

DOST Digital Innovations Centre — Azerbaijan's Automatic Disability Benefit Assignment System

Digital Inclusion · Good practice · Azerbaijan

Quality score: 92/100

Evidence strength: Strong

Summary

Azerbaijan's Disability Subsystem automatically assesses and pays disability benefits with no application needed, using anonymised case review and SMS-delivered e-signed decisions. Since 2015 it has processed 736,000+ applications; DOST now serves 9.2 million people proactively.

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 2026-08-31

[DOST Digital Innovations Centre, Ministry of Labour and Social Protection of Population of Azerbaijan](#) — accessed 2026-08-31

[Disability Insider — Innovation with impact: Azerbaijan's digital path in disability assessments and payments](#) — accessed 2026-08-31

[GovInsider Asia — Azerbaijan's journey towards proactive e-services](#) — accessed 2026-08-31

[DOST Agentliyi — Disability assessment \(official\)](#) — accessed 2026-08-31

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