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## **EUROPEAN SOCIAL CHARTER**

### **Answers to additional questions related to**

17th National Report on the implementation of the European  
Social Charter  
submitted by

**THE GOVERNMENT OF THE REPUBLIC OF AZERBAIJAN**

Articles 2, 3, 4, 5, 6, and 20

**CYCLE 2024**

## **The Ministry of Labour and Social Protection of Population of the Republic of Azerbaijan: Best Practices in Labour and Social Protection**

### **DOST: The Concept**

The DOST — Sustainable and Operational Social Security Concept — was initiated by the First Vice-President of Azerbaijan, Mehriban Aliyeva. Building on this concept, the Sustainable and Operational Social Security Agency (hereinafter - DOST Agency) was established by Presidential Decree № 229 dated 9 August 2018. The Agency operates under the authority of the Ministry of Labour and Social Protection of the Population of the Republic of Azerbaijan (hereinafter - the Ministry or MLSPP).

The DOST model is a streamlined management system that offers citizens prompt, transparent, and user-friendly access to social protection and employment services — all under one roof. It places a strong emphasis on digital innovation and institutional flexibility. The DOST Agency's strategic priorities focus on achieving full digitisation of services, ensuring accessibility across all strata of society, rolling out new services and socially oriented projects, enhancing the quality of social support, and strengthening the system's long-term resilience — all aimed at delivering outstanding citizen satisfaction.

Currently, seven DOST centres across the country offer the public with 161 different services. Around 92% of these services have either been digitised or are provided through electronic platforms. Access is available directly through the DOST network, via mobile outreach units, online channels, and the Call Centre at 142. All operations are coordinated through the Centralised Electronic Information System (CEIS), which comprises 18 specialized subsystems and 4 registers, including portals like e-Social and the Labour and Employment subsystem (LEMS).

**The DOST CareCall project** aims to automatically evaluate and analyse services provided by the 142 Call Centre based on user feedback, improve call response technologies, centrally collect and track complaints, and monitor outcomes as well as any delayed complaint resolutions.

The DOST Agency employs a KPI-based assessment tool called the **DOST Index** to continuously monitor and measure service quality. This system is built around five key pillars and 30 KPIs, providing a comprehensive evaluation of the centres' performance.

To further enhance community involvement, the DOST Agency runs the **Volunteer DOST programme**, which consists of seven focused streams: Young DOST, Silver DOST, Distant DOST, Inclusive DOST, Corporate DOST, Digi DOST, and Tele DOST. These initiatives bring together people from diverse age groups and social backgrounds, integrating them into the Agency's day-to-day operations and promoting shared responsibility and active participation in projects with social impact.

The DOST Agency has also made its mark on the international stage and continues to strengthen its global presence. It has been honoured with 29 international awards and certifications following evaluations by esteemed organisations such as the European Social Network (ESN), the International Social Security Association (ISSA), the International Organization for Standardization (ISO), and others. The DOST model has recently attracted global interest, leading to collaborations with Uzbekistan and Moldova on implementing the "one-stop-shop" approach. Promoting the DOST concept and sharing its achievements internationally remain top priorities.

## **VENTAS Subsystem**

A nationwide system for providing targeted state social assistance (hereinafter – TSSA) to low-income families has been established, and its implementation has been rolled out across the entire country.

To enhance convenience and transparency in applying for and receiving targeted state social assistance (TSSA), the Targeted Assistance (VENTAS) subsystem was launched within the Centralised Electronic Information System (CEIS) in 2016. From 19 February 2016, applications for TSSA have been processed electronically.

**VENTAS** is an electronic platform designed to streamline the submission, verification, and approval of citizens' applications.

**Electronic application:** Applicants complete and submit their application forms electronically via the VENTAS system, accessible through the e-Social portal and designated information kiosks.

**Automated Data Validation:** Information submitted in the application forms is cross-checked automatically using software integrated with the databases of relevant government agencies.

**Assessment of Household Living Conditions:** The family's basic needs, income, and living conditions are documented via video, photo, and audio recordings, securely verified with an enhanced electronic signature, and transmitted to VENTAS in real time.

**Decision-making:** Where no inconsistencies are identified in the submitted information, VENTAS authorises the award of social assistance to the household. Where discrepancies are detected, the application is declined.

**Payment Processing:** Once a decision is issued, the system automatically liaises with banks to arrange the opening of an account and issuance of a payment card for the disbursement of the assistance.

In May 2024, a new version of the VENTAS subsystem was launched, offering a more secure, error-free user experience. The upgrade also prevents unlawful interference by third-party intermediaries during applications for targeted state social assistance (TSSA), safeguarding citizens from potential abuse or exploitation by such actors.

## **Digitisation of Social Payment Allocation**

From Q3 2019 onwards, processes for granting social payments have been fully digitised with the aim of making public services more convenient and transparent, minimising direct interaction between citizens and officials, and improving public satisfaction. This initiative enables social benefits, Presidential pensions of the Republic of Azerbaijan, and other social payments to be allocated electronically (proactively) — without requiring citizens to submit documents or apply to any public authority. The system operates based on data from the information resources and systems of state bodies and institutions integrated into the Centralised Electronic Information System (CEIS). Currently, the Ministry of Labour and Social Protection of the Population delivers 60 proactive services across its areas of activity.

In recent years, the number of proactive allocations of social benefits has continued to grow, both in terms of types of benefits and the categories of recipients

covered. Between 2019 and 2024, a total of 544,000 social benefit allocations were made. In 2024 alone, 124,900 proactive allocations were carried out — approximately 1.6 times more than in 2020.

### **Expanding Employment Opportunities for Women**

In order to eliminate gender discrimination and expand employment opportunities for women, amendments were made to the Labour Code of the Republic of Azerbaijan by Law № 629-VIQD dated 5 November 2022. Following the enactment of this law, the Cabinet of Ministers of the Republic of Azerbaijan, by its Decision № 172 dated 31 May 2023, repealed the earlier Cabinet Decision № 170 dated 20 October 1999, which had approved the List of Productions, Occupations (Positions) with Prohibited Employment of Women, and Underground Work Where Working Conditions Are Harmful or Hazardous. This previous list included 674 occupations (positions) and workplaces. In its place, a revised list was approved covering 204 occupations (positions) and workplaces where employment is prohibited for pregnant women or women with children under one year of age, as well as a list of 78 harmful production factors to which such women must not be exposed in the workplace. As a result, the scope of the list has been reduced by approximately threefold. While previously these restrictions applied to all women, they now apply exclusively to pregnant women and women with children under one year old.

Pursuant to Law № 1063-VIQD of the Republic of Azerbaijan dated 22 December 2023, entitled On Amendments to the Labour Code of the Republic of Azerbaijan, Articles 98 and 242 of the Labour Code have been amended to address gender discrimination. According to these amendments, pregnant women, women with children under the age of 14, and women with children with disabilities may, upon providing written consent, be assigned to night work, overtime, work during rest and public holidays, and business trips on equal terms with men.

Recent reforms in labour legislation related to women's employment have boosted Azerbaijan's score in the World Bank's Women, Business and the Law 2024 report from 78.8 to 85. Furthermore, the draft amendments to the Labour Code addressing women's involvement in night work, overtime, and business trips will be included in the World Bank's 2026 report.

At the 2025 Spring Meetings of the World Bank Group and the International Monetary Fund, Azerbaijan's recent reforms on women's employment were highlighted as exemplary. It was noted that the country's efforts to expand employment opportunities for women serve as a model of best practice.

For more information, please visit:

<https://www.worldbank.org/en/news/video/2025/04/29/unlocking-global-growth-through-women-s-economic-empowerment>

### **Trilateral Commission on Socio-Economic Affairs**

To ensure the protection of workers' rights in the Republic of Azerbaijan with the involvement of social partners, the Trilateral Commission on Social and Economic Affairs was established and has been operating based on Joint Decision № 6 dated 30 September 2016, issued by the Cabinet of Ministers of the Republic of Azerbaijan, the

Azerbaijan Confederation of Trade Unions, and the National Confederation of Entrepreneurs' (Employers') Organisations of the Republic of Azerbaijan. Key social initiatives and issues in the country are collaboratively reviewed with social partners within the Commission, and the decisions reached are forwarded to the government. The Commission is made up of five authorised representatives from each party, appointed to ensure gender balance, and operates on a permanent, voluntary basis. The Commission's Secretary supports its effective functioning, with coordinators appointed by each party to ensure smooth coordination.

ILO research shows that when employers' and workers' representative organisations work together with governments through tripartite social dialogue, the resulting policies are more equitable and sustainable. In this context, to enhance the importance of tripartite social dialogue in shaping national socio-economic policy, an international seminar took place on May 15–16, 2025, during which the ILO's "Self-Assessment Method for Social Dialogue Institutions" was formally launched in the country.

For more information, please visit:

<https://www.ilo.org/resource/news/azerbaijan-moves-toward-strengthened-social-dialogueilo-support>

## **Ensuring Effective Employment**

To establish a long-term state employment policy aimed at ensuring effective employment of the population, Presidential Decree № 602 dated 30 October 2018 approved the *Employment Strategy of the Republic of Azerbaijan for 2019–2030*.

The main priorities of the *Employment Strategy of the Republic of Azerbaijan for 2019–2030* include implementing an employment-driven economic development policy; supporting micro, small, and medium-sized enterprises; improving the regulatory and institutional framework for labour market governance; developing workforce skills and enhancing labour standards; expanding the scope and effectiveness of active employment measures; strengthening the integration of citizens who require special social protection or face difficulties entering the labour market; promoting social dialogue and preventing informal employment; and developing systems for labour market monitoring and forecasting. *The 2020–2025 Action Plan for Implementing the Employment Strategy* is currently underway.

The adoption of the *Law on Unemployment Insurance* and the *Law on Employment* in Azerbaijan has enhanced the effectiveness of proactive measures for the social protection of unemployed and job-seeking individuals, established a flexible financial mechanism based on the principle of targeting, and facilitated the introduction of a new model for employment services.

As of 1 January 2025, the economically active population was 5,312,100, with 5,029,800 people employed. The country's unemployment rate stands at 5.3%.

To promote the employment of individuals requiring special social protection and those facing challenges entering the labour market, the *Procedure for Implementing Targeted Programmes*, outlining the rules for employment-focused initiatives under the

State Employment Agency of the Ministry of Labour and Social Protection, was approved by Decision № 552 dated 29 December 2024 of the Cabinet of Ministers.

To foster a skilled workforce, boost competitiveness, and align education with labour market needs, 1,336 standards (668 occupational and 668 qualification standards) have been developed across various sectors of the economy and integrated into the Register of Occupation and Qualification Standards on the Ministry's e-Social portal.

### **Adoption and Alternative Care**

The new system has established a management framework for adoption grounded in the principle of prioritising the best interests of the child. By drawing information on prospective adoptive parents from the integrated information systems and resources of relevant state bodies, direct contact between citizens and officials has been minimised. Adoption applications, along with the electronic matching of children to suitable prospective adoptive parents, are now handled digitally, preventing potential misuse and ensuring the process is conducted transparently and impartially.

The key distinguishing features of the new adoption model are as follows:

- Adoption services are now managed through a single central authority, rather than being handled by multiple agencies;
- A unified electronic registry for children deprived of parental care, adopted children, and prospective adoptive parents;
- Adoption carried out in three stages: registering prospective adoptive parents, ensuring the best match for the child's interests, and completing the court process;
- Implementation of interviews, assessment of household living conditions, training, matching, institutional visits, and trial periods to ensure adoption aligns with the best interests of the child;
- Electronic matching of the child with prospective adoptive parents through the subsystem, giving primary consideration to the child's wishes and best interests;
- Taking into account the views of children aged seven and above who are eligible for adoption.
- Improving various eligibility requirements for prospective adoptive parents, including age, income, property ownership, and criminal record.
- Monitoring the family environment, as well as the mental, physical, psychological, and emotional well-being of adopted children — including those adopted before 2019 — until they reach the age of 18.

To encourage adoption, children deprived of parental care are guaranteed continued state-funded education after being adopted. In addition, adoptive parents receive monthly allowances, the amount of which depends on the adopted child's health condition.

Currently, applications for foster care can be submitted online through the Children Deprived of Parental Care, Foster Care, and Adoption Subsystem. Foster families receive both monthly and one-time allowances.

The Ministry of Labour and Social Protection visits foster families at least once a month to assess the child's living conditions, and their intellectual, physical, psychological, and mental well-being. These visits also check the family's compliance

with the care agreement and may be carried out either on a scheduled basis (with prior notice) or as unannounced inspections.

### **Gatekeeping**

Since 1 November 2022, the Ministry of Labour and Social Protection of the Population (MLSP) has been operating a gatekeeping mechanism in Azerbaijan. Under this system, officials of maternity hospitals, preschool and general education institutions, healthcare and other facilities, as well as other citizens who have information about children deprived of parental care, are required to promptly notify the Ministry to ensure their placement. Upon receiving such information, an initial assessment is carried out within three working days to determine the child's and family's living conditions and the reasons for the loss of parental care.

If a child is found to be in immediate danger to their health or life and requires urgent placement, a decision for emergency placement is made without an initial assessment. Once the child is placed, an initial assessment is conducted. Based on its results, the Ministry determines whether the child has no family or cannot remain with their family and decides on placement. If it is determined that the child can remain with their family, an additional assessment is carried out, and a family development plan is prepared within 14 working days. Currently, applications for the gatekeeping mechanism are submitted online directly through the Children Deprived of Parental Care, Foster Families, and Adoption Subsystem.

According to statistics from 1 November 2022 to 30 June 2025, MLSP interventions prevented 665 children from entering institutions and enabled 513 children to return to family care.

### **Family Development Plan**

The Family Development Plan identifies the reasons a child has been deprived of parental care, prioritises them by significance, and sets out measures to address these causes. It details the legal, social, medical, psychological, and household support needed for the family. The timely implementation of the support measures outlined in the Family Development Plan is ensured through close cooperation with the relevant state authorities. From 1 November 2022 to 30 June 2025, a total of **307** such plans were developed.

### **Individual Development Plan**

An Individual Development Plan (IDP) is prepared for children who have lost their parents or have been deprived of parental care and placed in an institution. The plan takes into account the child's age, health, interests, needs, skills, and other characteristics to support their personal, educational, and socio-cultural development, and to determine the feasibility of family reintegration.

If the implementation of the IDP shows that the child can be returned to their family or relatives, a Family Development Plan is put in place. After the child's return, their situation, including cognitive, physical, psychological, and mental health, is monitored at least once per quarter for a period of one year.

From 1 November 2022 to 30 June 2025, a total of **2,596** Individual Development Plans were prepared.

### **The Children Deprived of Parental Care, Foster Families, and Adoption Subsystem**

To improve the management of child protection and the care of children deprived of parental care in the Republic of Azerbaijan, the Children Deprived of Parental Care, Foster Families, and Adoption Subsystem (hereinafter – the Subsystem) has been established. The Subsystem aims to centralise information on children deprived of parental care residing in institutions, manage their placement into institutions, foster families, and adoption processes efficiently and transparently, increase fairness in decision-making, and minimise reliance on human intervention.

The Subsystem won the Gold Award in the Government Website category at the international US-based dotCOMM Awards. The competition's website highlights this achievement and also provides detailed information on the DOST Digital Innovation Centre under the Ministry, along with a comprehensive presentation of the e-adoption system.

### **Disability Assessment**

To ensure transparency and fairness in the disability assessment process, the Government of Azerbaijan has been conducting online evaluations through the Disability Subsystem since 2015. For each assessment, a referral is completed by a medical advisory commission at a healthcare institution and submitted into the e-system. Once accepted by the Subsystem, all information that could identify the referring doctor-advisory commission, the approving officials, or the individual being assessed is encrypted and anonymised.

Anonymised referrals are immediately sent via the Subsystem to the Medical-Social Expert Commissions (MSECs) for disability assessment. The MSEC evaluates the disability solely on the information provided in the referral, without any direct contact between the expert and the individual. Citizens are informed of the decision (either the confirmation or denial of disability status) via SMS. In addition, they can freely and easily access the assessment results by calling the 142 Call Centre and using the interactive menu. Each individual can also personally obtain information about their disability status in the form of an e-certificate via the e-social.gov.az portal. The service is also available through Android and iOS mobile applications.

The Ministry's automated systems, including the Disability Subsystem, have been recognised by the UN as modern, efficient, and transparent work mechanisms suitable for sharing under South-South Cooperation and for application in other countries of the Global South. These systems have been featured as best practices on the UN's Cooperation Mechanisms and Solutions in the Arab States, Europe and CIS within the Framework of South-South Cooperation portal. Azerbaijan's e-information system for disability assessment was also positively evaluated in the International Social Security Association's (ISSA) Good Practice competition for the Europe region, earning a special

ISSA award. This experience has since been studied and adopted by the Republic of Kazakhstan.

### **Register of Persons with Disabilities**

The Rules on the Register of Persons with Disabilities, enabling the establishment of a unified and comprehensive national database on persons with disabilities, have been approved. Based on these Rules, an electronic system has been created as an information resource comprising electronic sets of documents relating to persons with disabilities. The Register includes personal information data such as the date of disability determination, the degree and duration of disability, whether it is initial or regained disability, the cause of disability, the date of the next assessment, the percentage of loss of professional working capacity, as well as information on the education and employment of persons with disabilities. The Register has been developed, launched for use, and integrated with the information systems and registers of various state authorities.

### **“Disability” subsystem**

The “Disability” subsystem is a fully digital platform designed to manage the disability assessment and social protection processes in Azerbaijan. It enables automated evaluation based on medical, social, and functional criteria by integrating data from healthcare institutions and social services.

The system ensures transparency, minimizes human intervention, and facilitates the proactive assignment of disability status and related benefits, including pensions and rehabilitation services. It also allows the Medical and Social Expert Commissions to evaluate disabilities through e-referrals from public health institutions, *eliminating the need for in-person assessments*.

Since 1 July 2022, the Disability Assessment Criteria have been approved and put into effect. Aligned with World Health Organization (WHO) standards and informed by the experience of numerous countries, the new framework replaces the traditional three disability categories with an approach that assesses the percentage of functional impairment based on the extent of limitations in key areas of daily life. With the introduction of these new criteria, a legislative package amending nearly 100 national laws has been approved. The number of qualifying criteria for disability status has risen from 128 to 616 — an almost fivefold increase compared to the previous system.

In line with the social model outlined in the UN Convention on the Rights of Persons with Disabilities (CRPD), it has been deemed necessary to replace derogatory and demeaning terms used for persons with disabilities with neutral language that does not create negative perceptions. Accordingly, amendments to nearly 40 legislative acts have been approved to replace offensive or negatively connoted expressions related to disability and persons with disabilities in national legislation with neutral terminology. All derogatory and demeaning terms have been completely removed from national law. To eliminate discrimination against persons with disabilities, restrictions related to disability in the area of adoption were lifted in 2020. At present, there are no limitations for persons

with disabilities regarding adoption. Furthermore, to encourage the adoption of children with disabilities, an allowance is provided for each child adopted by eligible individuals.

### **Accessibility of Official Government Online Resources for Persons with Disabilities**

Legislation has been updated to guarantee people with disabilities equal access to, and full use of, information technology and the Internet. All official government websites and online resources are now required to be accessible to people with disabilities in accordance with the Web Content Accessibility Guidelines (WCAG).

Technical measures have been introduced across the official websites of numerous government bodies — including the e-Government portal — to ensure accessibility for people with disabilities.

### **Provision of Rehabilitation Aids for Persons with Disabilities**

Persons with disabilities are provided with state-funded rehabilitation aids as listed in the officially approved catalogue. Previously, 57 types of aids were available, including high-tech prosthetics and powered wheelchairs.

Through cooperation between the Ministry of Labour and Social Protection and the World Health Organization (WHO), these state-funded aids have been reclassified according to WHO standards into categories for mobility, self-care, vision, hearing, and communication. This has expanded the total number of primary rehabilitation aids from 57 to 81. In addition, 49 supplementary items supporting the use of the aids have also been included.

### **Automated assignment of pensions and social insurance-based benefits**

To expand pension coverage and improve accessibility, a number of legislative amendments have been made. In accordance with Article 22-1 of the Labour Pensions Law of the Republic of Azerbaijan (hereinafter – the Law), from 1 January 2019, old-age pensions, from 1 March 2019, disability pensions, and from 1 January 2021, survivor's pensions are assigned proactively — without any need for the individual to apply to a government body.

Additional amendments have been introduced to support proactive pension assignment for individuals eligible for old-age pensions under preferential conditions due to having multiple children or children with disabilities. These include granting a 25-year work experience amnesty and removing the requirement to provide a certificate confirming the upbringing of such children.

To further maximise the digitalisation of pension assignment, amendments made to the Law as of 1 July 2024 now allow the transition from one type of labour pension to another to be carried out proactively.

As a result of these measures, compared with the same period in the previous year, proactive pension assignments for old age, disability, and loss of the family head increased in 2024 and 2025. In the first six months of 2025, the proportion of pensions

assigned proactively reached 86.6% for old age, 15.6% for loss of the family head, 71.9% for disability, and 71.0% overall. Additionally, in line with Article 8 of the Law, 35.8% of pensions granted proactively to individuals entitled to early retirement due to children.

Since 31 December 2020, assignment of lump-sum childbirth allowance has been automated, and over the past period 267,000 e-assignments have been made. Insured individuals can now view statements online through their personal accounts on the Ministry's e-Social portal ([e-social.gov.az](http://e-social.gov.az)), including details of contributions to mandatory state social insurance and allowances received. Additionally, the Social Insurance Payment Calculator has been made available online for public use at [emas.sosial.gov.az](http://emas.sosial.gov.az).

### **"Proactive Service Mechanism"**

The project introduces an innovative proactive service approach where pensions and social benefits are provided *automatically, without requiring citizens to apply*. This mechanism proactively identifies, verifies, and fulfills citizens' rights without the need for formal requests.

By integrating multiple data sources, the system retrieves relevant citizen information as soon as rights arise, ensuring a seamless and paperless process with minimal manual intervention. Additionally, SMS notifications keep citizens informed about the processing status and the granting of benefits, enhancing transparency and user convenience.

Implemented by the Ministry for the first time in Azerbaijan since January 2019, the inaugural proactive service was the automatic determination of labor pensions. In April of the same year, the system was expanded to include the proactive determination of social benefits for disability.

Among these services, the most widely used proactive social payment is the automatic determination of the lump-sum childbirth allowance.

### **Development of Skills and Creative Potential of Vulnerable Groups**

The DOST Center for Inclusive Development and Creativity (CIDC) is considered the first and largest institution of its kind in the South Caucasus. Its primary goal is to nurture the skills and creative potential of individuals from various vulnerable groups, including families of martyrs, persons with disabilities resulting from the war and their children, children who have lost or been deprived of parental care, low-income families, and persons with disabilities. All services are delivered in accordance with principles of dignity, equality, humanism, and confidentiality.

At the CIDC and its branches, some 200 beneficiaries participate in training across 14 creative disciplines, including wood carving, visual arts, pottery, floristry, carpet weaving, music, dance, capoeira, and others. The CIDC's uniqueness lies not only in the creative training it offers but also in the provision of social-pedagogical and psychological support services, helping to create a supportive environment for beneficiaries' development.

To date, the CIDC has supported nearly 700 individuals in socialising, rewriting their life stories, and discovering their potential. Over 150 events and ongoing projects have been carried out to facilitate the integration of vulnerable groups into society,

including concerts, exhibitions, masterclasses, film screenings, and theatrical performances.

At international exhibitions — including the 4th Winter Olympic Games in South Korea, World Autism Awareness Day at the Palais des Nations in Geneva, and the 35th International Children's Art Exchange Exhibition in Pyeongtaek in 2025 — the CIDC has showcased beneficiaries' handicrafts, promoting their creativity and skills on a global stage.

In Azerbaijan, the concept of inclusivity now extends to the regions. The CIDC's DOST House branch in Ismayilli and the Karabakh DOST House branch in Barda provide inclusive services for local communities. Both branches support residents in creative pursuits, while also organising a variety of socio-cultural and artistic events.

### **Digitalization of social services**

At present, the MLSPP offers a wide range of services to citizens, legal entities, and individuals, totaling 159 services. Notably, 95% of these services, or 151 in total, have been digitalized, ensuring greater convenience and efficiency for users. Of these, 60 services are provided through a proactive service mechanism, reflecting an innovative and autonomous approach.

With a national population exceeding 10 million, the MLSPP's services currently cover more than 91.6% of the population.

To accelerate the digitalization of social services, enhance existing e-services, and centrally manage all IT-related functions in the social sector — including employment, labor, social protection, and social security — the DOST Digital Innovations Center was established under the Ministry.

### **Centralized Electronic Information System (CEIS)**

A robust platform designed to automate the creation, collection, processing, storage, and retrieval of information related to labor, employment, social protection, social security, and other relevant directions of the Ministry. Operating on the "one window" principle, CEIS streamlines service delivery and information management.

The development and implementation of CEIS were initiated in accordance with Presidential Decree № 258, issued on September 5, 2018, which aimed to expand the use of electronic services across the domains of labor, employment, social protection, and social security.

CEIS comprises 18 subsystems and 4 registers, each tailored to provide specialized functionality that addresses specific operational needs and requirements.

*Serving as the technological backbone of the Ministry's integrated data ecosystem,* CEIS is connected with over 80 state and private institutions, enabling real-time data exchange, monitoring, and informed decision-making. It enhances technological efficiency, reduces bureaucracy, and supports evidence-based policy development in the fields of labor, employment, and social protection.

### **"e-Social" portal**

A comprehensive one-stop platform that consolidates 159 services related to labor, employment, social protection, and social security in the Republic of Azerbaijan. Among its innovative features are e-application and e-queue tracking, pension capital monitoring, e-references, pension and wage calculators, open data access, and the digital signing of labor contracts using a biometric-based, face recognition e-signature, among others. For the first time, the *portal empowers citizens with direct control and full transparency over their personal data in the social sphere, setting a new benchmark for public trust and data governance.*

### **"Labor & Employment" subsystem**

The first centralized digital platform in Azerbaijan has been developed to integrate all aspects of labor relations and enable end-to-end *digital management of employment services.*

Key labor-related functionalities include the *electronic conclusion of labor contracts*, a digital personnel accounting system, registration of harmful workplaces, and more. The system automates risk management by detecting legislative violations in the workplace and digitizes personnel clerical processes, with notifications delivered electronically to employees. This digital workflow promotes transparent and efficient communication between employers and employees.

In the employment domain, the system features an *Automated Matching Function* that aligns candidates' skills and qualifications with job vacancy requirements. Jobseekers receive proactive notifications only for vacancies that match their profiles.

Additionally, the Assessment of Employment Opportunities function enables the automated creation of an Individual Employment Program. After completing a questionnaire, the system evaluates the responses and generates a personalized employment plan tailored to the applicant's needs.

### **"Graduates Employment Ranking"**

The project aims to evaluate and visualize the employment outcomes of university graduates across Azerbaijan. By analyzing data on graduates' actual employment status and job sectors, the platform supports students in making informed decisions about their educational and career paths.

It also serves as a monitoring and planning tool for policymakers and educational institutions, helping align academic programs with labor market demands.

Currently, the platform presents employability indicators and graduate data — covering *360 majors and 104,564 graduates* — from more than 30 universities, visualized as regional statistics across the country.