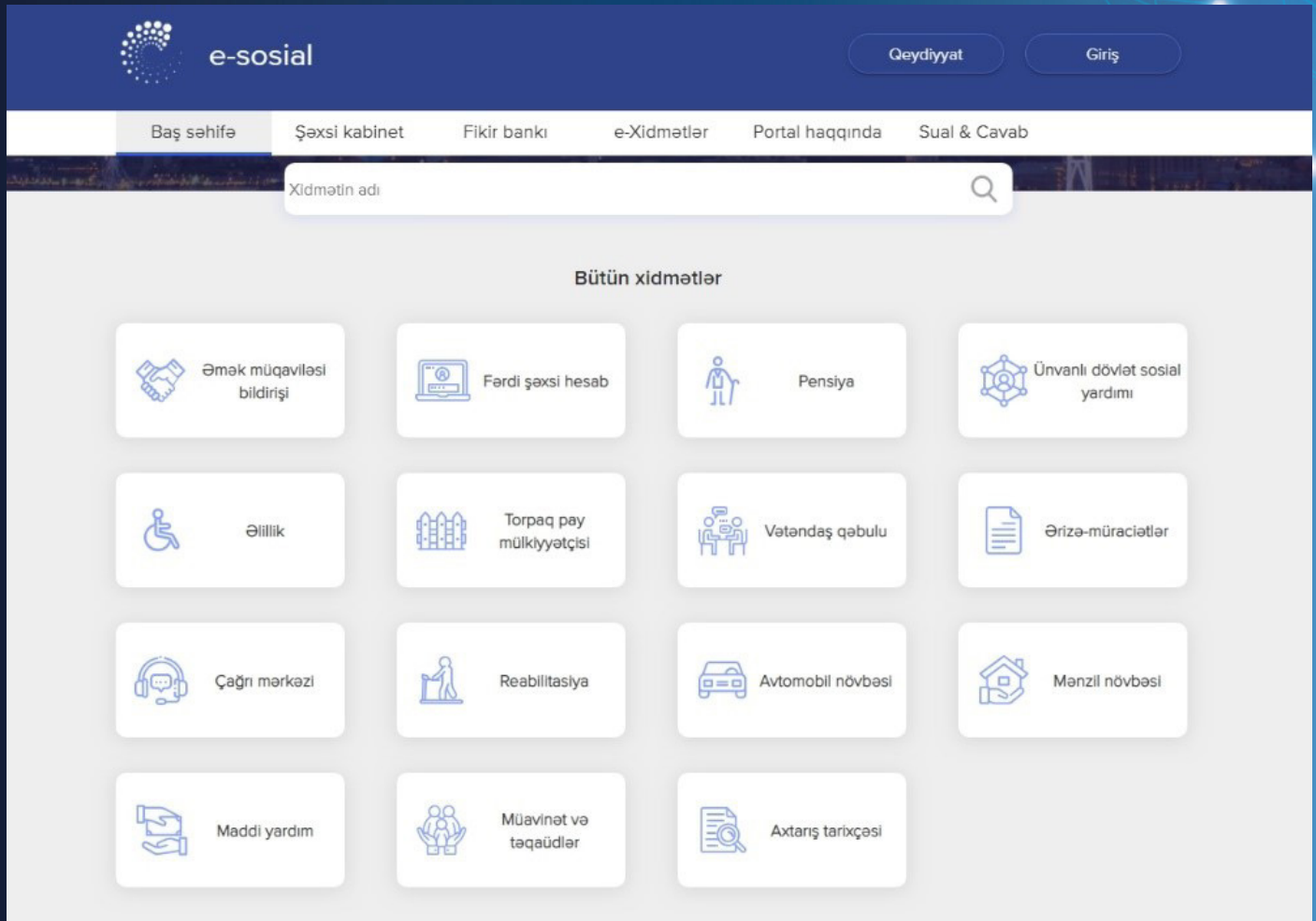# e-sosial: Unified Social Register

The "e-sosial" portal is Azerbaijan's first official Unified Social Register, created and managed by the Ministry of Labour and Social Protection of Population. This user-friendly online platform enables citizens to access comprehensive information about their social protection entitlements and benefits, allowing for continuous monitoring of their labor, employment, and social protection rights. It comprises all services of the Ministry in real-time and proactively renders services to users.

The portal operates on the principles of transparency, ease of use, efficiency, security, continuity, modularity and scalability, and operability.

Website: https://e-sosial.az/#/index
Relevant Links and Media: https://www.youtube.com/watch?v=uPR_QiSy1pI
https://www.youtube.com/watch?v=EGjl46nkHMY

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INNOVATION OVERVIEW

The "e-sosial" portal is Azerbaijan's first official Unified Social Register, which consolidates and manages social data and services provided by the Ministry of Labour and Social Protection of the Population. The online platform aims to simplify and streamline the process of accessing social services for Azerbaijani citizens and non-residents by applying new technologies based on the "one-stop shop" principle, ensuring efficient and streamlined services.

The "e-sosial" portal is advantageous as it is backed by the Ministry's Centralized Electronic Information System that can collect necessary information via integration with over 80 government institutions. With 16 electronic subsystems and 4 registers, this comprehensive system streamlines the process of gathering and verifying information, reducing bureaucracy and wait times for citizens and non-residents.

The portal serves as a centralized platform for citizens and non-residents. to apply for various social services. These include:

• Employment Contracts;
• Pensions;
• Targeted State Social Assistance;
• Disability Support;
• Social Insurance;
• Rehabilitation Programs;
• Vehicle Queue Management;
• Housing Queue Management;
• Financial Assistance Programs;
• Allowances & Scholarships;
• Lump Sum Payment;
• Adoption Services, etc.

Users can access their social status information, track their applications, receive updates on their requests, and apply to the Ministry online by creating an account on the platform. They can also obtain 30 types of electronic references and access over 50 proactive services.

This streamlined approach helps to simplify the process of applying for social assistance programs and services, improving overall efficiency and accessibility for citizens and non-residents.

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WHAT MAKES THE
PROJECT INNOVATIVE?

The Regulation on the "e-sosial" internet portal was approved to implement the Decree of the President of the Republic of Azerbaijan dated September 5, 2018, which aimed to expand the use of electronic services in labor, employment, social protection, and social security fields. The implementation of this portal and the associated regulation are part of the government's ongoing efforts to modernize and streamline public services by utilizing electronic platforms.

The "e-sosial" portal offers citizens and non-residents access to social information collected about them and provides over 150 types of social services in exchange for rights, allowing citizens and non-residents to benefit from them in a flexible manner. This represents a significant improvement over the previous system, which often required citizens and non-residents to navigate multiple bureaucracies to access different social services.

The portal is easily accessible to all citizens and non-residents, including those living in remote areas or with limited digital skills, as it is user-friendly and provides clear and concise instructions. The system also ensures the security and protection of citizens and non-residents' personal information, as robust security measures are in place to prevent unauthorized access, data breaches, or other cyber threats.

WHAT IS THE CURRENT STATUS
OF INNOVATION?

The "e-sosial" platform has been fully operational since its launch in 2018 and has received positive feedback from users. The government has continued to promote the portal and encourage its use among citizens and non-residents to improve the efficiency and effectiveness of social services in the country.

As of 2023, the number of active users registered on the portal has steadily grown and has reached 1 million 300 thousand. The fact that the "e-sosial" portal is also available as a mobile application on both Android and iOS operating systems has made it easily accessible to users, contributing to its popularity.

COLLABORATIONS
& PARTNERSHIPS

The "e-sosial" platform is maintained by the DOST Digital Innovations Center, functioning near the Ministry of Labour and Social Protection of Population.

Access to the platform requires authorization, which is operated by the Innovation and Digital Development Agency under the Ministry of Digital Development and Transport.

The services available on the platform are the result of multiple integrations with over 80 government institutions through the Ministry's Centralized Electronic Information System.

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USERS, STAKEHOLDERS
& BENEFICIARIES

The primary users and beneficiaries of the "e-sosial" platform are the citizens of Azerbaijan and non-residents who use any service provided by the Ministry of Labour and Social Protection of the Population.

The stakeholders in the platform include the Ministry of Labour and Social Protection of Population, the DOST Digital Innovations Center, the Innovation and Digital Development Agency, and the various government institutions and organizations that are integrated into the Ministry's Centralized Electronic Information System. The Ministry's Centralized Electronic Information System is a crucial component of the "e-sosial" platform, which is connected to more than 80 institutions and organizations, with mutual integration of their information systems and resources.

RESULTS, OUTCOMES
& IMPACTS

The "e-sosial" platform has had several results, outcomes, and impacts since its implementation in Azerbaijan.

Results:

• The platform provides citizens and non-residents with easy access to social information and over 150 types of social services through a centralized and user-friendly interface.

• The platform is easily accessible to all citizens and non-residents, including those living in remote areas or with limited digital skills.

Outcomes:

• The implementation of the platform has helped modernize and streamline public services in Azerbaijan, improving the efficiency and effectiveness of social service delivery.

• The platform has reduced the administrative burden on citizens and non-residents by eliminating the need to navigate multiple bureaucracies to access different social services.

• The platform has improved the security of citizens and non-residents personal information, with robust security measures in place to prevent unauthorized access, data breaches, or other cyber threats.

Impacts:

• The platform has had a significant positive impact on the lives of citizens and non-residents in Azerbaijan, providing them with easier access to social services and support.

• The platform has helped to reduce poverty and inequality by ensuring that citizens and non-residents can access the social services and benefits to which they are entitled.

• The platform has contributed to the modernization and digitization of public services in Azerbaijan, positioning the country as a leader in the region in terms of electronic governance and service delivery.

In addition, as per Alexa.com's evaluation, the "e-sosial" portal, along with popular sites such as "google.com," "youtube.com," and "wikipedia.org," is among the top five most visited websites in Azerbaijan. This is a testament to the portal's popularity and significance as a valuable resource for citizens and non-residents seeking social services and support.

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CHALLENGES & FAILURES

As with any digital platform, there is a risk of cyberattacks, data breaches, or other security threats that could compromise user data or system functionality. The Center maintains strong cybersecurity measures and protocols to mitigate these risks.

There may be technical issues or glitches with the platform that impact functionality or user experience. Ongoing monitoring and maintenance is done by the Center to address these issues and ensure the platform operates effectively.

While the platform aims to provide a user-friendly interface, there may still be challenges in terms of usability and accessibility for some citizens and non-residents, particularly those with limited digital skills or disabilities.

In addition to the above-mentioned challenges and failures, there may also be issues related to the integration of different information systems and resources from various government institutions and organizations. These integrations may encounter technical difficulties or compatibility issues that could result in delays or inaccuracies in accessing and processing information, which could in turn affect the delivery of social services to citizens and non-residents.

Moreover, there could be challenges related to the accuracy and completeness of the data stored in the system, particularly if there are inconsistencies or errors in the data entered by different agencies or personnel. This could lead to incorrect or incomplete information being used to determine eligibility or to provide social services, potentially affecting the welfare of citizens and non-residents.

CONDITIONS FOR SUCCESS

The success of the "e-sosial" portal in Azerbaijan can be attributed to several factors. Firstly, the government's commitment to digitizing public services has been a significant contributing factor. This commitment has helped to ensure that the necessary resources and support are available to develop and maintain the portal effectively.

Another important factor is the user-friendly interface of the portal, which has been designed with the user experience in mind. The layout and design of the portal are intuitive, making it easy for citizens and non-residents to navigate and access the services they need. Regular updates are made to improve the functionality and usability of the portal based on user feedback.

Regular evaluation of the system's performance is also crucial to ensuring that the project remains relevant and effective over time. Using feedback to make improvements is an essential part of this evaluation process. Engaging with stakeholders, including users, partners, and other stakeholders, throughout the system can also help build support for the project and ensure that it meets their needs.

Finally, the system is regularly updated and upgraded to meet citizens' changing needs and expectations. This approach ensures that the "e-sosial" portal remains relevant and effective in the long term.

REPLICATION

Replicating the "e-sosial" portal in other countries requires careful consideration of the unique contexts and needs of each country.

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LESSONS LEARNED

After the Soviet Union collapsed, Azerbaijan was confronted with numerous social security challenges that were typical of other post-Soviet countries. These challenges included inadequate social welfare programs and difficulties in administering and coordinating social security programs.

Before the implementation of the Unified Social Register in Azerbaijan, which aimed to streamline the administration of social security programs, the Ministry of Labor and Social Protection of Population encountered several coordination challenges within its governance system. These included:

• Fragmented Information Systems: The Ministry relied on fragmented information systems, which made it challenging to track and coordinate social security programs across various regions and government agencies. This resulted in a lack of transparency and inefficiencies in delivering social security services.

• Coordination Difficulties: There was a lack of coordination among different government agencies responsible for social security programs, leading to duplicated efforts and a lack of efficiency in delivering social security services.

The implementation of the Unified Social Register and other government measures has helped to tackle these challenges and improve the delivery of social security services in Azerbaijan.

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