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Order of the President of the Republic of Azerbaijan

On approval of "State Program on development of communications and information technologies in the Republic of Azerbaijan in 2010-2012 (Electronic Azerbaijan)"

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In order to ensure the implementation of the "National Strategy (2003 - 2012) for Information and Communication Technologies for the development of the Republic of Azerbaijan" approved by Order No.1146 of the President of the Republic of Azerbaijan dated 17 February 2003, I hereby decide as follows:

1. To approve "State Program on the development of communications and information technologies in the Republic of Azerbaijan in 2010-2012 (Electronic Azerbaijan)" (attached).

2. To entrust the Ministry of Communications and Information Technology of the Republic of Azerbaijan with the coordination of implementation of actions specified in the State Program noted in Clause 1 of this Order.

3. To task the Cabinet of Ministers of Azerbaijan Republic within two months:

   3.1.   To prepare the proposals on rules of disclosure of acts of public and local authorities through electronic information systems and submit to the President of the Republic of Azerbaijan;

   3.2.   To resolve issues arising from this Order.

President of the Republic of Azerbaijan

Ilham Aliyev

Baku city, 11 August 2010

№ 1056

Approved by Order No.1056 of the President

of the Republic of Azerbaijan

dated August 11, 2010

"State Program on development of communications and information technologies in the Republic of Azerbaijan in 2010-2012 (Electronic Azerbaijan)"

1. Introduction

Thanks to successful foreign and domestic policies, reforms and large-scale projects, dynamic development has been reached in the economic, social and political spheres of public life in Azerbaijan. The development coupled with the democratization of society and welfare of the population has created a solid foundation enabling Azerbaijan to enter the ranks of developed countries and enjoy equal rights in the globalizing world by increasing the country's international image, defense power and economic potential.

Today information and communication technologies (ICTs) has been declared priority of sustainable and durable growth development of Azerbaijan, which has become an integral part of the socio-economic relations by rapidly penetrating in all areas of socio-economic system and daily activities of the people

In recent years, systematic activity is implemented to establish information society and to widely apply ICT as part of it. In this regard, we can mention "National Strategy for the development of information and communication technologies (2003-2012)" approved by Order No. 1146 of the President of Azerbaijan dated February 17, 2003, the "State Program on the development of communication and information technologies in the Republic of Azerbaijan in 2005-2008" (Electronic Azerbaijan) " approved by the Presidential Decree No. 1055 of the President of the Republic of Azerbaijan dated October 21, 2005 and activities and large-scale work that are considered to be done at the initial stage of the implementation of the this Strategy.

Currently, the pace of development of the ICT sector in the country exceeds world indicators nearly as much as three times. In the "Global Information Technology Report" prepared by the World Economic Forum for 2008-2009, taking 60th place among 134 countries and leaving behind a number of influential countries, Azerbaijan became a leader among the CIS member states. Measures considered in the State Program Electronic Azerbaijan in 2005-2008 has covered arrangements to be done at the initial stage to ensure the transition to the information society. Important steps have been made in the establishment of free competition environment in the information and communication technologies market and attraction of investment to the area and development of the private sector with the help of the work done in accordance the Program. Regulatory and legal framework has been developed in this area, telecommunications infrastructure has been upgraded, the application of new technologies has been expanded people, the number and quality of communication services rendered to companies and organizations has been increased. Arrangements have been implemented for the increasing the level of population in ICT use, training of highly qualified personnel for this area. All this work has paved the way for the implementation of the next phase of the National Strategy.

Completion of upgrading of telecommunications and postal infrastructure on the basis of new technologies, provision of qualitative and satisfactory telecommunication services, usage of satellite communications technologies, expanding the application of E-government solutions and increasing the level of use of ICT in society as a whole are of great importance.

At the same time, it is important to pay attention to the development of state information systems arising from the requirements of the information society, provision of information security, application of e-signature and e-document circulation, organization of electronic and postal and financial services, strengthening local production and export capacity, expansion of ICT application on various sectors, increasing the use of the Internet and training of ICT personnel.

Based on the above-mentioned, a new State Program covering the years 2010-2012 has been worked out for the next stage as logical continuation of the State Program and implementation of the National Strategy. This Program was worked out by evaluating the results of the previous State Program, analyzing the requirements of government agencies, businesses and the public sector to modern information and communication technologies, studying the international experience, considering the level of socio-economic development of the country, as well as recommendations of international organizations, including the International Telecommunication Union (ITU) and the Universal Postal Union (UPU). The State Program is interdisciplinary and includes projects and activities to be served to the development of the society submitted by ministries, committees and other organizations.

2. Current situation

As a result of measures taken within the framework of "State Program on development of information and communication technologies in the Republic of Azerbaijan in 2005-2008" (Electronic Azerbaijan)" and consistent public policy in the direction of the development of the sector in the last 5 years, incomes on ICT and postal sector have increased constantly and average annual growth made up 25%. During this period, the volume of investment in this area was more than AZN 850 million.

With the view of improving the quality of telecommunication services rendered to the population and expanding the range of these services, the special weight of electronic automatic telephone exchanges (ATE) was increased from 55.5% up to 87.1% in the last 5 years, in Baku city telephone network it grew from 63.9% up to 90%. As a result of the work done in the field of modernization of the fixed telephone network operators, public fixed network capacity increased 45% and the number of main telephone sets increased 38.1% in the last 5 years. Fixed telephone lines per 100 people are currently 16 units, including 34.4 units in Baku city, 10.5 units in other regions of the country. There are 86.2 mobile phone subscribers for every 100 people in the country.

24 cities and regions of the republic are fully electronized by installing telephone networks. Azerbaijan was the first country among the CIS member-states which started to apply New Generation Networks" (NGN) technology. Along Baku and Sumgait phone networks, NGN technologies are applied today in several regions, including Nakhchivan Autonomous Republic. Telephone services in remote areas where geographically it is impossible to install telephones with physical lines, are provided through the installation of satellite equipment. Thus,telephones were installed in all settlements in the country in 2008.

Wireless communications services (CDMA) were put into operation in 24 regions of the republic and the network covers more than 63 percent of the population.

To increase the quality of domestic telecommunications infrastructure, the fiber-optic cable high-ways connecting the regions of Azerbaijan have been built and put into operation, more than 90 percent of reginal centers have been connected with optic line.

564 new post offices have been built in the last 5 years. Within the framework of "Financial Services Development" project carried out with the financial support of the World Bank, the work is under way to develop new, in particular postal financial services in the regions along with traditional postal services, reconstruction of the existing infrastructure of Azerpost SE and to automate its operations.

Appropriate measures have been taken to organize and provide universal telecommunications services and universal postal services to be used by all groups of the population, especially in remote areas of the territory of the Republic of Azerbaijan.

The privatization of joint venture established with the participation of the government agencies is continuing in the sector.

National standards are being developed in accordance with the international requirements and recommendations on the area and classifications are being worked out to be applied in the national information systems.

Projects on the formation of E -government are performed to ensure the transition to the information society, to improve the quality of services provided by public agencies to individuals and legal entities, in general, to organize efficient and optimal form of public management.

To organize e-signature service in the country, the work on creation of national infrastructure is under way, and this will promote the use of e-services and E-government projects.

Some work has been done in the last 5 years in the field of informatization of government agencies. Web sites of most government agencies have been created and placed in the domain of gov.az. A unified confidential multi-service network has been established in the country to ensure reliable and secure exchange of information between government agencies and connection of government agencies to this network has begun.

Along with information services, initial e-services are also provided by government agencies. Acceptance of e- declarations, e- applications, learning of debts for utilities and other services are an evident example.

International cooperation has been developed, international business forums on ICT, exhibitions and conferences were organized. Most of the well-known ICT companies have opened their offices in the country and expanded their activities.

The analysis of the current situation gives the following conclusions:

- Organizational, legal, technical and technological base for sustainable development of ICT has been established;

- Inspite of large-scale arrangements in recent years, some areas are still lower than the world development indicators, as well as the European average (number of main telephone sets for every 100 people etc.);

- Development and integration of information resources and systems of government agencies on the basis of unified principles and standards should be in the center of attention;

- Organization of e-signature infrastructure and application of e-document in government agencies, as well as organization of rendering e-services by public agencies is of great importance;

- Growing demands for the use of ICT, in particular the Internet in the country necessitates rendering infrastructure having high performance and quality and services.

3. Purpose of the State Program

The purpose of the State Program is to implement all responsibilities arising from the National Strategy, ensure the transition of the country to the information society, formation of the basis for the establishment and development of a competitive economy based on information and knowledge by means of the development and wide application of ICT, improve the efficiency of public administration and expand opportunities for the participation of citizens and social institutions in the process of decision-making, fully meet the requirements of the society to information products and services.

To achieve the objectives of the program, it is expected to solve the following:

- Development of modern information and communication infrastructure in the country, expansion of access of individuals and legal persons to   the information about activities of government agencies and public, social and information resources, as well as expansion of information and communication services and improving their quality;

- Application of ICT solutions at all levels of public administration, formation and development of information systems and resources;

- Provision of integration of state information resources and systems on the basis of a unified technology standards, development of unified   confidential multi-service network for the implementation of eliable and secure exchange of information between public agencies, implementation of organizational and technical, technological measures and creation of favourable environment;

- Wide application of e-government solutions for improvement of effectiveness and quality of services provided by government agencies, as well as increasing the efficiency of mechanisms of public management,   organization of electronic services on the basis of "one- stop shop" principle ;

- Improving the regulatory and legal framework for the area in accordance with the requirements of modern development;

- Implementation of standardization and certification on the area in accordance with the international practices;

- Improving the quality of training of specialists in ICT field

- Development of ICT services and products and increasing the export potential;

- Application of new techniques and technologies, expansion of services on the field, including postal and telecommunications (including satellite communications) services and improving their quality;

- Development of the implementation of postal financial services through mail network;

- Development of progressive forms of activity such as e-commerce and e-health;

- Implementation of measures to reduce "digital divide";

-Implementation of the unique scientific-technical and innovation policy in the establishment of the information society;

- Provision of public control over the work done on the establishment of the information society.

4. Main directions of the implementation of State Program

The State Program will be implemented in the following four main directions:

4.1. Development of national telecommunications and postal infrastructure and services

- Modernization and development of the telecommunications and postal infrastructure in the country on the basis of new technologies, providing access of physical and legal persons to telecommunications and postal services throughout the country,;

- Development of satellite communication technologies and services;

- Expansion of radio and television, as well as the digital TV broadcasting;

- Development of infrastructure of national segment of the Internet;

- Provision of qualitative and satisfactory telecommunication and postal (including postal and financial) services to the society.

4.2. Application of ICT and development of e-services in public and local sef-governing bodies

- Development of unified confidential multi-service network for wide expansion of ICT solutions in government agencies and formation of unified information space;

- The formation, integration and development of public information systems and resources, as well as application of advanced mechanisms for exchange of secure information during interaction of physical and legal persons and between government agencies;

- Application of e-government solutions and provision of e-services based on the "one-stop-shop" principle;

- Dissemination of information on the work done in the field of ICT.

4.3. Creating conditions for the transition to the information society

- Expansion of measures to reduce the "digital divide";

- Increasing the number of computer users;

- Raising awareness of population on modern information and communication technologies facilities and their use and improving the ICT literacy of the public;

- The expansion of ICT and Internet use for all categories of the population, as well as disabled groups (people and children with disabilities);

- Creation and development of information resources in economic, social and cultural fields;

- Ensure transparency of licensing activities in the field of information and communication technologies and taking into account international experience;

- Accelerating the transition to e-economy;

- Taking measures on information security;

- Training personnel on modern speciality in the fields of ICT and information security and taking measures for the improvement of professionsl skills.

4.4. Enhancing competitive and export-oriented ICT potential

- Development of state standards in the field of ICT;

- Expansion of the use of the Azerbaijani language in the national electronic information space.

5. Sources of finance

The financial support of the State Program is realized as follows:

- State budget;

- Domestic and foreign investments;

- Technical and financial assistance, loans and grants of international organizations and foreign countries;

- Means of other sources not prohibited by law.

State budget funding is carried out through the means considered for activities and services of relevant government agencies in the field of information and communication technologies and services in the state budget, as well as it can be made in the form of purposely contributions for various events considered in the State Program.

6. Expected results

Following results are expected from the implementation of the State Program:

- Creation of conditions for the transition to the information society in the country thanks to the wide application of ICT;

- Active involvement of physical and legal persons in the use of ICT, increasing the level of usage of computers and the Internet, reduction of the scope of the "digital divide" in the country;

- Provision of qualitative and satisfactory telecommunications and postal services to physical and legal persons;

- The application of e-signature and e-document circulation, reduction of costs associated with the exchange of information between government agencies, increase of efficiency and effectiveness in the public administration;

- Application of "E-government" solutions, establishment of cost-effective, transparent and controllable public administration and local self-government, participation of large strata of the population in the management process, the expansion of obtaining of information from government agencies in electronic form, more efficient organization of the relationship between citizens and public agencies;

- Development of local industry on ICT, creating new jobs, increasing the export potential of the sector;

- Creating conditions to use postal and financial services all over the country by using postal network of physical and legal persons;

- Formation of national information resources, wide use of theAzerbaijani language in national electronic information space, provision of ICT use for the preservation and promotion of material and cultural heritage;

- Wide application of e-commerce solutions;

- Liberalization of the use of ICT infrastructure, the development of ICT market where exists a free competition, expansion of integration into the international ICT market;

- Development of human capital on ICT and meeting demands for specialists in the field.

Acronyms

WTO - World Trade Organization

ITU - International Telecommunication Union

UPU - Universal Postal Union

TAE - Trans-Asia-Europe

ICT - Information and Communication Technologies

IT - Information Technology

ATS - Automatic Telephone Station

NGN - Next Generation Networks

CDMA - Wireless communications services (Code Division Multiple Access)

7. Action Plan on implementation of the State Program

№	Name of event	Purpose of event	Period of execution	Executing body
1	2	3	4	5
7.1. Development of national telecommunications and postal infrastructure and services				
7.1.1.	Completion of electronization of switching networks in the country by applying the most advanced technologies and expansion of networks according to the requirement	Provision of improvement of services technically	2010-2012	Ministry of Communications and Information Technologies
7.1.2.	Management of technical infrastructure of Baku telephone network and application of IT solutions in its operation	Improvement of data processing, application of new technologies	2010-2012	Ministry of Communications and Information Technologies
7.1.3.	Development of fiber-optic cable high-way network	Provision of improvment of services technically	2010-2012	Ministry of Communications and Information Technologies
7.1.4.	Creation of independent regulatory body for the area	Improvement of condition of fair competition on the field	2010-2012	Cabinet of Ministers, Ministry of Communications and Information Technologies,

№	Name of event	Purpose of event	Period of execution	Executing body
				Ministry of Economic Development and other relevant governmental agencies
7.1.5.	Modernization of certification center on telecommunications equipment and facilities and accredited testing laboratories and expansion of functional capacity	Implementation of certification in accordance with international experience and provision of certification of information systems	2010-2012	Ministry of Communications and Information Technologies, State Committee on Standardization, Metrology and Patents
7.1.6.	Organization of universal telecommunications service	Expanding its coverage area	2010-2012	Ministry of Communications and Information Technologies
7.1.7.	Creation of centralized automatic radio-monitoring system	Efficient use of radio frequency resources	2010-2012	Ministry of Communications and Information Technologies
7.1.8.	Expansion of the scope of broadcasting of radio and TV (including digital TV), provision of information security of effective broadcasting and air space of radio and TV channels	Improvement of service and expansion of broadcasting, protection of air space	2010-2012	Ministry of Communications and Information Technologies, National TV and Radio Council
7.1.9.	Taking measures for organization of services on the basis of satellite communications technologies	Application of new technologies and expansion of the use of ICT	2010-2012	Ministry of Communications and Information Technologies
7.1.10.	Improvement of	Expansion of	2010-	Ministry of

№	Name of event	Purpose of event	Period of execution	Executing body
	service on the area through the use of modern information technologies	range of services increase quality and access of population to these services	2012	Communications and Information Technologies
7.1.11.	Taking measures for expansion of broadband internet services in the country	Creation of condition to be influenced to the expansion of rapid Internet use and improvement of quality in the country	2010 - 2012	Ministry of Communications and Information Technologies
7.1.12.	Organization and development of postal -financial and other new services in postal network	Development of modern postal services	2010-2012	Ministry of Communications and Information Technologies, Central Bank
7.1.13.	Expansion of provision of universal postal services	Expansion of its coverage area	2010-2012	Ministry of Communications and Information Technologies
7.1.14.	Modernization of Nakhchivan AR switching network	Provision of improvement of services technically	2010-2012	Ministry of Communications and Information Technologies, Ministry of Communications and Information Technologies of Nakhchivan Autonomous Republic
7.1.15.	Restoration of communication network in liberated areas	Restoration of communication in liberated areas	within 1 year after liberation	Cabinet of Ministers, Ministry of Communications and Information Technologies
7.2. Use of ICT in public and local self-governening bodies and development				

№	Name of event	Purpose of event	Period of execution	Executing body
of e-services				
7.2.1.	Application of E-government solutions and organization of e-services on the basis "single window" principle	Increase the level of use of ICT in governmental bodies and provision of public services in electronic form	2010-2012	Cabinet of Ministers, Ministry of Communications and Information Technologies and other relevant government agencies
7.2.2.	**Formation and development of state information resources:**			
7.2.2.1.	Creation of a unified information portal in the field of culture and tourism	Improvement of information service on the area	2010-2012	Ministry of Culture and Tourism
7.2.2.2.	Development of Civil Servants Register	Development of providing of information in public service	2010-2012	Administration of the President of the Republic of Azerbaijan and the State Civil Service Commission
7.2.2.3.	Development and implementation of pilot project "E-municipal"	Improving efficiency and quality of activities of local self-governing bodies and services rendered to physical and legal persons by them through application of ICT	2010-2012	Ministry of Communications and Information Technologies, Ministry of Taxes, Ministry of Justice, local self-governing bodies
7.2.2.4.	Continuation of the formation of next stage of State	Collection of data on location and	2010-2012	Ministry of Justice and other relevant

№	Name of event	Purpose of event	Period of execution	Executing body
	Register of Population of the Republic of Azerbaijan	composition of population, scope and direction of migration, demography and creation of a unified state information resource on population		government agencies
7.2.2.5.	Creation of a single information resource on Family, Women and Children's Affairs	Centralization of data on family, women and children issues on unified state portal, facilitating their access, elimination of of shortcomings in statistic indicators	2010-2011	State Committee on Family, Women and Children Affairs
7.2.3.	**Development and integration of state information systems:**			
7.2.3.1.	Creation of relevant system for organization of virtual conferences with the participation of representatives of Azerbaijani diaspora	Organization of effective discussions on various issues with diaspora agencies	2010-2012	State Committee for Work with Diaspora
7.2.3.2.	Development of "Entry-exit and registration" interagency automated information system	Rendering of e-services through the implementation of automatation of work (documentation,	2010-2012	Ministry of Internal Affairs and other relevant government agencies

№	Name of event	Purpose of event	Period of execution	Executing body
		inspection, survey, etc.) regarding the activities of law enforcement agencies and other public agencies		
7.2.3.3.	Improvement of automated management system "Safe City"	Provision of comprehensive coverage of facilities and areas regarding to public buildings, places of public assembly of populatin, streets and squares, educational, cultural and health establishments, social and transport infrastructure by means of electronic surveillance within the system, as a whole increase supervision of social security	2010-2011	Ministry of Internal Affairs
7.2.3.4.	Organization of integration between banks and other credit institutions and tax authorities	Online implementation data exchange on certificate-duplicates submitted for opening accounts and, debts and interests on estimated taxes,	2010-2011	Ministry of Taxes

№	Name of event	Purpose of event	Period of execution	Executing body
		and other imposed financial sanctions		
7.2.3.5.	Development of citizens' e-health card "system	inclusion of data about citizens to the system for medical purposes in stages, keeping online records, functional integration of existing systems into this system	2010-2012	Ministry of Health and other relevant government agencies
7.2.3.6.	Application of model medical information system in public health facilities in stages	Increasing efficiency of activities of public health institutions, health services provided to citizens, health care management, forecasting of financial costs	2010-2012	Ministry of Health
7.2.3.7.	Creation and dvelopment of information system "Civil service recruitment"	Simplifying process of acceptance of applications from citizens in competition and interviews, provision of interactivity in testing, implementation of interview, appointment and replacement of personnel	2010-2012	Civil Service Commission

№	Name of event	Purpose of event	Period of execution	Executing body
		management		
7.2.3.8.	Creation and development of Azerbaijan terminology information system	Creation of electronic database in Azerbaijani language, implementation of terminology monitoring in Azerbaijani language contents	2010-2012	Institute of Information Technologies of Azerbaijan National Academy of Sciences and relevant bodies
7.2.3.9.	Improvement of Supreme Court's "e- record keeping and document circulation" system	Modernization and development of Supreme Court's "e-record keeping and document circulation " system by using new technologies and taking into account it international experience	2010-2012	Supreme Court
7.2.3.10.	Creation of a universal call center in the field of entrepreneurial activity	Provision of legal and physical persons with information on state registration of business activities, licenses, taxes etc. from a single source	2010-2011	Ministry of Taxes, Ministry of Economic Development and other relevant government agencies
7.2.3.11.	Creation of model information system for local executive authorities	Increase of the efficiency of local executive authorities	2010-2012	Ministry of Communications and Information Technologies, local executive

№	Name of event	Purpose of event	Period of execution	Executing body
				authorities and other relevant government agencies
7.2.4.	**Application of e-signature and e-document circulation in public agencies in stages:**			
7.2.4.1.	Taking measures for the introduction of e-signature in public agencies	Creating opportunities for the use of e-signature in public agencies	2010-2011	Ministry of Communications and Information Technologies, Special State Protection Service
7.2.4.2.	Development and implementation of unified e-document circulation system of public agencies	Creating an infrastructure for effective document exchange between public agencies	2010-2012	Ministry of Communications and Information Technologies, Special State Protection Service and the relevant government agencies
7.2.5.	Development of a unified confidential multi-service communication network of public agencies	Ensuring safe and efficient information exchange between public agencies	2010-2012	Special State Protection Service, Ministry of Communications and Information Technologies
7.2.6.	Taking measures to provide public agencies with licensed software	Ensuring protection of intellectual property used by government agencies and security of software	2010-2012	Ministry of Communications and Information Technologies and other relevant government agencies
7.3. Creating conditions for transition to the information society				

№	Name of event	Purpose of event	Period of execution	Executing body
7.3.1.	Improving the regulatory framework	Working out and development of of regulatory and legal framework providing transition to the information society	2010-2012	Cabinet of Ministers, Ministry of Communications and Information Technologies and other relevant government agencies
7.3.2.	Development of e-commerce	Wide application of e-commerce solutions and accelerating the transition to e-economy	2010-2012	Ministry of Communications and Information Technologies and other relevant government agencies
7.3.3.	Increasing ICT literacy of citizens and taking measures to reduce the "digital divide"	reducing "dgital divide", increasing population's level of use of ICT oppotunities	2010-2012	Ministry of Communications and Information Technologies, Ministry of Education and relevant agencies
7.3.4.	Taking measures to educate population about ICT and information society, preparation of books, glossaries, and other educational aids.	Raising awareness of population on information society and ICT, creating conditions for use of ICT opportunities	2010-2012	Ministry of Communications and Information Technologies and relevant agencies
7.3.5.	Taking measures to increase the use of ICT opportunities by disabled groups	Increasing the role of disabled groups in the society	2010-2012	Ministry of Communications and Information Technologies and relevant agencies
7.3.6.	Taking measures for training of qualified personnel	Meeting demand for highly qualified	2010-2012	Ministry of Communications and Information

№	Name of event	Purpose of event	Period of execution	Executing body
	in the fields of ICT and information security	personnel		Technologies and relevant agencies
7.3.7.	Expansion of international cooperation on ICT, holding of exhibitions, scientific and practical conferences, competitions, quiz shows, the Olympic games etc.	Provision of international and public support for the State Program, scientific discussion of development prospects and problems of ICT	2010-2012	Ministry of Communications and Information Technologies and relevant agencies
7.4. Enhancing competitive and export-oriented ICT potential				
7.4.1.	Preparation of state standards in ICT field and taking measures for application of international standards	Development of ICT, improving regulatory and legal framework of production of competitive products and services	2010-2012	Ministry of Communications and Information Technologies, State Committee on Standardization, Metrology and Patents
7.4.2.	Development of applied linguistics software for the Azerbaijani language	Expanding opportunities for the use of the Azerbaijani language in national e-information space	2010-2012	Ministry of Communications and Information Technologies, Institute of Cybernetics of National Academy of Sciences of Azerbaijan and relevant agencies