Power don't have its own budget. We are fully financed from the state budget.

<https://www.maliyye.gov.az/en/static/243/law-on-the-state-budget-of-the-republic-of-azerbaijan>

24. Are there any digital initiatives in place in your city/municipality focused on sustainability issues and/or a green economy? Please explain further and provide links. *

N/A

25. Are there any digital initiatives in place in your city/municipality focused on affordable, accessible and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links. *

<https://www.bna.az/az/bilet-ve-tarifler> , <https://bakikart.az/> BakıKART is a cashless electronic payment tool for public transport fares that meets the requirements of passengers in accordance with international standards. Payment of fares on Baku Metro and bus lines operating in Baku city is carried out by means of BakıKART. With BakıKART mobile application, you can easily carry out your public transportation transactions via your mobile phone.

26. Are there any digital initiatives in place in your city/municipality focused on affordable housing and basic services to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links. *

<https://www.e-gov.az/en/services/read/3709/0> , <https://ms.sosial.gov.az/> , One of the goals of the social policies declared by the Government of Azerbaijan is to improve the housing conditions of its citizens. The increasing size of the population makes very important the satisfaction of the needs of Azerbaijani citizens for housing. In particular, the resolution of housing problems for low and middle income citizens, as well as young families is defined as a priority task.

27. Are there any digital initiatives in place in your city/municipality focused on universal access to safe, inclusive and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities? Please explain further and provide links. *

N/A

28. Does your city/municipality include partnerships with other national or international cities and/or private sector, civil society? Please explain further and provide links. *

YES. Baku city has partnerships and sister cities worldwide. The sister cities of Baku: Tbilisi, Bishkek, Houston, Dushanbe and others. Links:
https://azertag.az/en/xeber/Baku_Dushanbe_become_sister_cities-2040164
<https://report.az/en/foreign-politics/baku-and-bishkek-become-sister-cities/>
<https://1news.az/news/20171205020815762-Houston-and-Baku-Sister-cities-that-work-well-together>
<https://georgianjournal.ge/society/31820-tbilisi-and-baku-to-become-sister-cities.html>

Baku city annually holds Formula-1 main race of the Azerbaijan Grand Prix. This event brings positive international attention and possibility to cooperate to Azerbaijan as a country. It also brings positive impact on the national economy by boosting tourism in the city, as there are many fans of the Formula-1 that came to visit Baku and attend the event. Link: <http://baku-ih.gov.az/az/news/bakida-formula-1-azerbaycan-qran-prisinin-esas-yarisi-kecirilib-prezident-ilham-eliyev-ve-birinci-xanim-mehriban-eliyeva-yarisa-baxiblar.html>

IV. Usage of online services

29. What is the percentage of city/municipality services offered online (municipality website)? Please explain and provide links.

<https://rih.gov.az/services>

13 services are provided digitally, and the total number of services are 36. Percentage: $(13/36)*100 = 36\%$

<https://www.dxr.az/dovlet-orqanlari>

30. What is the percentage of city/municipality services offered through dedicated mobile means (mobile applications)? Please explain and provide links. *

<https://bakikart.az/>

BakikART is a cashless electronic payment tool for public transport fares that meets the requirements of passengers in accordance with international standards. Payment of fares on Baku Metro and bus lines operating in Baku city is carried out by means of BakikART. With BakikART mobile application, you can easily carry out your public transportation transactions via your mobile phone.

31. Do you collect usage statistics of e-Government services? *

Yes

No

32. If yes, do you publish the results online and share those with the public institutions concerned?

E-gov.az – National E-government portal has web-statistics presented: new visitors count, page views count, average time spent on portal.

Link: <https://e-gov.az/>

V. User Satisfactor

33. Do you measure the satisfaction of citizens with the e-Government services provided? *

Yes

No

Other

34. If yes, do you publish the results online and share those with the public institutions concerned? Please explain further. *

- E-gov.az portal (National E-government portal) has "Leave feedback" function on the portal which allows users/citizens send their recommendations/complaints regarding portal working and e-services delivery by filling simple form. Link: <https://e-gov.az/> . The results currently aren't available publicly and for service use only.
- The assessment of public services (both online and offline) is carried out by the State Agency for Public Service and Social Innovations under the President of the Republic of Azerbaijan. The purpose of the assessment is:
 - Ensuring public services are delivered to citizens without consuming time;
 - Ensuring transparency in providing public services;
 - Development of public service control and complaint mechanisms;
 - Improving the efficiency and quality of public services;
 - Accelerating the process of public service digitization.

Final document reflecting the outcome of evaluation results is sent to service providers by September of each year and "ASAN service index" results are published online.

Link: <http://dxr.az/asan-index>

Link: <http://dxr.az/asan-index/butun-xidmetler>

Citizens also can leave their feedback on public services at <https://asan.gov.az/az/send-application>

35. What is the percentage of the population satisfied with their last experience of online public services? Please explain further.

Satisfaction percentage of the online public services can be provided upon request. Alternatively there is real-time statistic information about offline services.

<https://vxida.gov.az/statistics/>

VI. Social Media

36. Do you use social media at the city/municipality level to interact with and engage people in e-government activities? Please explain further.

YES. <https://instagram.com/bakiseherih?igshid=MzRIODBiNWFIZA==>

VII. Crisis/Emergency Response and Recovery

37. Is there a specific local government portal or a dedicated section of the city/municipality portal addressing crisis/emergency situations (e.g. natural disasters, pandemics and similar)? Please explain further and provide links.

The website of The Ministry Emergency Situations of the Republic of Azerbaijan. It has information regarding emergency situations, ministry's activity, legislation in that field of activity, daily chronicle on emergency situations, contact of the hotline, where citizens can call 24/7 in the case of emergency situation or crisis and other useful information. Link: <https://www.fhn.gov.az/>

VIII. Smart City and New Technologies

38. Do you have a specific city/municipality strategy on new technologies? (e.g. Artificial Intelligence, IoT, Blockchain, Smart City, 5G, Virtual/Augmented Reality, Robotics, 3D Printing) If yes, please explain further and provide links.

The National Strategies for Artificial Intelligence, Smart City and 5G is under development now and is planning to be ready in 2023 (Draft is ready)

Order of the President of the Republic of Azerbaijan on approval of "Azerbaijan 2030: National Priorities for Socio-Economic Development". Baku, No. 2469 dated 02.02.2021.

Link: <https://e-qanun.az/framework/46813>

Also, the National Strategy for Artificial Intelligence is under development now and is planning to be ready in 2023. Link:

<https://en.trend.az/business/3682735.html>

<https://aztv.az/en/news/17885/azerbaijan-to-develop-national-artificialintelligence-strategy>

<https://banker.az/azerbaycanda-5g-texnologiyasinin-inkisaf-strategiyasi-hazirlanib/>

<https://blockchain.az/btc/>

IX. Contact information

39. Your name *

Metin Huseynov

40. Title *

Chief of Department

41. Email *

ird@baku-ih.gov.az

42. Organization *

The Executive Power of Baku City

43. Submission Date *

31/05/2023



44. Please select whichever applies *

- I am authorized and fully knowledgeable to respond to this questionnaire.
- I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other

THANK YOU

Thank you for taking the time to fill out the Local Government Questionnaire (LGQ) 2022. We appreciate your participation.