

Proactive AI-Driven Benefit Assignment — Azerbaijan's State Social Protection Fund System

AI in the Public Sector · Good practice · Azerbaijan

Quality score: 80/100

Evidence strength: Observational / pre–post

Summary

Azerbaijan's State Social Protection Fund uses AI-based data matching across 15+ agencies to proactively identify and enrol eligible citizens in welfare benefits. Proactive coverage rose from 7% to 72% of cases (2020-2023), reaching over 600,000 people, per OECD-verified figures.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	3/3
Transparency, fairness & accountability	2/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	3/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-07-13

State Social Protection Fund (SSPF), Ministry of Labour and Social Protection of the Population of Azerbaijan — accessed 2026-07-13

OECD Observatory of Public Sector Innovation — Proactive people-centred assignment of social benefits in Azerbaijan — accessed 2026-07-13

GovInsider Asia — How Azerbaijan uses artificial intelligence to provide services to vulnerable groups — accessed 2026-07-13

ISSA Good Practice registry entry — accessed 2026-07-13

Cite this — Evidoria. *Proactive AI-Driven Benefit Assignment — Azerbaijan's State Social Protection Fund System*. Persistent ID: 90c4af3c-a7cc-4920-bd7d-4a1913a2f777.