



**Inter-sessional Seminar on the role of good governance in the promotion and protection of human rights and best practices for implementing the Sustainable Development Goals, including Goal 16 in this regard**

**Statement  
delivered by Ms. Marziyya Vakilova-Mardaliyeva, Second Secretary of the Permanent Mission of the Republic of Azerbaijan to the UN Office and other International Organizations in Geneva**

**June 14, 2019**

Thank you, Mr. Chair,

We appreciate the organizers for organizing this Seminar and the panelists for their insightful presentations.

Azerbaijan believes in important role of good governance in promotion and protection of human rights. Using this opportunity, I would like to present to you the national best practice of Azerbaijan in the field of transparent, efficient and accountable public service delivery, namely the Azerbaijani Service and Assessment Network (“ASAN Service”), which was established in 2012.

“ASAN Service” has created an innovative, citizen-centric and digitally advanced model of public service delivery, where around 300 services are rendered by number of government agencies, together with private companies from single physical locations called “ASAN Service” Centers. It has been awarded by the United Nations Public Service Award for the best public service delivery mechanism worldwide.

One of the important achievements of “ASAN Service” is development of a mobile service which involves well-equipped large buses and trains that travel to the regions to deliver services in rural and remote areas that do not host “ASAN Service” Centers.

During the 37th session of the HRC (26 February - 23 March 2018) Azerbaijan together with Georgia, Kenya, Thailand and Turkey submitted a draft resolution entitled “**Promoting human rights and Sustainable Development Goals through transparent, accountable and efficient public services delivery**” which was unanimously adopted by the HRC.

The resolution stressed that non-discrimination, efficient, accessible, accountable and transparent public services delivery consistent with citizens’ needs and feedback is one of the key components in building an anti-corruption environment in the public sector and contributes to the promotion and protection of human rights and the implementation of the 2030 Agenda for Sustainable Development. With this in mind, the Council encouraged States with effective

models for the delivery of public services to share their best practices with other States and welcomed the initiatives of States to promote the delivery of public services as an aspect of the topic of human rights and good governance by organizing regional and international events.

As a follow-up, the Government of Azerbaijan in collaboration with the Office of the United Nations High Commissioner for Human Rights decided to organize an international expert meeting on effective models for the delivery of public services contributing to the realization of human rights and the Sustainable Development Goals.

This meeting will be part of the United Nations Public Service Forum and Award Ceremony to be hosted by the Government of the Republic of Azerbaijan in Baku, Azerbaijan from 24 to 26 June 2019.

The aim of the event is to explore the best practices of public service delivery contributing to the realization of human rights and offer a high-level panel discussion focusing on identifying good practices, common trends, challenges and prospects at the national, regional and international levels.

I thank you for your attention.