

**United Nations**Department of  
Economic and  
Social Affairs

# Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2024

The objective of this questionnaire is to gather information from Member States in preparation of the United Nations E-Government Survey 2024. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of the Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). The United Nations Department of Economic and Social Affairs (UN DESA) assesses national portals with the assistance of independent researchers to construct the OSI, and requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. Inputs to the MSQ will be used by the United Nations E-Government Survey 2024 team for more in-depth country analysis, fact-checking and data quality assurance.

Refer here for a glossary of terminologies: <https://publicadministration.un.org/egovkb>

More information about the UN E-Government Survey:

<https://publicadministration.un.org/en/Research/UN-e-Government-Surveys>.

For any questions about this questionnaire, please contact Madeleine Losch (email: [loschm@un.org](mailto:loschm@un.org)), Saae Kwon (email [saae.kwon@un.org](mailto:saae.kwon@un.org)) and Enkel Daljani (email [daljani@un.org](mailto:daljani@un.org))

1. Country name \*

Azerbaijan

## Contact information

2. Your name \*

Shahin Aliyev

3. Title \*

Advisor to Chairman

4. Organization \*

Innovation and Digital Development Agency

5. Email \*

shahin.aliyev@idda.az

6. Please select whichever applies \*

- I am authorized and fully knowledgeable to respond to this questionnaire.
- A group of government agencies responded to the questionnaire collectively.
- I am authorized but I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other

## A. Institutional / Organizational Framework

7. What is the official e-government portal at the national level? If more than one exists, please list all. \*

Note: E-government and digital government are used interchangeably in this Questionnaire.

- Main national E-government portal working based on the principle of "single window" for engagement of citizen and government. Link: <https://www.e-gov.az/en>
- Portal for citizens personal cabinet (Account) which is based on data-driven and predictive E-government concept and reflects citizens' needs in a real time. Link: <https://my.gov.az/intro/>  
Mobile application : <https://play.google.com/store/apps/details?id=az.gov.my&pli=1>  
<https://apps.apple.com/us/app/mygov/id1533956540>
- Single – sign – on system (SSO) – ASAN Login. It is used to login to E-

8. Please provide link(s) for portal(s) providing following services/features: \*

- E-services or similar

- National E-government portal provides 453 e- services by 39 government bodie

9. - E-participation or similar \*

- Digital Executive Power portal – regional digital government to increase agility in

10. - Open government data

Open data portal that has been firstly developed and launched in 2015 and then imp

11. - Public procurement

E-procurement portal. Link: <https://etender.gov.az/>  
It is mandatory to use e-procurement portal by law <https://e-qanun.az/framework/1029>

Statistics (January-May, 2023):

- Open tenders published: 1249
- Quotation requests: 843
- Completed electronic tenders: 1300
  
- Signed contracts on the portal (whole time of operation): 18 596

12. - Others (if any)

- All electronic services of the bodies that are included in the structure of the Ministry of Digital Development and Transport (MDDT) Link: <https://portal.rinn.az/az>
- "Licenses and Permits" portal (Ministry of Economy ). Link: <https://lisenziya.gov.az/>
- e – tax services portal (State Tax Service under the Ministry of Economy ). Link: <https://www.e-taxes.gov.az/>
- e – Agriculture Information System Link: <https://eagro.az/>
- Unified e – portal of Social services . Link: <https://e-sosial.az/#/index>
- e – Services Portal (Ministry of Ecology and Natural Resources). Link: <https://e-xidmet.eco.gov.az/>
- e – Services Portal (Ministry of Economy). Link: <https://e-services.economy.gov.az/>
- e – Services Portal (State Service on Property Issues under the Ministry of Economy). Link: <https://e-emlak.gov.az/>
- e – health services portal (Ministry of Health). Link: <https://e-sehiyye.gov.az/>
- e – Services (Ministry of Finance ). Link: <https://www.maliyye.gov.az/en/static/19/electronic-services>
- Public services (Ministry of Justice ). Link: <https://exidmet.justice.gov.az:8284/>
- Through "mobile notary" software, citizens may obtain power of attorney for vehicles, power of attorney issued to lawyers and power of attorney for social issues 24 hours a day, 7 days a week, as well. . Link: <https://apps.apple.com/az/app/mobil-notariat/id1453025726>  
<https://play.google.com/store/apps/details?id=az.crocusoft.nseq>
- Medical updates, mandatory health insurance rules, health status, laboratory analysis results, doctor's diagnosis, referrals and medical references - just in one mobile application! Link: <https://play.google.com/store/apps/details?id=az.gov.etabib&hl=az&gl=US>  
<https://apps.apple.com/az/app/e-tabib/id1514777201>
- Unified Judicial portal (Judicial-Legal Council of Republic of Azerbaijan). Link: <https://courts.gov.az/en/> . Link: <https://e-mehkeme.gov.az/Public/Cases>
- Unified electronic database of Legislative Acts (Ministry of Justice ). Link: <https://e-qanun.az>
- Single Information Register for Entrepreneurial Inspections (Ministry of Justice ). Link: <http://yoxlama.gov.az/Login/Index?ReturnUrl=%2f>
- e – Services (Ministry of Transport, Communications and High Technologies ). Link: <https://mincom.gov.az/en/view/pages/8/>
- e – Services (State Customs Committee ). Link: <https://customs.gov.az/en/e-xidmetler/>
- "e – Services" Portal (State Migration Service ). Link: <https://eservice.migration.gov.az/>
- "Single window" electronic service Portal (State Committee on Urban Planning and Architecture). Link: <https://birpencere.arxkom.gov.az/>
- State Examination Center. Link: <https://dim.gov.az/en/>
- Electronic Services Portal (Central Bank). Link: <https://e-cbar.az/>
- Government Payment Portal (Central Bank ). Link: <https://gpp.az/>
- Digital Trade Hub (Center for Analysis of Economic Reforms and Communication). Link: <https://azexport.az/>
- e – Services (The State Agency on Mandatory Health Insurance) Link:



13. Please provide name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. \*

- The Ministry of Digital Development and Transport of the Republic of Azerbaijan. Link: <https://mincom.gov.az/en/>
- The Innovation and Digital Development Agency. Link: <https://www.idda.az/>

14. Does your country have a national Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? \*

Yes

No

## Contact information of national Chief Information Officer (CIO) or equivalent

15. Name \*

Shahin Aliyev

16. Title \*

Advisor to Chairman

17. Organization \*

## Innovation and Digital Development Agency

## 18. Email \*

Shahin.Aliyev@idda.az

## 19. Are there sectoral/line/ministry/local CIOs or equivalent positions across Government agencies/departments/ministries/jurisdictions? \*

Yes

No

## 20. If yes, please provide link(s) and detail(s) on above, including coordination/integration between national and sub-national levels on e-government development.

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

Innovation and Digital Development Agency is central government body which coordinates E-government development on national level.

## Sectoral agencies/departments/ministries

Please provide names and URLs of the government agencies/departments/ministries at the national level in charge of the following

## 21. Planning/development \*

- Republic of Azerbaijan Cabinet of Ministers. Link: <https://nk.gov.az/en> • Comi

## 22. Education \*

- The Ministry of Education of the Republic of Azerbaijan. Link: <https://edu.gov.az>

### 23. Health \*

- The Ministry of Health of the Republic of Azerbaijan. Link: <https://sehiyye.gov.az>

### 24. Social Welfare (social inclusion, social protection, etc.) \*

- The Ministry of Labour and Social Protection of Population of the Republic of Az

### 25. Employment and Labour \*

The Ministry of Labour and Social Protection of Population of the Republic of Azerba

### 26. Environment \*

The Ministry of Ecology and Natural Resources of the Republic of Azerbaijan. Link: ht

### 27. Justice \*

The Ministry of Justice of the Republic of Azerbaijan. Link: <https://justice.gov.az/>

### 28. Economy/finance \*

- The Ministry of Economy of the Republic of Azerbaijan. Link: <https://www.econo>



## 29. Industry/trade \*

- The Ministry of Economy of the Republic of Azerbaijan. Link: <https://www.econo>

## 30. Sustainable Development Goals (SDGs) [NEW] \*

National Coordination Council for Sustainable Development under the leadership of Deputy Prime Minister.

<https://sdg.azstat.org/en/home>

## 31. Climate Change [NEW] \*

The Ministry of Ecology and Natural Resources of the Republic of Azerbaijan.

Link: <https://eco.gov.az/az>

## 32. Others (Please specify) \*

- President of the Republic of Azerbaijan. Link: <https://president.az/en/> • The P

## B. Crisis/Emergency Response and Recovery [NEW]

### 33. Is there a dedicated specific digital strategy for crisis/emergency response and recovery (e.g. through digital transformation and digital inclusion)? [NEW] \*

Yes

No

Other

34. **Please provide links and details.** \*

About some measures in the field of ensuring the safety of critical information infrastructure DECREE OF THE PRESIDENT OF THE REPUBLIC OF AZERBAIJAN, Baku city, April 17, 2021 № 1315

<https://e-qanun.az/framework/47253>

On amending the Law of the Republic of Azerbaijan "On information, informatization and information protection". LAW OF THE REPUBLIC OF AZERBAIJAN, Baku city, May 27, 2022 No. 539 - VIQD

<https://e-qanun.az/framework/49908>

35. **Is there a specific national portal addressing crisis/emergency? [NEW]** \*

Yes

No

36. **If yes, please provide a link and more information about the specific national portal or dedicated section addressing crisis/emergency? [NEW]**

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/>

## C. Legal Framework

37. Is there any legislation, law or regulation on access to information such as Freedom of Information Act? \*

Yes

No

38. If yes, please provide link and detail.

Law of the Republic of Azerbaijan "On freedom of information". Baku, No. 505-Q dated 19.06.1998

Link: <https://e-qanun.az/framework/3420>

39. Is there any legislation, law or regulation on data privacy and/or protection? \*

Yes

No

40. If yes, please provide link and detail.

- Law of the Republic of Azerbaijan "On personal data". Baku, No. 999-IIIQ dated 11.05.2010. Link: <https://e-qanun.az/framework/19675>
- Law of the Republic of Azerbaijan "About trade secret". Baku, No. 224-IIQ dated 04.12.2001. Link: <https://e-qanun.az/framework/2861>
- Law of the Republic of Azerbaijan "About the State Secret". Baku, No. 733-IIQ dated 07.09.2004. Link: <https://e-qanun.az/framework/5526>

41. Is there any legislation, law or regulation on cybersecurity or similar? \*

Yes No

42. If yes, please provide link and detail.

- Law of the Republic of Azerbaijan on approval of Convention on "Cybercrime". Baku, No. 874-IIIQ dated 30.09.2009. Link: <https://e-qanun.az/framework/18619>
- Law of the Republic of Azerbaijan "On information, informatization and protection of information". Baku, No. 460-IQ dated 03.04.1998. Link: <https://e->

43. Is there any legislation, law or regulation on digital identity? \*

 Yes No

44. If yes, please provide link and detail.

- Law of the Republic of Azerbaijan "On electronic signature and electronic document". Baku, No. 602-IIQ dated 09.03.2004. Link: <https://e-qanun.az/framework/5916>
- Law of the Republic of Azerbaijan "About biometric Information". Baku, No. 651-IIIQ dated 13.06.2008. Link: <https://e-qanun.az/framework/15144>
- Decree of the President of the Republic of Azerbaijan on approval of " On additional measures related to the application of the new generation ID card in the Republic of Azerbaijan". Baku, No. 893 dated 28.10.2014. Link: <https://e->

45. Is there any legislation, law or regulation on digital signature? \*

 Yes

No

46. If yes, please provide link and detail.

Law of the Republic of Azerbaijan "On electronic signature and electronic document". Baku, No. 602-IIQ dated 09.03.2004. Link: <https://e-qanun.az/framework/5916>

47. Is there any legislation, law or regulation on e-procurement? \*

Yes

No

48. If yes, please provide link and detail.

- Law of the Republic of Azerbaijan "About public procurements". Baku, No. 245-IIQ dated 27.12.2001. Link: <https://e-qanun.az/framework/1029>
- Decree of the President of the Republic of Azerbaijan "On approval of the Regulations on the Single Internet Portal of Public Procurement" . Baku, No. 647 dated 16.04.2019. Link: <https://e-qanun.az/framework/42007>

49. Is there any legislation, law or regulation on digitally publishing government expenditure? \*

*Note: This is related to SDG Indicator 16.6.1*

Yes

No

50. If yes, please provide link and detail.

- Law of the Republic of Azerbaijan "On Budget System". Baku, No. 358-IIQ dated 02.07.2002. Link: <https://e-qanun.az/framework/1126>
- 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. Link: <https://e-qanun.az/framework/53084>

Report about expenditure

<https://maliyye.gov.az/en/static/15/analysis-of-the-execution-of-budget-incomes-and-expenses>

51. Is there any legislation, law or regulation on **national data governance**, including data sharing/exchange/interoperability across government agencies? \*

Yes

No

52. If yes, please provide link and detail.

Decree of the President of the Republic of Azerbaijan on approval of "Rules for the Formation, Implementation, Integration and Archiving of State Information Resources and Systems" and some measures related to E-Government. Baku, No. 263 dated 12.09.2018.

Link: <https://e-qanun.az/framework/40020>

Personal Data Protection Law

<https://e-qanun.az/framework/19675>

About information, informatization and information protection law

<https://e-qanun.az/framework/3525>

53. Is there any legislation, law or regulation on open government data? \*

Yes No

54. If yes, please provide link and detail.

The Law of the Republic of Azerbaijan "On right to obtain information". Baku, No. 1024-IIQ dated 30.09.2005. Specifically, Articles 29-33.

Link: <https://e-qanun.az/framework/11142>

Personal Data Protection Law

<https://e-qanun.az/framework/19675>

About information, informatization and information protection law

<https://e-qanun.az/framework/3525>

55. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? \*

 Yes No

56. If yes, please provide link(s) and detail(s).

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-artificial-intelligence-strategy>

On improving management in the field of e-government and the President of the Republic of Azerbaijan "On ensuring the activities of the State Agency for Citizen Service and Social Innovations under the President of the Republic of Azerbaijan" dated September 5, 2012 No. 706, "Some issues related to the improvement of management in the field of digital development and transport in the Republic of Azerbaijan on measures" No. 1785 dated January 12, 2018, "On measures related to the development of electronic government and transition to digital government" No. 1885 dated March 14, 2018 and "Formation, management of state information resources and systems, on the approval of the "Regulations of Integration and Archiving" and on amending Decree No. 263 dated September 10, 2010".

**57. Is there any legislation, law or regulation on the ethical/responsible use of AI in public administration? [NEW]**

Yes

No

**58. If yes, please provide link and detail.**

The National Strategy for Artificial Intelligence is under development now and is planning to be ready in 2023 (Draft is ready) . Link:

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

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

## D. Strategy and Implementation



59. Is there a national e-government strategy or equivalent? \*

Yes

No

Please provide information where relevant:

60. How long is the period/cycle of the national e-government strategy or equivalent? \*

Two-year

Three-year

Five-year

Ten-year

Other

61. **Is there a dedicated budget for digital government development? Please explain by informing on the percentage compared to national government expenditure. [NEW]** \*

Yes

No

62. **If yes, please provide link and detail.**

Budget for Digital government development for 2023 is allocated to these entities:  
Ministry of Digital Development and Transport  
Innovation and Digital Development Agency  
<https://e-qanun.az/framework/53092> (point 1.1.1.26 and 1.11.6.19)

63. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail **including specific reference to an implementation roadmap.** \*

Yes

No

64. Please provide link and detail.

E-Government Strategy is aligned with National Strategy of the Republic of Azerbaijan "Azerbaijan 2030: National Priorities for Socio-Economic Development." The text of the Strategy is available via the link: <https://e-qanun.az/framework/46813> .

In order to fulfill the duties established by the Decree No. 1897 dated March 16, 2016, "On the approval of the main directions of the strategic road map for the main sectors of the national economy and economy" and the issues arising from it, of the President of the Republic of Azerbaijan, "Telecommunications and information technologies in the Republic of Azerbaijan" Development Strategic Road Map" (hereafter - Strategic Road Map) was developed. The Strategic Road Map includes a strategic vision and action plan until 2020, a long-term vision for the period until 2025, and a target vision for the period after 2025, covering short, medium and long-term periods.

65. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? \*

Yes

No

66. Please provide link and detail.

It is for sure that National E-government Strategy of the Republic of Azerbaijan is guided by United Nations Sustainable Development Goals. Development of E-government as well as of digitalization is guided by National Strategy of the Azerbaijan which has clear statement that National Priorities listed in the National Strategy are in the direction of the implementation of the obligations arising from the "Transformation of our world: Agenda for sustainable development until 2030" of the United Nations Organization. Please, see it via the link: <https://e-qanun.az/framework/46813> in the Introduction "Powerful state with exemplary social welfare".

67. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? \*

Yes

No

68. Please provide link and detail.

Decree of the President of the Republic of Azerbaijan "On the Development of Electronic Government and Transition to Digital Government". No. 1885 date 4.03.2018.

You can see the full text of the above mentioned Decree here: <https://e-qanun.az/framework/38229>

69. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? \*

Yes

No

70. Please provide link and detail.

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, color 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.

71. Does the national e-government strategy make specific reference to a national data governance framework or similar? \*

Yes

No

72. Please provide link and detail.

Decree of the President of the Republic of Azerbaijan on approval of "Rules for the Formation, Implementation, Integration and Archiving of State Information Resources and Systems" and some measures related to E-Government. Baku, No. 263 dated 12.09.2018

Link: <https://e-qanun.az/framework/40020>

73. Does the national e-government strategy make specific reference to national digital identity? \*

Yes

No

74. Please provide link and detail.

Already covered by Digital Code (Draft is ready)  
<https://e-qanun.az/framework/52788>

75. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? \*

Yes

No

76. Please provide link and detail.

Already covered by Digital Code (Draft is ready)  
<https://e-qanun.az/framework/52788>

77. Does the national e-government strategy make specific reference to data-once-only principle, **single-source-of-truth (SSoT)**, or similar? \*

Yes

No

78. Please provide link and detail.

Decree No. 263 of the President of the Republic of Azerbaijan on approval of "Rules for the Formation, Implementation, Integration and Archiving of State Information Resources and Systems" and some measures related to e-Government

Baku, 12.09.2018

79. **Does the national e-government strategy make specific reference to a life-cycle approach? Please provide link and detail. [NEW]**

 Yes No

80. **Please provide link and detail.**

Decree No. 263 of the President of the Republic of Azerbaijan on approval of "Rules for the Formation, Implementation, Integration and Archiving of State Information Resources and Systems" and some measures related to e-Government

Baku, 12.09.2018

<http://www.e-qanun.az/framework/40020>

According to Decree SDLC defined and it covers Feasibility, Change management, Project management, Release and deployment, Quality Assurance, Continuous

81. **Does the national e-government strategy make specific reference to inclusion-by-default, inclusion-by-design or similar? [NEW]**

 Yes

Maybe

**82. Please provide link and detail.**

Decree No. 263 of the President of the Republic of Azerbaijan on approval of "Rules for the Formation, Implementation, Integration and Archiving of State Information Resources and Systems" and some measures related to e-Government

Baku, 12.09.2018

<http://www.e-qanun.az/framework/40020>

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;

**83. Does the national e-government strategy make specific reference to digitalizing a specific percentage of public services? [NEW]**

Yes

No

**84. Please provide link and detail.**

On the approval of the "Rules for the provision of electronic services in specific fields by the central executive authorities and public legal entities created by the President of the Republic of Azerbaijan " and the "List of types of electronic services" DECISION OF THE CABINET OF THE REPUBLIC OF AZERBAIJAN Baku city, November 24, 2011 № 191

<https://e-qanun.az/framework/22639>

About some measures in the field of organizing the provision of electronic services by state bodies and public legal entities created by the President of the Republic of Azerbaijan DECREE OF THE President of the Republic of Azerbaijan Baku city, May 23, 2011 № 429

85. Does the national e-government strategy make specific reference to the use of new/emerging technologies/practices such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT), **anticipatory, proactive services?**

Artificial intelligence (AI) - please provide link and detail:

Article 4.3 "A target vision for the period beyond 2025" of the "Strategic Roadmap for the Development of telecommunications and information technologies in the Republic of Azerbaijan". Link: [https://e-qanun.az/framework/34254#\\_Toc470728681](https://e-qanun.az/framework/34254#_Toc470728681)

86. Robotics - please provide link and detail:

N/A

87. Blockchains - please provide link and detail:

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



88. 5G - please provide link and detail:

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

Article 4.3 "A target vision for the period beyond 2025" of the "Strategic Roadmap for the Development of telecommunications and information technologies in the

89. Internet of Things (IoT) - please provide link and detail:

Article 4.3 "A target vision for the period beyond 2025" of the "Strategic Roadmap for the Development of telecommunications and information technologies in the Republic of Azerbaijan". Link: [https://e-ganun.az/framework/31254#\\_Top470728681](https://e-ganun.az/framework/31254#_Top470728681)

90. **Invisible/anticipatory/proactive/seamless services [NEW]:**

It is part of National Digital Strategy (Draft is ready)

91. Others - please provide link and detail:

N/A

92. Is the national e-government strategy aligned to any regional or global guidelines, recommendations, goals (e.g. United Nations, African Union, European Union, OECD)? \*

Yes

No

93. Please provide link and detail.

The National Strategy of Azerbaijan (which also sets the direction of E-government and digital development) is aligned with United Nations Sustainable Development Goals.

Please, see it via the link: <https://e-qanun.az/framework/46813> in the Introduction "Powerful state with exemplary social welfare".

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

Also it is necessary to mention that Azerbaijan in partnership and assistance of

94. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? \*

Yes

No

95. Please provide link and detail.

Enter your answer

96. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? \*

Yes

No

97. Please provide link and detail.

But it is drafted in Digital Code

98. **Does the Government have any official tool/mechanism to monitor the progress of the implementation of its e-government strategies? [NEW]**

 Yes No

99. **Please provide link and/or details.**

Strategic Roadmap for the Development of telecommunications and information technologies in the Republic of Azerbaijan". Link: [https://e-qanun.az/framework/34254#\\_Toc470728681](https://e-qanun.az/framework/34254#_Toc470728681)

## E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

100. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind? \*

 Yes No

101. If yes, please provide link and detail.

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

102. Is there a national e-participation policy/strategy or similar? \*

Yes

No

103. If yes, please provide link and detail.

"Law of the Republic of Azerbaijan on Public Participation". Baku, No. 816-IVQ dated 22.11.2013. Link: <https://e-qanun.az/framework/26879>

This Law regulates the relations arising in connection with the involvement of the citizens of the Republic of Azerbaijan in the implementation of state administration, in accordance with Clause 1 of Part I of Article 94 of the Constitution of the Republic of Azerbaijan. Chapter 3-5 gives information on organization of public hearings and public discussions, written consultations and especially public hearings and public discussions on drafts of legal acts and methods of implementation of these mechanisms. For example "E-participation" tab at <https://rih.gov.az/e-participation/list> and Public discussions of legal acts drafts on social important aspects of life at Milli Majlis portal <https://www.meclis.gov.az/cat-layihe.php?cat=83&lang=en>

104. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and/or other vulnerable groups? \*

Yes

No

105. If yes, please provide link and detail.

These measures are presented in the Decree of the President of the Republic of Azerbaijan "On expanding the application of electronic services in the fields of labor, employment, social protection and social security". Baku, No. 258 dated 05.09.2018

106. Does the Government provide any specific e-service(s) for women and/or other vulnerable groups? \*

Yes

No

107. If yes, please provide link and detail.

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.

108. Does the Government provide any specific e-participation measure(s) for women and/or other vulnerable groups? \*

Yes

No

109. If yes, please provide link and detail.

Women and/or other vulnerable groups can use all E-services and E-participation tools at the same level and rights as other not vulnerable groups.

E-participation services are available at <https://rih.gov.az/e-participation/list> and Milli Majlis portal <https://www.meclis.gov.az/cat-layihe.php?cat=83&lang=en>

110. Does the Government provide any specific measure(s) to build digital literacy/skills for women and/or other vulnerable groups? \*

Yes

No

111. If yes, please provide link and detail.

One of the main activities of the Small and Medium Business (SMB) Development Agency of the Republic of Azerbaijan is to build digital literacy for the development of women's entrepreneurship and take the necessary measures in this area. <https://smb.gov.az/en/nav/development-of-womens-entrepreneurship>

There is The State Committee for Family, Women and Children Affairs of the Republic of Azerbaijan operating to solve the problems of family and children along with the problems of women, where these vulnerable groups can get useful information and make online appeals on their issues via the website:

<http://www.scfwca.gov.az/en>

Also, one of the main priorities and strategic goals of the "Strategic Roadmap for the Development of telecommunications and information technologies in the Republic of Azerbaijan" is increasing knowledge and skills in the field of ICT among all citizens. Link: [https://e-qanun.az/framework/34254#\\_Toc470728681](https://e-qanun.az/framework/34254#_Toc470728681)

112. Does the Government use any social media platform(s)? \*

Yes

No

113. If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

Central executive authorities actively use in social media tools and inform users about their activities through social media platforms (Facebook, Instagram, Twitter, Youtube, Telegram and etc).

Examples:

- The President of the Republic of Azerbaijan  
<https://www.facebook.com/PresidentIlhamAliyev/> <https://twitter.com/presidentaz>
- The Cabinet of Ministers of the Republic of Azerbaijan  
<https://twitter.com/nkgovaz>
- The State Agency for Public Service and Social Innovation under the President of the Republic of Azerbaijan  
<https://www.facebook.com/vxsida/>
- The Ministry of Economy of the Republic of Azerbaijan  
<https://www.facebook.com/economy.gov.az/>  
<https://twitter.com/INazirliyi?lang=en>
- The Ministry of Finance of the Republic of Azerbaijan  
<https://twitter.com/maliyyegovaz>
- The Ministry of Foreign Affairs of the Republic of Azerbaijan  
<https://www.facebook.com/MFAAzerbaijan>  
<https://twitter.com/AzerbaijanMFA>
- The Ministry of Justice of the Republic of Azerbaijan  
<https://www.facebook.com/justice.gov.az/>
- The Ministry of Labour and Social Protection of Population of the Republic of Azerbaijan  
<https://www.facebook.com/sosial.gov.az>
- The Ministry of Education of the Republic of Azerbaijan  
<https://www.facebook.com/tehsil.gov.az>
- The Ministry of Transport, Communications and High Technologies of the Republic of Azerbaijan  
<https://www.facebook.com/mincomazerbaijan/>  
<https://twitter.com/MDDTAzerbaijan>
- The Ministry of Internal Affairs of the Republic of Azerbaijan  
<https://www.facebook.com/polisazerbaycan>
- The Ministry of Defense of the Republic of Azerbaijan  
<https://www.facebook.com/wwwmodgovaz>
- The Ministry of Health of the Republic of Azerbaijan  
<https://www.facebook.com/sehiyyegovaz>
- The Ministry of Agriculture of the Republic of Azerbaijan  
<https://www.facebook.com/agro.gov.az>
- The State Tax Service under the Ministry of Economy of the Republic of Azerbaijan  
<https://www.facebook.com/vergiler>
- The State Examination Center of the Republic of Azerbaijan  
<https://www.facebook.com/stateexamcenter>
- The State Customs Committee of the Republic of Azerbaijan  
<https://www.facebook.com/azgomruk>
- The State Committee on Property Issues (SCPI) of the Republic of Azerbaijan  
<https://www.facebook.com/emlakxidmeti/>
- The State Agency for Public Services and Social Innovations under the President of the Republic of Azerbaijan  
<https://www.facebook.com/asanxidmat>





114. If yes, please include any guidelines for government officials/institutions on the use of social media.

There is Internal Guideline prepared by President Administration Office and distributed to all Government bodies. File can be shared upon request.

115. Does the Government publish information on how people's voices, including those among women and/or the vulnerable groups, are included in policy decision-making? \*

Yes

No

116. If yes, please provide link (URL) and detail.

- Digital Executive Power portal – regional digital government to increase agility in the decision-making process, provide access to services from a single location, save time for citizens, facilitate the application process, as well as ensure agility and efficiency in activities of local executive powers. This portal has separate tab named E-participation, where citizens and/or government officials at the local executive body level have opportunity to create proposals for important socio-economic issue/problem/topic and conduct e-poll among other citizens. Link: <https://rih.gov.az/e-participation/list>  
The results of this e-polls regarding each created proposals are available on the website.
- Portal of Milli Majlis of the Republic of Azerbaijan. This portal is dedicated to the activity of National Assembly (Milli Majlis) of the Republic of Azerbaijan which is legislative body in the country. At this portal there is section (tab) which has function of participating at the discussions of bills in the country. Citizens can leave their comments, complaints, or recommendations on those bills via the form on the page by entering the following information: Full name, E-mail, Theme of the message, Text of the message. Link: <https://meclis.gov.az/cat-layihe.php>



## F. Usage, User Satisfaction and Evaluation

117. Does the Government monitor/collect usage statistics of e-government services? \*

Yes

No

118. If yes, please provide link and detail.

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/>

119. Does the Government collect usage data with dis-aggregation by gender? \*

NO

120. Does the Government measure user satisfaction of e-government services? \*

Yes

No

121. If yes, please provide link and detail.

- 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 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: <https://dxr.az/asan-index>

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

Link: <https://vxside.gov.az/az/election>

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

122. Does the Government collect user satisfaction data with dis-aggregation by gender? \*

NO

## G. Partnership and International Cooperation [NEW]

123. **Please provide information about any ongoing global/regional partnership and/or digital cooperation, with United Nations (such as UNDESA, Regional commissions, UNDP, UNICEF ...) focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) \* [NEW]** \*

Please find all information regarding international cooperation in the frame of E-government and digital development at the <https://e-gov.az/en/international-cooperation/>

One of Azerbaijan's significant achievements in the digitalization sphere is its partnership with the United Nations Development Programme (UNDP) to establish the Digital Trade Hub of Azerbaijan. The hub serves as a platform to promote e-commerce and digital trade in the country, and the partnership with the UNDP has helped Azerbaijan to enhance its digital infrastructure and

**124. Please provide information about any other ongoing global/regional partnership and/or digital cooperation, with other non UN-bodies. [NEW]** \*

Please find all information regarding international cooperation in the frame of E-government and digital development at the <https://e-gov.az/en/international-cooperation/>

Azerbaijan has also signed several MOUs with other countries and international organizations to strengthen its E-government development efforts. The country has signed an MOU with South Korea to enhance cooperation in the areas of information and communication technology (ICT), e-government, and cybersecurity.

In addition to these partnerships, Azerbaijan has also signed MOUs with other countries such as Turkey, Belarus, Estonia and Great Britain and Northern Ireland, to enhance cooperation in various digitalization-related areas, public service provision and digital government. The signed MOUs reflect Azerbaijan's commitment to enhancing its digital infrastructure and mechanisms and

THANK YOU

**125. Please provide any other information that will help us in understanding e-government development in your country. [NEW]** \*

#### □ ASAN Login

<https://asanlogin.my.gov.az/auth>

"ASAN Login" is a single sign in system providing the use of digital services in a more convenient form. "ASAN Login" is a central authentication and authorization system for various systems (web, mobile) developed on the basis of latest technologies (microservice architecture). Being one of the essential component of the new e-Gov infrastructure, this system enables users to log in to all other integrated systems through the single point registration. As a result, creation of different user identities of the same person in several systems is avoided. Furthermore, the system enables citizens to manage user authorization from the single center.

Moreover "ASAN Login" Single Sign-in System has the ability to record video based on innovative solutions such as voice and feedback. The video recording feature was created to further expand the accessibility of the "ASAN Login" system for citizens and the use of e-services.

#### □ "ASAN Bridge" integration system

The concept of digital and modern government requires the effective management of large amounts of data. Each government agency stores and manages its own information. However, it should be borne in mind that in order to better serve the citizens, the various agencies must constantly transmit the necessary information to each other and do so safely and quickly. Information exchange tool ASAN Bridge System, as an integrated module of the e-Government Information System (EHIS), provides coordination of government information resources and systems, as well as the stable and secure exchange of information between those resources and systems.

Advantages of the ASAN Bridge system:

- Not dependent on physical equipment (card, token, etc.)
- Ability to work on all Operating Systems (OS)
- Timely detection and prompt elimination of any problems within the system through the monitoring module
- Relevant permissions can be managed centrally while transferring information from one institution to another
- Acceptance and transfer of all types of services (XML, JSON, SOAP, Restful)
- Versioning of services in order to increase the sustainability of transmitted services
- The services can be divided into sub-services and thus transfer only the necessary information from the transmitted data to the other party.
- Maximum speed and convenience of information exchange

#### □ "Towards Digital Journalism" program

The main goal of the program is to inform the media about trends in e-government, e-services, and solutions and to ensure the proper promotion of these services among citizens.

<https://www.digital.gov.az/en/media/press/towards-digital-journalism-program-has-completed>



## 126. Consent to publish this Questionnaire

\*

I/We authorize UN DESA to publish my/our responses as deemed necessary.

Yes

No

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.

This content is created by the owner of the form. The data you submit will be sent to the form owner. Microsoft is not responsible for the privacy or security practices of its customers, including those of this form owner. Never give out your password.

Powered by Microsoft Forms | [Privacy and cookies](#) | [Terms of use](#)