

ASAN Xidmet — One-Stop Digital Public Service Centres

Digital Inclusion · Good practice · Azerbaijan

Quality score: 92/100

Evidence strength: Observational / pre–post

Summary

Azerbaijan's ASAN Xidmet one-stop-shop centres, launched in 2012 and backed by mobile 'ASAN' buses reaching rural areas, digitised dozens of services and won the 2015 UN Public Service Award, though a 2025 mass-surveillance system reportedly draws on the data they collect.

Key dimensions

Dimension	Score
Innovation level	3/5
Sustainability (ongoing)	1/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-07-03

[State Agency for Public Service and Social Innovations under the President of the Republic of Azerbaijan](#) — accessed 2026-07-03

[ASAN Xidmet — About](#) — accessed 2026-07-03

[Human Rights Watch — Azerbaijan's surveillance platform risks sweeping privacy violations \(2025\)](#) — accessed 2026-07-03

[Blavatnik School of Government, Oxford — Curbing corruption in Azerbaijan: the case of ASAN](#) — accessed 2026-07-03

[World Bank — Smart Villages in Azerbaijan \(2021\)](#) — accessed 2026-07-03

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