



Ministry of Labour and
Social Protection of Population
of the Republic of Azerbaijan



State Social
Protection Fund

STATE SOCIAL PROTECTION FUND AZERBAIJAN



UNITED NATIONS
PUBLIC SERVICE
AWARD WINNER

2026



We must strive to improve, day by day, the social security of individuals who are socially in need of assistance.

Heydar Aliyev
Nationwide Leader



Azerbaijan is a social state, and we prove this not
with words, but with our actions.

Ilham Aliyev
President of the Republic of Azerbaijan

Glossary

Abbreviations and unit symbols

Full form

ASAN

Azerbaijan Service and Assessment Network (ASAN Service)

B

billion

CIS

Commonwealth of Independent States

DOST

Agency for Sustainable and Operational Social Security

IAPSF

International Association of Pension and Social Funds

ISO

International Organization for Standardization

ISSA

International Social Security Association

K

thousand

M

million

₼

Azerbaijani manat ₼1 = \$0.59

MLSP

Ministry of Labour and Social Protection of Population

MSSI

Mandatory State Social Insurance

\$

US dollar \$1 = ₼1.70

SSPF

State Social Protection Fund

TSSA

Targeted State Social Assistance

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PART I

Who we are

- *About the SSPF*
- *Structure*
- *Mission and Goal*
- *Principles of daily operations*
- *Main areas of activity*

About the SSPF

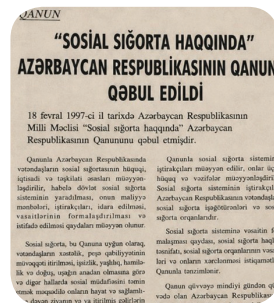
The State Social Protection Fund under the Ministry of Labour and Social Protection of Population of the Republic of Azerbaijan – SSPF

The SSPF is the state body that implements payments for types of social security financed by mandatory state social insurance and the state budget, as well as state compulsory personal insurance and compulsory insurance payments related to accidents at work and occupational diseases in the public sector, and executes social policy in these directions.

1992 - on 30 September, established through the merger of *the Pension Fund* and *the Social Insurance Fund*.



1997 - on 18 February, the Law “*On Social Insurance*” was adopted, laying the foundation for the current mechanism of the pension system in Azerbaijan and defining the legal, economic and organizational basis of the pension-insurance system.



2006 - with the entry into force of the Law “*On Labour Pensions*”, numerous normative legal acts in the pension field were unified, individual accounting was introduced, and pension capital began to be recorded in the individual account of each insured person.



2016 - by being placed subordinate to *the Ministry of Labour and Social Protection of Population*, the SSPF became the core structural unit of a unified central body of executive power through which other socially oriented activities are also implemented.



Ministry of Labour and Social Protection
of Population of the Republic of Azerbaijan

2018 - marked a transition period to a stage of dynamic development in the history of the SSPF, initiating major reforms toward **optimal centralization, digital solutions, and proactive assignment mechanisms**. The innovative achievements of this phase enabled the SSPF to maintain an agile and accessible social protection framework for everyone – particularly in subsequent years when mitigating the impacts of the coronavirus pandemic (COVID-19), ensuring the operational assignment and payment of social benefits in the post-war period, executing **five social reform packages** mandated by the Head of the State, and deploying the DOST concept, a successful modern global practice initiated by the First Vice-President.

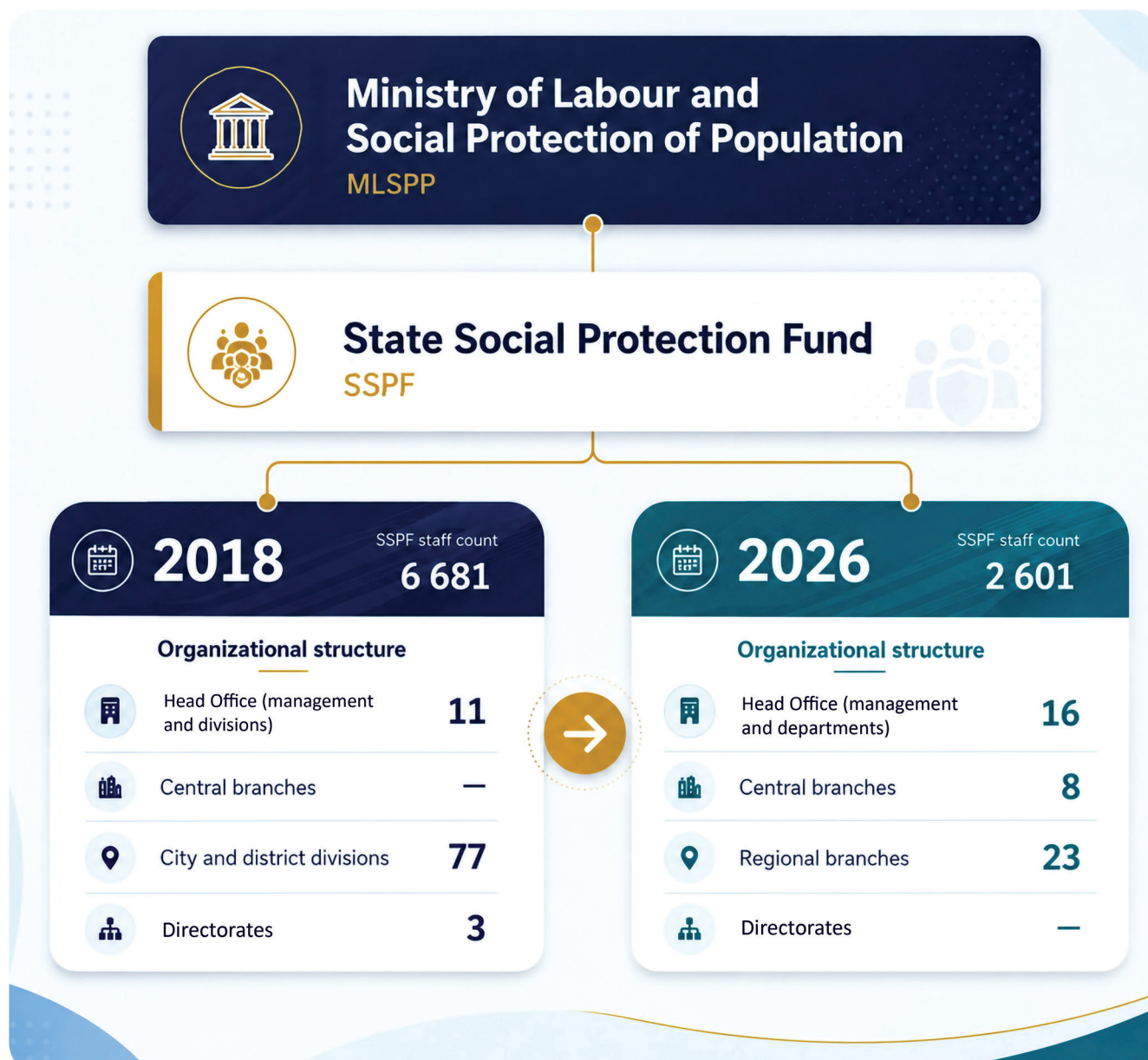


2020 - the organizational and legal form was changed, and the SSPF was reorganized as a **legal person of public law**. After this, significant centralization in the SSPF's activities and the transition to a service model consistent with the DOST concept were ensured.



State Social Protection Fund
under the Ministry of Labour and Social Protection
of Population of the Republic of Azerbaijan

Organizational structure



Mission and Goal

OUR MISSION

- ▶ To ensure sustainability in the management of social protection mechanisms
- ▶ To increase citizen satisfaction
- ▶ To improve the welfare of vulnerable population groups
- ▶ To improve the quality of social services through digital innovations



OUR GOAL

To strengthen our status as a leading state institution that provides accessible and sustainable social protection to every citizen by developing an innovative, transparent and digitalized social protection system.

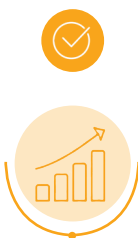
Principles of daily operations



Transparency

Traceability of all social benefits:

- *Tracking all social benefits through electronic information systems*
- *Management and publication of financial transactions through external audit, digital audit and control mechanisms*
- *Accessibility of responses to citizen appeals on transparent platforms*



Continuity

Ensuring continuity of payments:

- *Ensuring timely and uninterrupted payment of social benefits*
- *Supporting payment systems through daily monitoring and automatic management*
- *Applying advanced demand management mechanisms to ensure sustainability in service processes*



Accessibility

For everyone who is eligible:

- *Ensuring convenient access to services through e-services and digital platforms (24/7 service accessibility over the internet, etc.)*
- *Expanding service opportunities for citizens living in the regions (DOST and SSPF reception centres)*
- *Simplified provision of social protection services for vulnerable population groups (out-of-turn service, etc.)*

Main areas of activity

1

Ensuring development of the social protection system

- Over the past 7 years, 5 social reform packages covered 4 million people with the allocation of a total of 8 billion manats of additional financial funds.
- Digital solutions – integration of services across 5 subsystems, optimal centralization within the structure of the SSPF, which is the main executive body of social protection, to increase efficiency, promptness, service quality, and accessibility, as well as the implementation of corporate governance standards, human resources development, etc.

2

Contributing to the formulation and implementation of state policy in the social sector

- In 2020–2023 alone, the number of legal acts for which drafts were prepared and incoming drafts were reviewed and provided with comments and proposals was 598.
- In 2024–2025, draft legal acts were prepared for 57 documents, and comments and proposals were provided on draft acts for 347 documents.

3

Assignment and payment of social benefits: labour pensions, social allowances, targeted state social assistance, stipends, compensations, as well as payments under state compulsory personal insurance and compulsory insurance related to occupational accidents

- Through three central branches – the Central Branch for Finance and Accounting, the Central Branch for Assignment with Special Conditions and the Central Branch for Compulsory Insurance Issues – social benefits are assigned and transferred to accounts without interruption based on a unified approach. Monthly payments of nearly 900 million manats are made to 2.2 million people.
- The electronic archiving of approximately 2.5 million paper-based social case files has been successfully implemented.

- Since 2022, the mandate for the state compulsory personal insurance payments, and since 2026, the mandate for the compulsory insurance payments related to occupational accidents in the public sector, have been assigned to the SSPF by the relevant decrees of the Head of the State. This increased the range of social benefit items administered by the SSPF – previously, both areas were applied as commercial insurance items.

4

Registration of participants in mandatory state social insurance and control over personalized accounting

- As of 1 May 2026, a total of 5.3 million insured persons were registered, of whom 4.98 million were active ones.
- Active insured persons have been provided with electronic access to view their personal information.

5

Participation in the preparation and implementation of state programmes on social protection

- Matters related to the SSPF were implemented under the objective of “High and fair social provision, inclusive society” of the “Strategy for Socio-Economic Development of the Republic of Azerbaijan in 2022–2026.”
- Institutional support is provided in the implementation of state programmes on social protection.

6

Strengthening administrative measures to ensure citizen satisfaction

- According to survey results, the satisfaction level was 92% by the end of 2025 and exceeded 95% in the first quarter of 2026.
- In 2023–2025, the annual number of in-person applications decreased by 15%, while the number of electronic applications increased by 50%. This is one of the clear positive indicators of the effectiveness of measures taken to ensure accessibility of social services.

PART II

Functional areas

- *Statements*
- *SSPF*
- *5 social reform packages*
- *Pension system*
- *Social allowances*
- *Presidential stipends*
- *TSSA*
- *Compulsory insurance*
- *2026 Budget*



The consistent social reforms implemented in our country have ensured the development of the labour and social protection system in line with international standards. Today, Azerbaijan is recognized not only as a country that applies advanced international practices in the field of social protection, but also as a country that successfully presents its own innovative management models and digital solutions on international platforms.

As a result of the institutional and digital transformation carried out in recent years, the accessibility, promptness and transparency of social services have significantly increased, and the citizen-oriented service model has been further strengthened.

Anar Aliyev

Minister of Labour and Social Protection of Population of the Republic of Azerbaijan

Our main goal is to ensure a flexible, transparent and citizen-oriented management model for the social protection system. As a result of the large-scale digital and institutional reforms carried out in this direction, the quality, responsiveness and accessibility of the social services provided to millions of citizens have risen significantly.

Taking into account modern challenges and society's growing expectations, further strengthening the sustainability of the social protection system, expanding the application of innovative management mechanisms, and developing a modern social protection model in line with international standards will remain the main priority of our activity in the coming period as well.

Zaka Mirzayev

Chairperson of the Board of the State Social Protection Fund under the Ministry of Labour and Social Protection of Population of the Republic of Azerbaijan



SSPF · At a Glance

THE ROLE OF THE SSPF IN THE SOCIAL PROTECTION SYSTEM OF AZERBAIJAN

Inclusiveness

Population of the country

10.3 million

Monthly payment recipients nationwide: **22%**
2.2 million people

Countrywide accessibility **100%**

In addition to monthly social benefits, the automatic processing of social benefits is carried out for numerous segments of the population, such as parents of newborn children, persons released from prison, individuals starting work in the territories liberated from the occupation, those caring for a child under the age of 3, individuals on sick leave, those covering funeral expenses for a deceased relative, persons losing their capacity to work due to an occupational accident, individuals injured while performing state service duties, and others. The possibilities to provide and track these services over the internet are available.

DISTRIBUTION OF SOCIAL BENEFITS

Financed by the state social protection foundation

74% Labour pensions

Labour pensions account for 94% of the state social protection foundation budget

2% Social allowances financed from MSSF

Total annual amount of social benefits
~ ₼11B

Financed by the state budget

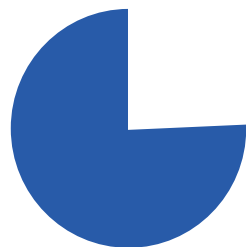
Social allowances **12%**

Presidential stipends **8%**

Targeted state social assistance **4%**

Compulsory insurance payment **0.1%**

BUDGET DISTRIBUTION



State social protection foundation budget
~ 76%

State budget
~ 23.9%

Compulsory insurance
~ 0.1%

Budget of the state social protection foundation – 2026

■ The Budget of the state social protection foundation is administered by the SSPF

*Total expenditures of the state
social protection foundation*
₼8.483B

*Total revenues of the state
social protection foundation*
₼8.323B

For the financing of the 2026 budget expenditures, funds of ₼160M have been allocated from the free funds of the state social protection foundation accumulated from previous years.

Total: ₼8.483B

Structure of expenditures



Structure of monthly social benefits*

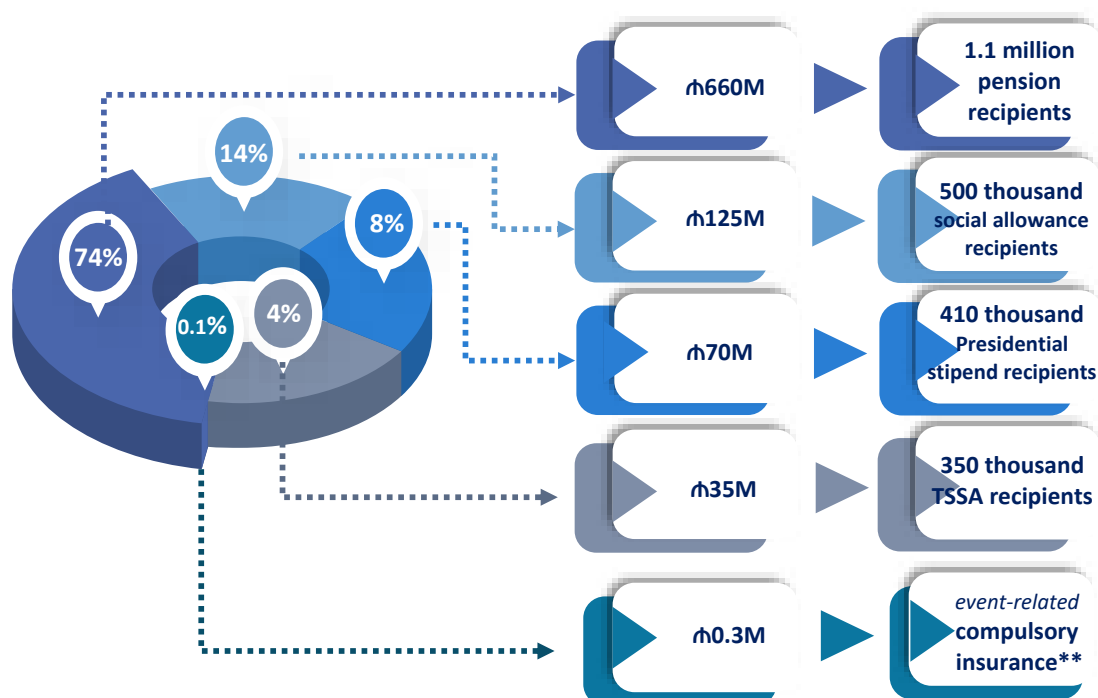
Total monthly payments

~¥900M



Social structure of monthly social benefit recipients (22% of the population)

2.2 million people



* Based on the data as of April 2026

** Since the beginning of 2022, insurance payments totaling ¥25.5M have been made to 7,228 beneficiaries. On average, monthly payments amount to approximately ¥0.5M for 140 beneficiaries.

Five social reform packages · 2019–2025

The five large-scale social reform packages implemented since 2019 have improved the well-being of 4 million citizens in total, with additional social expenditure reaching nearly 8 billion manats. Each package has increased the minimum salary, pensions, allowances and other social benefits at the same time.

FIVE SOCIAL REFORM PACKAGES

2019 - 2025

Total coverage: 4 million people

Additional financial resources: ~ ₼8B



THE FIFTH SOCIAL REFORM PACKAGE

Within the latest social reform package implemented in 2025, which was the fifth package over the last 7 years, increases were ensured in the minimum salary, pensions, allowances and stipends.

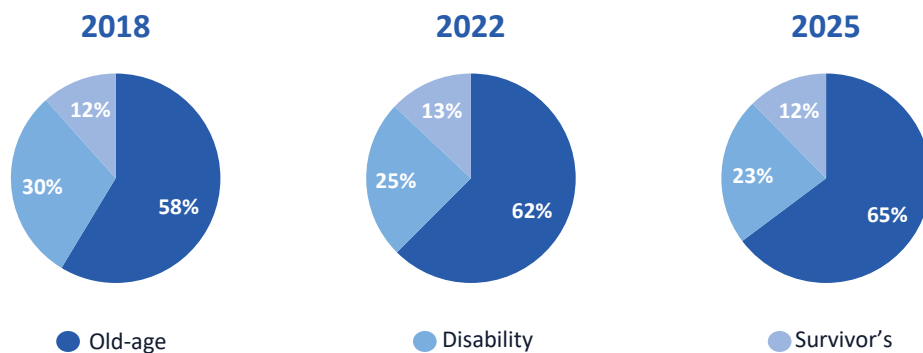
SINCE 01.01.2025 ₼400 Minimum salary ₼345 → ₼400	SINCE 01.02.2025 ₼320 Minimum pension ₼280 → ₼320	ANNUAL INDEXATION 8.1 % Indexation of labour pensions
▲ 16%	▲ 14.3%	Pension capital: ▲ 2.2%
INDEXATION COST ≈ ₼520M for the indexation of labour pensions		TOTAL VOLUME OF THE PACKAGE more than ₼1.4B within the fifth social reform package

Pension system

Labour pension is a monthly monetary payment granted to persons insured under mandatory state social insurance, based on their social insurance experience and pension capitals, payable on account of old age, loss of working capacity due to disability, or the loss of a breadwinner.

Number of pension recipients

Distribution of the number of pension recipients by pension type (in persons) · 2018 / 2022 / 2025

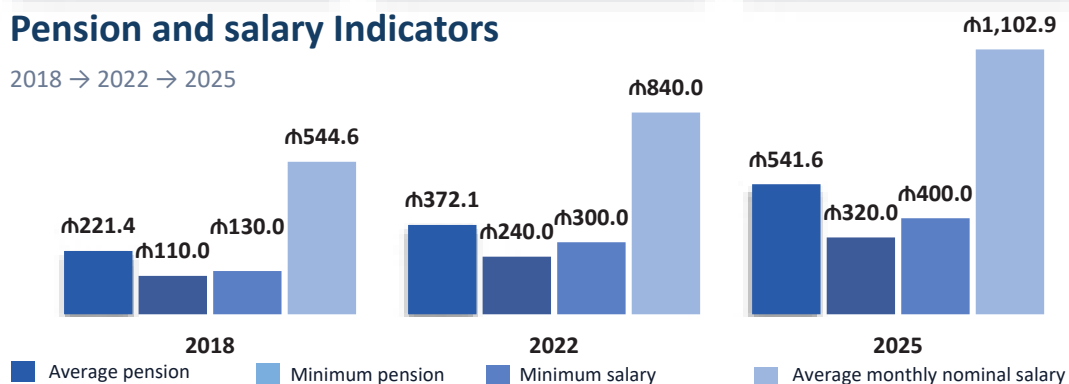


Distribution for 2025



Pension and salary Indicators

2018 → 2022 → 2025



Average amount of pension · 2018→2025
2.45x increase
 ₺541.6

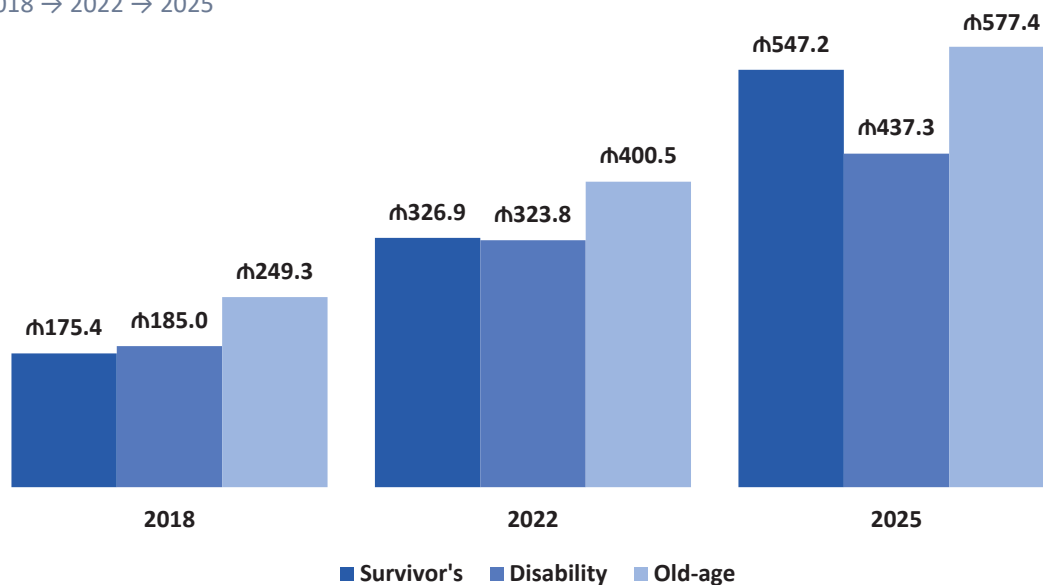
Minimum pension · 2018→2025
2.91x increase
 ₺320

Minimum salary · 2018→2025
3.08x increase
 ₺400

Average monthly nominal salary · 2018→2025
2.03x increase
 ₺1,102.9

Average amount by pension type

2018 → 2022 → 2025



Survivor's · 2018→2025

↗ **3.12x increase**

AZN 547.2

Disability · 2018→2025

↗ **2.36x increase**

AZN 437.3

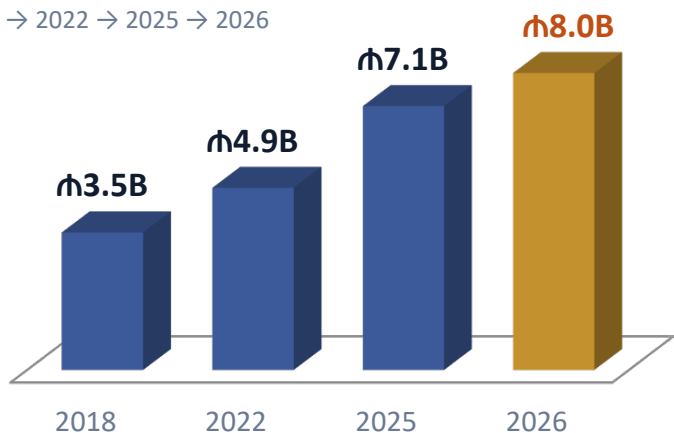
Old-age · 2018→2025

↗ **2.32x increase**

AZN 577.4

Growth dynamics of pension expenditures by years

2018 → 2022 → 2025 → 2026



Labour pension for 2025

7.1B

In 2018: 3.5B

2018 → 2025

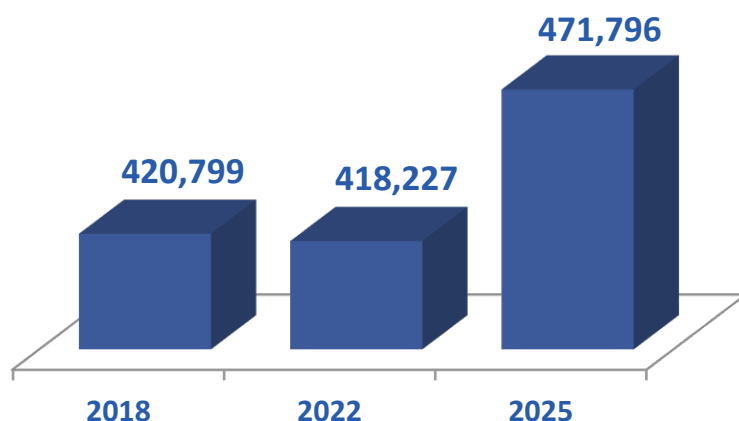
↗ **2.03x increase**
+103%

Social allowances *(financed from state budget funds)*

Social allowances are monthly or lump-sum monetary payment, not directly related to employment activity or paid social insurance contributions, financed from state budget funds to persons identified as being in need of social protection.

Number of people receiving social allowances

2018 / 2022 / 2025



Social allowances in 2025

472 thousand beneficiaries

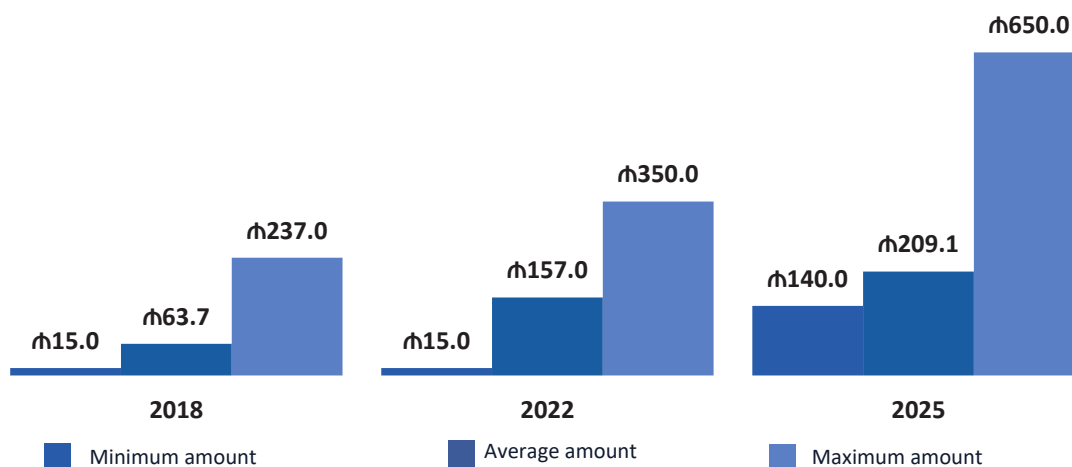
In 2018: 421 thousand

2018 → 2025

1.12x increase +12%

Minimum, average and maximum amount of social allowances

2018 → 2022 → 2025



Minimum amount · 2018→2025

9.33x increase €140

Average amount · 2018→2025

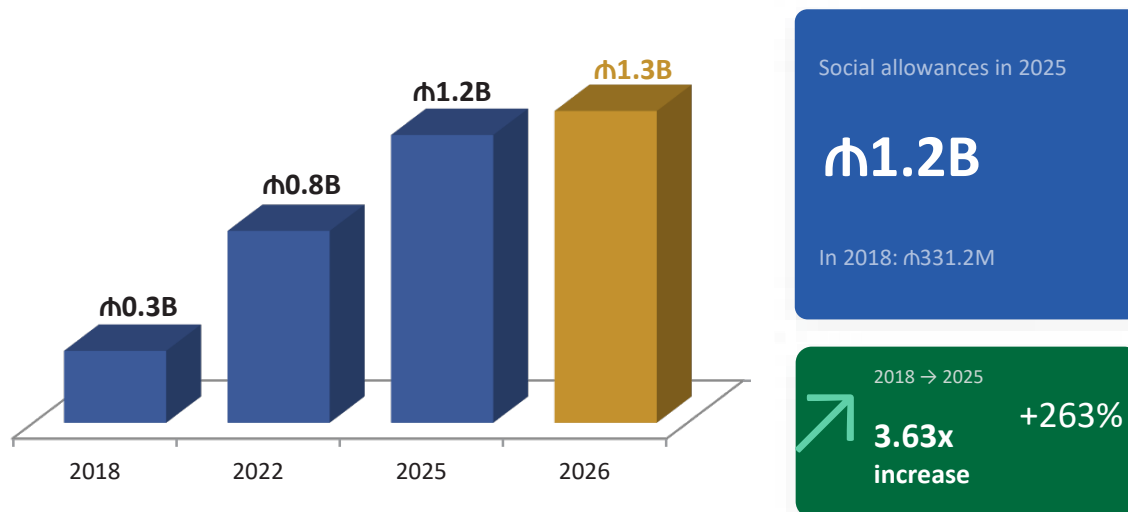
3.28x increase €209

Maximum amount · 2018→2025

2.74x increase €650

Growth dynamics of social allowance expenditures by years

2018 → 2022 → 2025 → 2026



THE FIFTH SOCIAL REFORM PACKAGE

Increase in social allowances *(effective from 1 July 2025)*

Disability · 81-100 percent impairment of body functions

1270 → 1300

+11.1%

Disability · 61-80 percent impairment of body functions

1220 → 1250

+13.6%

Disability · 31-60 percent impairment of body functions

1150 → 1180

+20.0%

To mothers with 5 or more children

1105 → 1140

+33.3%

For a child under the age of 1 in low-income family

1100 → 1140

+40.0%

For a dependent disabled child · under the age of 6

1395 → 1500

+27%

For a dependent disabled child under the age of 13

1415 → 1600

+45%

For a dependent disabled child under the age of 18

1435 → 1650

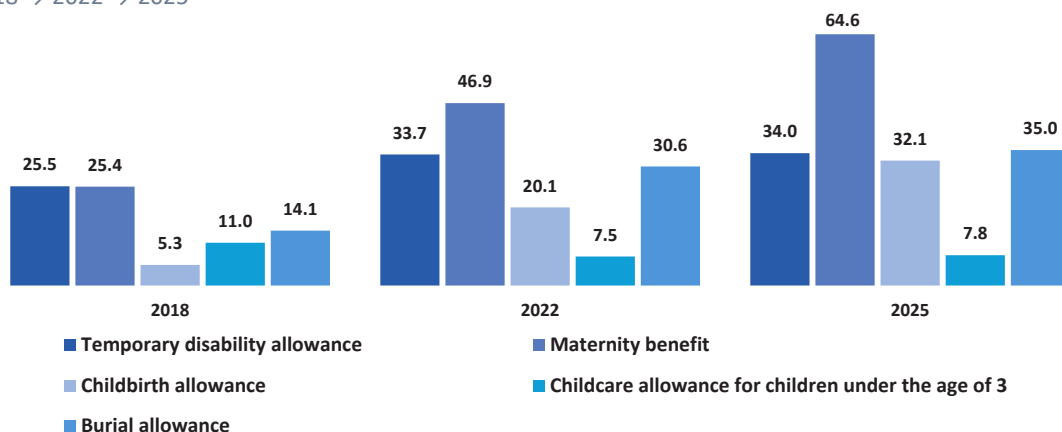
+49%

Social allowances (financed from MSSI)

Social benefits financed from MSSI are provided through mandatory state social insurance, carried out in the manner determined by the state with the participation of all insurants and insured persons. This is a form of provision implemented to maintain or restore the material and social condition of insured persons and their family members, when an insurance event occurs.

Financial distribution of allowances financed from MSSI, in million ₺

2018 → 2022 → 2025



Temporary disability allowance · 2018→2025

1.33x increase

₺34.0M



Maternity benefit · 2018→2025

2.54x increase

₺64.6M



Childbirth allowance · 2018→2025

6.06x increase

₺32.1M



Childcare allowance for children under the age of 3 · 2018→2025

0.71x decrease

₺7.8M



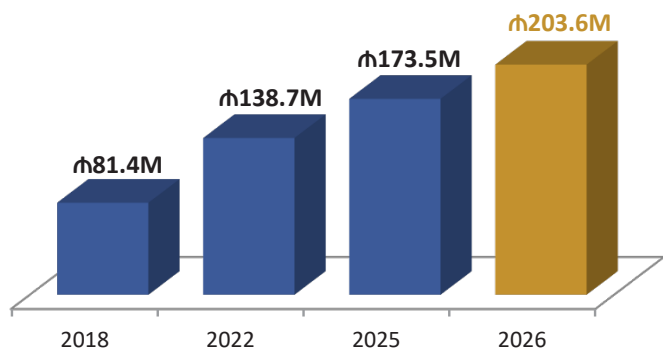
Burial allowance · 2018→2025

2.48x increase

₺35.0M

Growth dynamics of allowance expenditures financed from MSSI by years

2018 → 2022 → 2025 → 2026



Allowances in 2025

₺173.5M

In 2018: ₺81.4M



2018 → 2025

2.13x increase

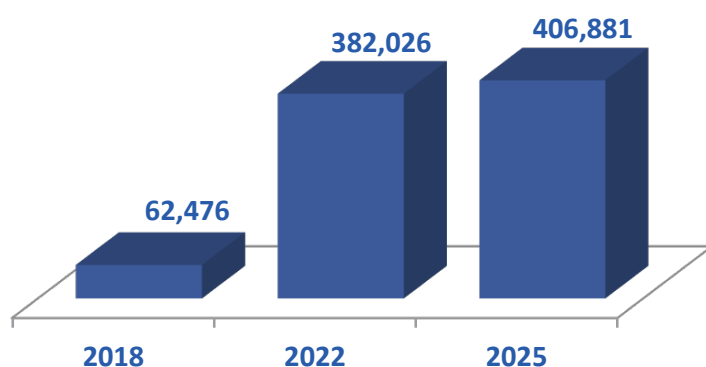
+113%

Presidential stipends

Presidential stipends are assigned in the form of a monthly monetary payment from State budget funds to persons with special services to the State, those with honorary titles and awards, and other categories provided for by the relevant legislation.

Number of Presidential stipend recipients

2018 / 2022 / 2025

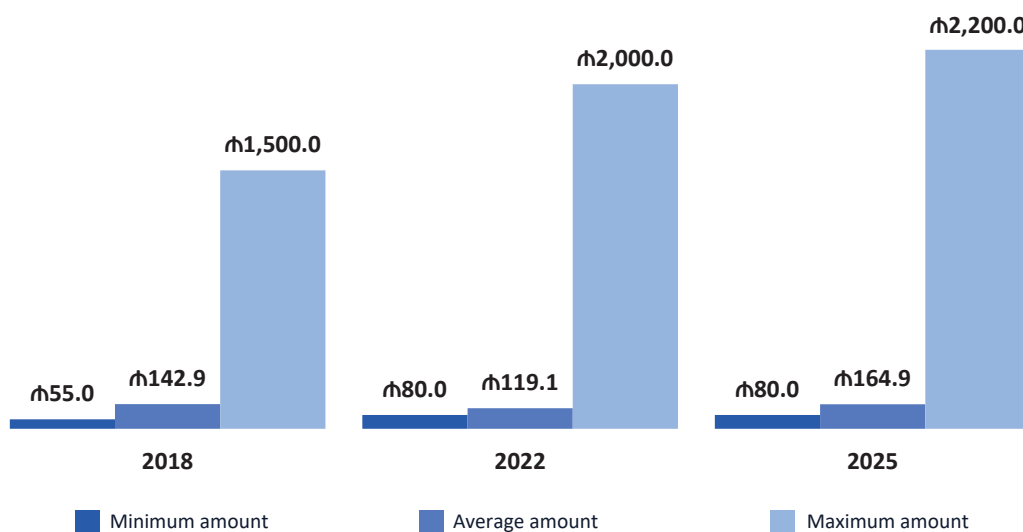


Presidential stipends in 2025
407 thousand beneficiaries
 In 2018: 62 thousand

2018 → 2025
6.51x +551% increase

Minimum, average and maximum amount of Presidential stipends

2018 → 2022 → 2025



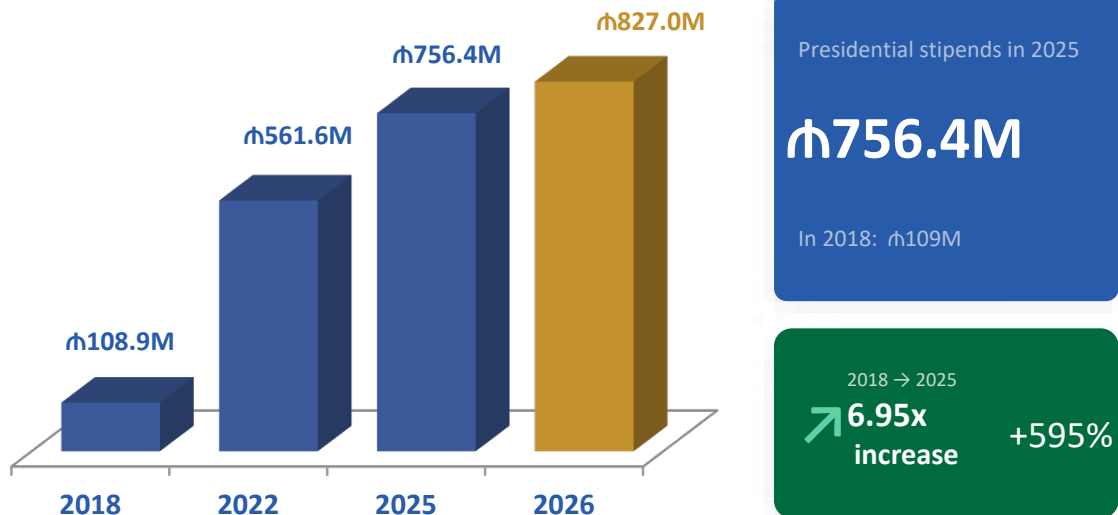
Min. amount · 2018→2025
1.45x increase
 AZN 80

Average amount · 2018→2025
1.15x increase
 AZN 165

Max. amount · 2018→2025
1.47x increase
 AZN 2,200

Growth dynamics of Presidential stipend expenditures by years

2018 → 2022 → 2025 → 2026



THE FIFTH SOCIAL REFORM PACKAGE

Increase in Presidential stipends *(since 1 July 2025)*

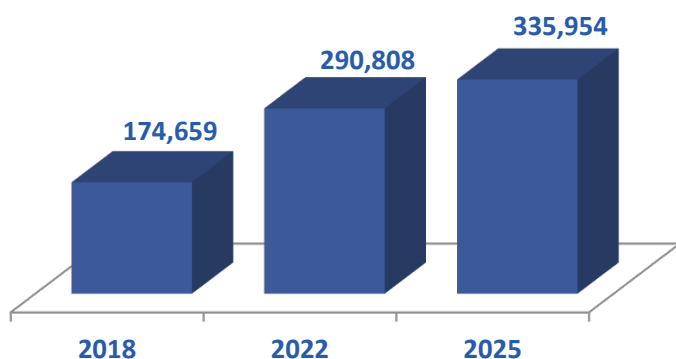
PWH (Patriotic War Hero) 2,000 → 2,200 +10%	NH (National Hero) 1,800 → 2,000 +11%
Family of a martyr 600 → 700 +17%	War disabled · 81-100 percent impairment of body functions 500 → 600 +20%
War disabled · 61-80 percent impairment of body functions 400 → 500 +25%	War disabled · 31-60 percent impairment of body functions 330 → 400 +21%

Targeted state social assistance (TSSA)

Targeted state social assistance is a monetary assistance provided by the State to low-income families.

Number of family members receiving TSSA

2018 / 2022 / 2025



TSSA in 2025

336 thousand
beneficiaries

In 2018: 175 thousand

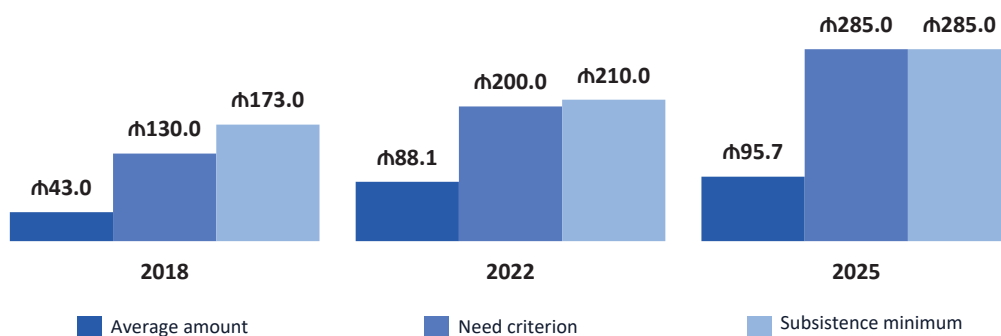
↑ 2018 → 2025
1.92x +92%
increase

Number of families receiving TSSA



Average amount for TSSA, need criterion and subsistence minimum

2018 → 2022 → 2025



Average amount per family member
↑ 2018 → 2025
2.23x increase
AZN 95.7*

Need criterion · 2018 → 2025
↑ **2.19x** increase
AZN 285**

Subsistence minimum · 2018 → 2025
↑ **1.65x** increase
AZN 285***

* The average amount per family was AZN 173.76 in 2018, AZN 390.83 in 2022, and AZN 422.36 in 2025.

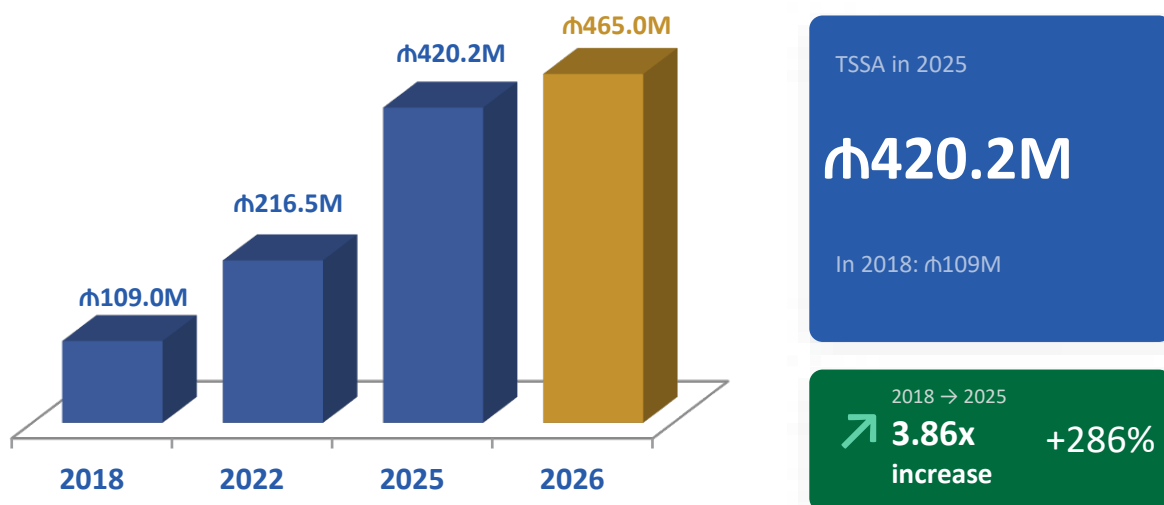
** The need criterion is AZN 300 in 2026.

*** The subsistence minimum is AZN 300 in 2026.

1 AZN = \$0.59

Growth dynamics of TSSA expenditures by years

2018 → 2022 → 2025 → 2026



★December 2025 · lump-sum assistance

According to the Order signed by the President of the Republic of Azerbaijan on 22 December 2025, a lump-sum financial assistance in the amount of AZN 200 was provided to each of the 76 thousand families receiving Targeted State Social Assistance as of 30 December 2025. This practice has also been applied several times in previous years.

Digital improvement

The TSSA mechanism was improved in 2025 in both procedural and technological terms. Applications are accepted through Digital Login in a secure manner and without technical errors.

State compulsory personal insurance

State compulsory personal insurance is a system of relations aimed at the compulsory insurance, at the expense of the state budget, of the life and health of persons serving in certain state bodies, and at the provision of payments related to events occurring while they perform official duties.

State compulsory personal insurance was included among the areas of activity of the SSPF in 2022 by the relevant Presidential Decree. As an important strategic step in the institutional expansion of social protection mechanisms, the measures implemented in this area ensured the effective managing of insurance events, the prompt assessment of applications, and the processing of payments through a single platform.

2022–2025: General indicators

~11 thousand Number of applications (2022–2025)	~AZN25M Insurance payment	AZN9.1M Insurance reserve
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PRESIDENTIAL DECREE No. 1513

23.12.2021 · Implementation has been continuing

The implementation of Decree No. 1513 of the President of the Republic of Azerbaijan dated 23 December 2021 is continued, and the lump-sum payment is carried out proactively.

LUMP-SUM PAYMENT AZN115.2M Carried out proactively for events occurred before 2 August 1997	COVERAGE 17,794 beneficiaries Persons with established disability Total number of persons receiving direct payments	PAYMENT TO HEIRS 2,872 heirs For 1,402 deceased war disabled people Included within the 17,794 persons
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DATA ANALYSIS 26,000+ people Individual data was analyzed through archival documents and electronic systems	THE HUMAN FACTOR IN SOCIAL PROTECTION The Presidential Decree is regarded as one of the clearest examples of a human-centred approach in the social protection system and of special state care for martyr families and war participants. This mechanism implemented by the SSPF serves to improve the welfare of people belonging to vulnerable categories and to reliably protect their social provision rights.
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Lump-sum payments

731 Insurance payment in 2025 (insured people)	~18 thousand Coverage of Decree No. 1513 (beneficiaries)	AZN115.2M Lump-sum payment	26 thousand+ Individual archival records analyzed
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Compulsory insurance against loss of occupational work capacity resulting from occupational accidents and occupational diseases

This type of insurance provides for the provision of insurance payment in cases of loss of occupational working capacity due to occupational accidents and occupational diseases at workplace, in connection with the loss of insured persons' occupational working capacity or their death as a result of harm caused to their life and health.

► The SSPF's new mandate • 01.01.2026

With the entry into force of the amendment to the relevant Law dated 29 December 2025, the compulsory insurance of public sector employees under this type has been transferred to the authority of the SSPF.

People covered by the SSPF's mandate since 01.01.2026

1

State and municipal bodies

- Those working in all state and municipal bodies.

2

Legal entities owned by the State or municipalities

- Employees of legal entities in which the controlling package of shares is owned by the State or a municipality.

3

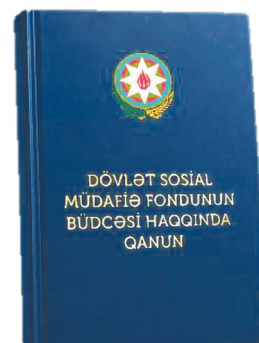
Legal persons of public law and budget organizations

- Employees of legal persons of public law established on behalf of the State and of budget organizations.

Alongside employees, students and pupils undergoing industrial practice or training, as well as volunteers participating in volunteer activity, are also insured by the SSPF under compulsory insurance for cases of loss of occupational work capacity as a result of occupational accidents and occupational diseases.

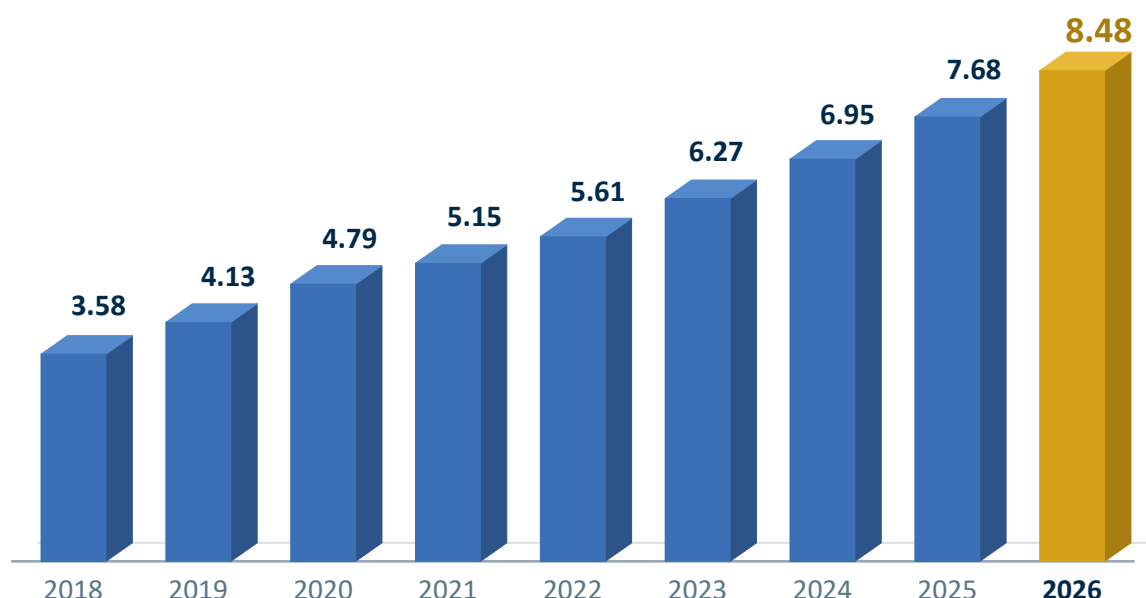
Budget of the state social protection foundation*

Since 2018, the expenditures of the budget of the state social protection foundation determined by law have increased by 2.4 times, rising from ₼3.6B to ₼8.5B. These indicators reflect the state policy aimed at systematically expanding payments to the population in the field of social protection.



Dynamics of the expenditures of the state social protection foundation by years, in billion ₼

2018 → 2026



Budget expenditures in 2026

₼8.48B

2018: ₼3.58B



2018 → 2026

2.37x increase

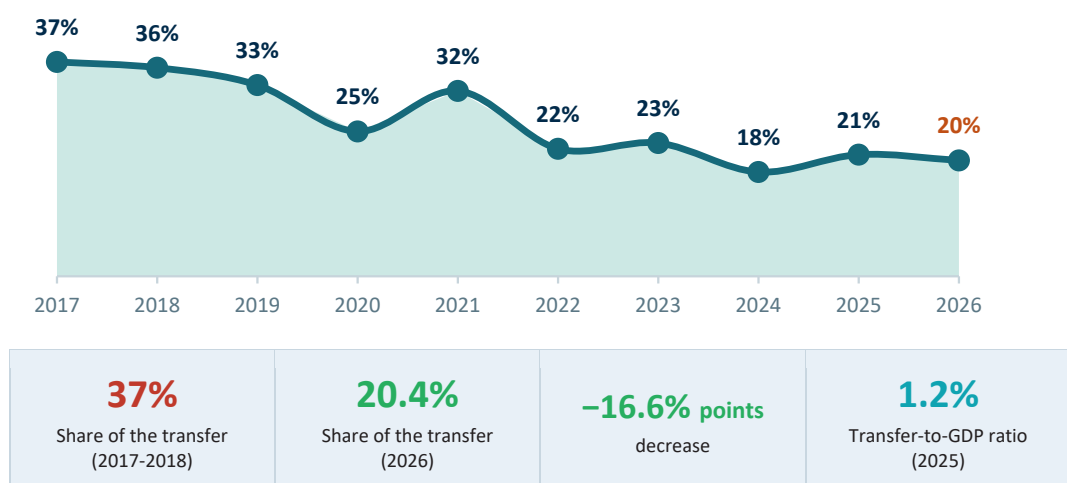
+137%

* The budget of the state social protection foundation, being approved annually by law, is managed by the SSPF.

Financial sustainability - Payment of part of the state budget obligations (transfer)

With the strengthening of the SSPF's financial sustainability, even a significant part of the state budget obligations is covered from the state social protection foundation. In recent years, the share in revenues of the funds allocated from the state budget for state obligations has decreased significantly.

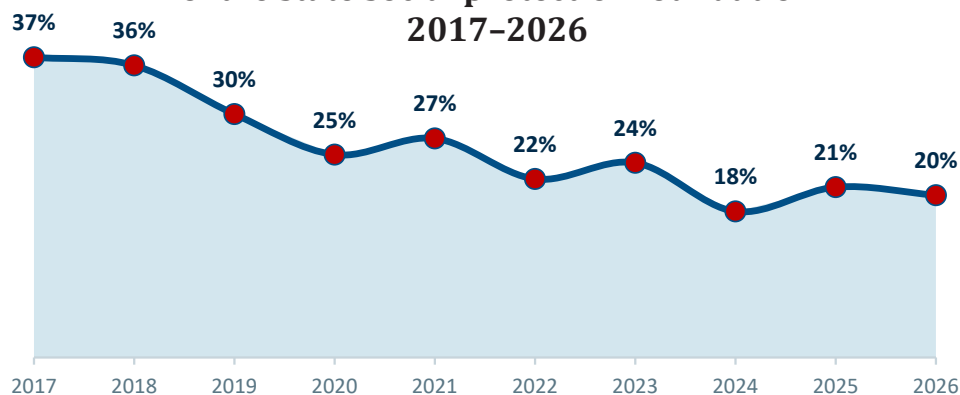
Share of allocations from the state budget in the **revenues** of the state social protection foundation
2017-2026



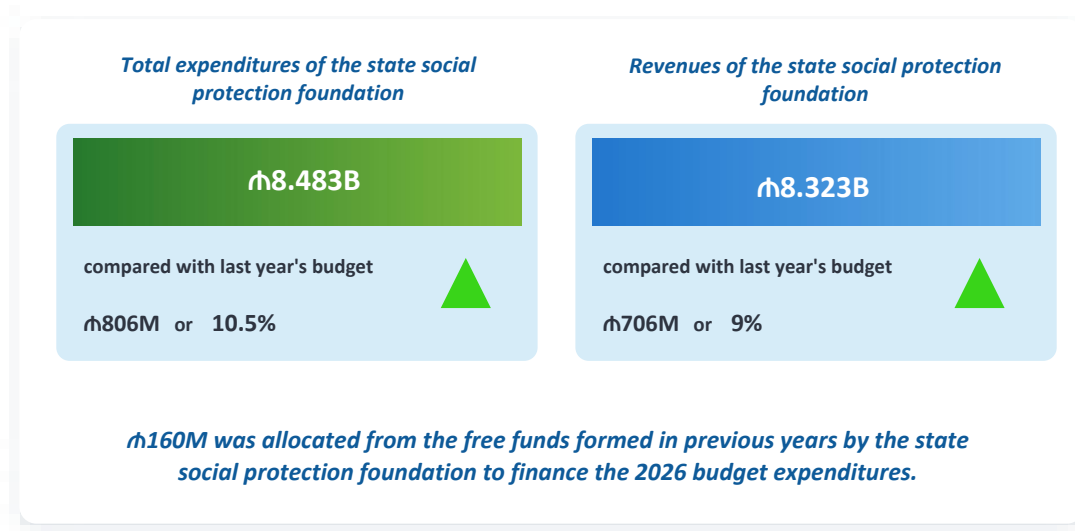
Strategic result

Financial sustainability is strengthening: as a result of the steady growth of MSSJ revenues, the expansion of the non-budget sector and the improvement of proactive collection mechanisms, the transfer-to-GDP ratio fell from 1.6% in 2018 to 1.2% in 2025. According to international benchmarks, this is a low-risk situation.

Share of allocations from the state budget in the **expenditures** of the state social protection foundation
2017-2026



On the 2026 budget of the state social protection foundation



Payments to the population **96.6%** (₼8.2B)



Mandatory state social insurance contributions



Funds allocated from the state budget to finance **part** of state budget obligations



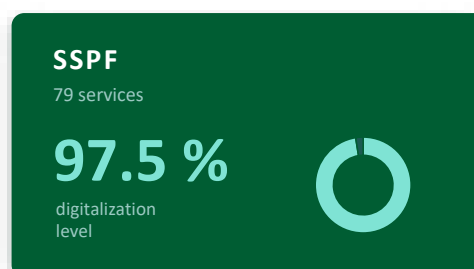
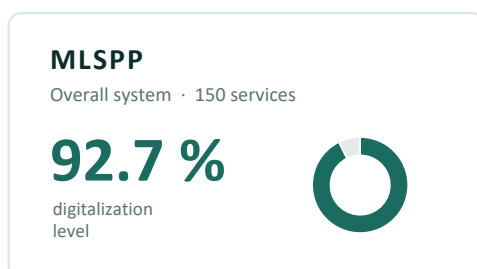
PART III

Digitalization

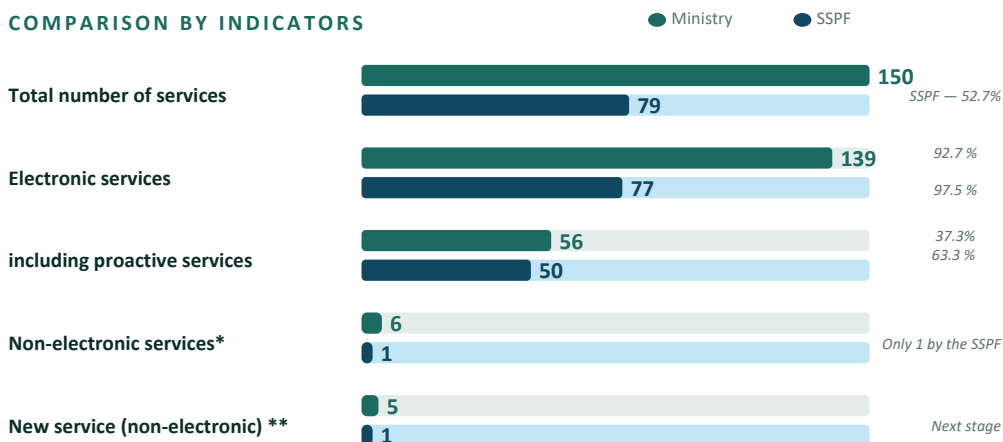
- *General Overview*
- *Digitalization*
- *Service classifications*
- *Most used services*
- *Inclusiveness*

General overview

The number of services provided by the Ministry of Labour and Social Protection of Population is 150. Of these, 52.7% – 79 services – are provided by the SSPF, 97.5% of which – 77 services – are fully digitalized.



COMPARISON BY INDICATORS



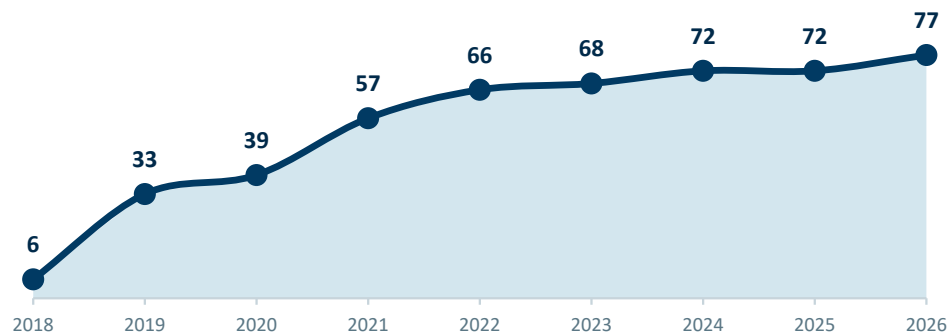
* The only service the SSPF provides non-electronically is the assignment of labour pensions under international agreements.

** New service – issuing certificates for state compulsory personal insurance (currently not digitalized).

Proactive approach

The SSPF holds a leading position at Ministry level with 50 services in the proactive category (63.3%). The proactive approach enables the automatic assignment of a payment based on existing data, without an application from the insurant. This achievement demonstrates that the digital infrastructure stage has been successfully completed and that the SSPF is now focused on a new development stage: improving the quality of services and the citizen-centred digital ecosystem.

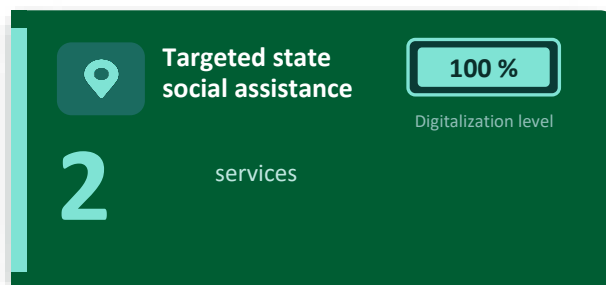
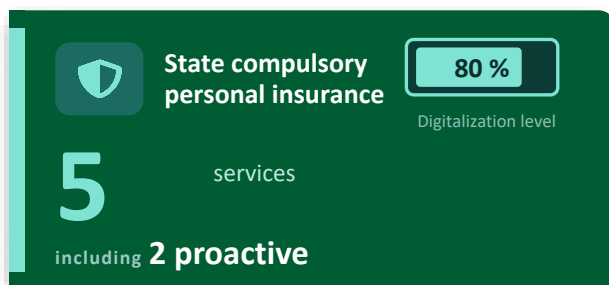
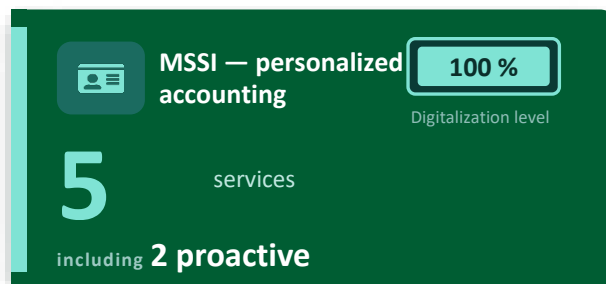
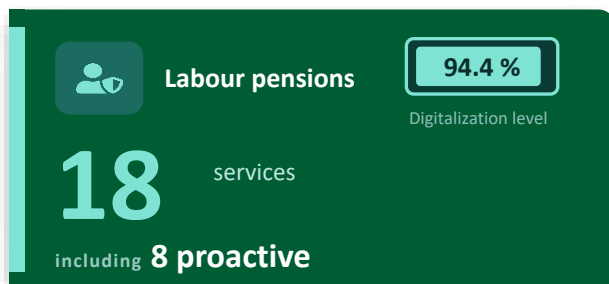
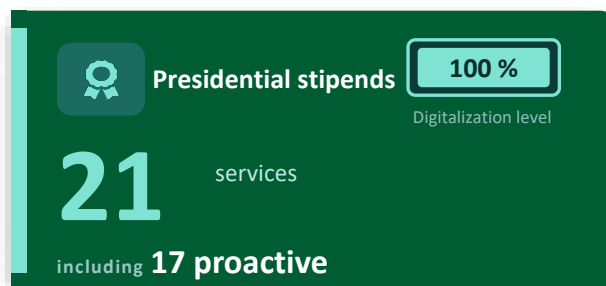
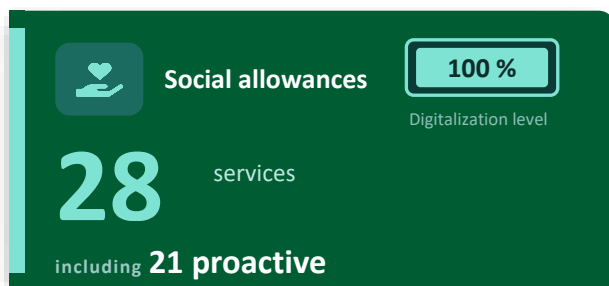
Cumulative digitalization dynamics of the SSPF services



Distribution of services by category

The digitalization profile of the service portfolio for pension, MSSSI, social allowances, Presidential stipends and TSSA.

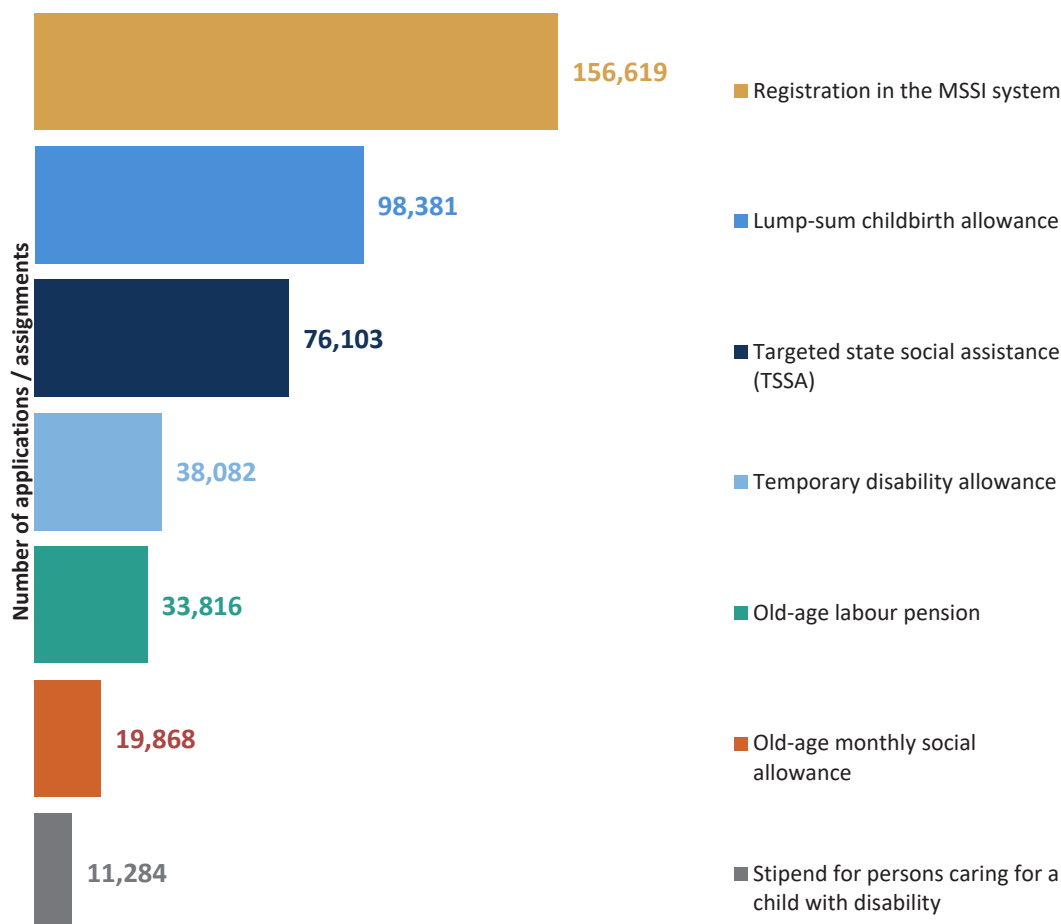
SSPF service portfolio (79 services) — distribution by category



Most used services · 2025

For 2025, by the number of appeals, the registration service in the social insurance system, which is one of the first seven services of the SSPF service portfolio, has an absolute leading position with 156,619 transactions.

Most used SSPF services · 2025



✓ Proactive service model · results of 2025

- A total of **258 thousand** instances of proactive service delivery, including the **proactive assignment of social benefits to 198 thousand individuals**, were carried out.
- Since May of 2025, assignments have been carried out with sick-leave certificates accepted electronically. Real-time data exchange with more than 80 state bodies was ensured.
- Automated integration for the status of ID cards was ensured. Payments for deactivated ID cards are automatically suspended, and after activation they are automatically restored without requiring any additional application.

Inclusiveness – equal and accessible services for all

Inclusiveness in social protection services is one of the SSPF's main strategic priorities. The United Nations Public Service Award confirms the international recognition of Azerbaijan's model for inclusive and equal social provision services for all.

Key elements used in the inclusive service model

1

Digitalization and centralization

Centralization of social services in a single system and full digitalization – enabling citizens with physical limitations to access services remotely and independently.

2

Proactive assignment model

Automatic assignment of payments based on existing databases, without an application from the insured person – minimizing bureaucratic barriers.

3

Unified data exchange

Real-time data integration with more than 80 public bodies – citizens no longer need to submit the same document repeatedly.

4

Prevention of errors and fraud

Continuous verification of the legal basis of pension and allowance payments through automated control mechanisms.

5

Special attention to vulnerable population groups

Targeted services for groups such as martyr families, persons with war-related disabilities, children with disabilities, low-income families and persons sentenced to imprisonment.

MyGov · 1 May 2026

The “e-social” platform and mobile application of the Ministry of Labour and Social Protection of Population began operating in 2019, and on 01.05.2026, it became the first official mobile application fully integrated into the “MyGov” platform.

PART IV

International engagement and recognition

- *Awards and international recognition*
- *Bilateral international cooperation*
- *International meetings and conferences*

SSPF – Winner of the UN Public Service Award

2026 United Nations Public Service Awards



In 2026, the SSPF received the **United Nations Public Service Award**, the highest recognition in the field of public service.

Winning initiative: "Inclusive and Equal Social Security Services For All"

About the award

➤ The UN Public Service Award was established in 2003 to recognize innovative, inclusive and efficient governance initiatives in the field of public service. The award covers only initiatives implemented by public institutions.

➤ Initiatives are evaluated across 4 categories: innovation, accountability, participation, and inclusiveness.

Note:

In previous years, two public institutions from Azerbaijan received the aforementioned award:

- 2007 – State Oil Fund ("Increasing transparency, accountability and responsibility in public service")
- 2015 – ASAN Service ("Improving the delivery of public services")



International participation



International Association of Pension and Social Funds (IAPSF)

9 countries / 10 institutions

Full member since 1992

- The Chairperson of the SSPF Board is the Chairperson of the IAPSF
- An SSPF staff member is the Chairperson of the IAPSF Audit Commission
- International conferences of the IAPSF were held in Baku in 2022 and 2025.

International Conference on “Social reforms in the CIS: trends, potential and solutions”

Baku, 23–24 February 2022





International Conference on “Harmonization of social protection systems in the context of the challenges of the modern world”

Baku, 29–30 May 2025





International Social Security Association (ISSA)

190+ countries / 340 social security institutions / Geneva, Switzerland

**Affiliate member
since 2004**

- The Chairperson of the SSPF Board is a member of the ISSA Bureau, which is the highest executive body of ISSA, and the Steering Committee of the ISSA European Network.
- Six staff members of the SSPF are vice-chairs of six different ISSA technical commissions
- An SSPF staff member is the Chair of the ISSA Working Group
- In 2019, the ISSA Social Security Forum for the European region was held in Baku
- In February 2024, a Memorandum of Understanding was signed between the SSPF and ISSA in Geneva.

The 130th Meeting of the Bureau of the International Social Security Association

Geneva, Switzerland, 23-24 June 2025





**World Social Security Forum of the International
Social Security Association**
Kuala Lumpur, Malaysia, 29 September – 3 October 2025



International cooperation

One of the SSPF's main areas of activity is establishing and developing international cooperation in the field of social security. In this regard, the SSPF actively cooperates with the relevant institutions of various countries and with reputable international organizations.

Bilateral cooperation

The SSPF has established and is developing bilateral relations with the relevant institutions of a number of countries around the world, including Türkiye, Russia, Poland, Kazakhstan, Korea, Bulgaria, Serbia, Georgia, Belarus, Uzbekistan, Moldova, Tajikistan and other countries.

51

countries worked with in 2025

78

international awards and certificates

27

awards received in 2025 alone

Recently, Memorandums of Understanding and other documents on cooperation have been signed with the relevant state bodies of Romania, Uzbekistan, Kyrgyzstan, Korea, Georgia, Bulgaria, Kazakhstan, Serbia and other countries.

Geography of bilateral cooperation: 50+ countries



Cooperation with international and regional organizations

The SSPF cooperates with a number of international and regional organizations in the field of social security

International Social Security Association



International Association of Pension and Social Funds



European Social Network



International Labour Organization



World Bank



ASEAN Social Security Association



African Social Security Association



International Federation of Pension Fund Administrators



- ❖ SSPF staff members actively participate in the conferences, forums, seminars, webinars and training courses of international organizations, benefit from various international technical assistance tools, and their articles and research papers about the reforms carried out in Azerbaijan in the field of social security are published in the print outlets of international institutions.
- ❖ At the same time, our country hosts international events in the field of social security. In 2019, the Regional Social Security Forum for the European region of ISSA, in 2022 and 2025, the international conferences of the International Association of Pension and Social Funds, and in 2023, the 5th Conference of Labour Ministers of the Member States of the Organization of Islamic Cooperation were organized in Baku.

Awards and international recognition

As a result of the implemented social reforms and the achieved citizen satisfaction, the SSPF has been awarded **5 international ISO certificates** over the past period.



Quality Management
Systems –
Requirements



Social Responsibility



Anti-Bribery
Management Systems



Quality Management –
Customer Satisfaction



Information and
Documentation –
Records
Management



ISO 37001:2016

Anti-Bribery Management Systems

The SSPF is the first public institution in the Republic of Azerbaijan, which was awarded a certificate of compliance with the *ISO 37001:2016 “Anti-Bribery Management Systems”* international standard.

International awards · 2021–2026

The SSPF was awarded **27** international certificates and awards in 2025 alone, and **more than 80 during 2021–2026**. The awards were presented by prestigious organizations operating in the UK, the USA, Malaysia, Singapore, the UAE, Thailand, Spain, Poland, the Netherlands, and other countries. Establishing its activities in accordance with international standards, the SSPF continues its activities on the basis of **5 international ISO standards**, the certification process of which it successfully completed over the past period.



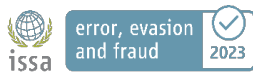
Awards of the International Social Security Association

The SSPF has been awarded Certificates of Excellence on the following criteria within the framework of the ISSA Recognition Programme:

- **Good Governance;**
- **Service Quality;**
- **Contributions, Collection, and Compliance;**
- **Prevention of Error, Evasion and Fraud in Social Security Systems.**

In addition,

the SSPF received the **Good Practice Award** 5 times and 2 international awards within the International Social Security Video Festival competition.



International meetings

Official meetings are held with international organizations and the relevant public bodies of foreign States toward establishing and expanding international relations.

Signing of the Memorandum of Understanding between the IAPSF and ISSA



Meeting within the framework of the International Seminar held in Malta on “Declining birth rates in Europe – Social security challenges and responses”



Meeting between the SSPF and the Pension and Disability Insurance Fund of Serbia



Signing of the Memorandum of Understanding on cooperation between the SSPF and the International Federation of Pension Fund Administrators



Signing of the Memorandum of Understanding between the SSPF and the State Social Insurance Fund of Kazakhstan

PART V

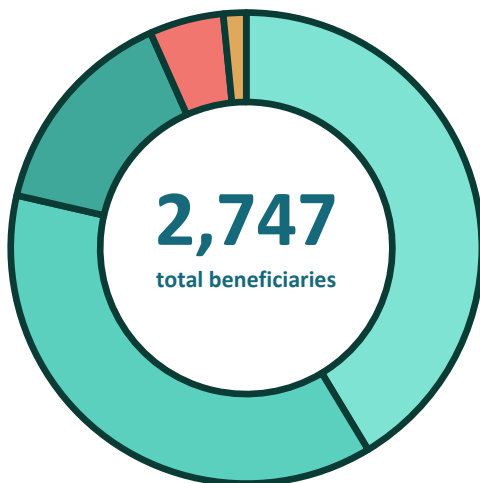
Social events and communication

- *Beneficiary structure*
- *Events and projects*

Events and projects

In recent years, the SSPF has been carrying out various social projects. These projects mainly cover the families of martyrs and war participants, persons receiving social benefits, and low-income families. From the beginning of 2021 to 1 May 2026, 96 projects were implemented. These projects covered a total of 9,205 beneficiaries.

Direction and number of beneficiaries of the projects implemented in 2025



Medical, psychological and physical health

1,136 beneficiaries · 41.4%



Education and awareness-raising

1,023 beneficiaries · 37.2%



Social integration and development

405 beneficiaries · 14.7%



Culture and arts

140 beneficiaries · 5.1%



Environmental and social impact

43 beneficiaries · 1.6%

Ongoing projects



Meeting with active participants of the summer camp



“Sea Heroes” Project



Excursion for the children of families receiving TSSA



A meeting with beneficiaries, who participated in the “Baku Open 2026” International Chess Tournament

Public participation

The State Social Protection Fund cooperates closely with non-governmental organizations. Members of the Public Council under the Ministry also participate in citizen receptions held by the Chairperson of the Board of the SSPF.



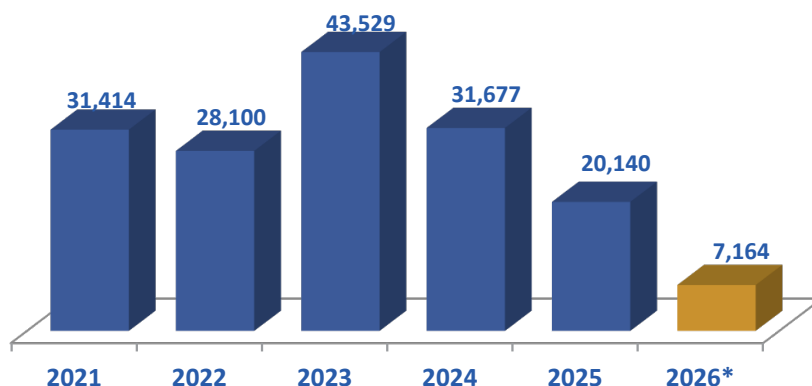
Annual meetings held with the members of the Public Council at the SSPF serve to strengthen dialogue with civil society and public participation. At the meeting held on the results of 2025, the Council members highly appreciated the work done towards increasing service quality and citizen satisfaction, and the steps taken towards improving the social well-being of the population.



Dynamics of appeals received through social networks

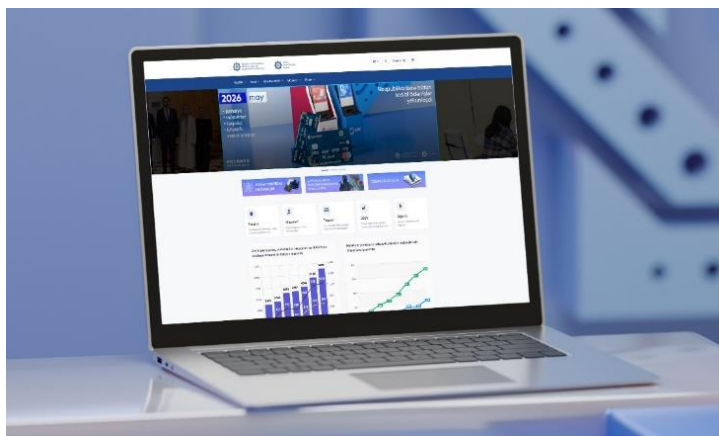
Dynamics of appeals by years

Number of appeals · 2021 → 2025 *(2026 — first 4 months)



Citizens can apply through the SSPF's social network accounts. Informative appeals are answered immediately, appeals requiring initial examination are answered within 20 minutes, and appeals requiring detailed examination are answered within 1 day.

Total number of visitors for the first 4 months of 2026: **101,000 people**



- ❖ On the official website of the SSPF, users can access information on social security legislation, types of social security (pensions, allowances, stipends, etc.), the rules for their assignment, the SSPF's structure, areas of activity, services and projects, social support measures for the families of martyrs and war participants, and other related information.
- ❖ In the "Apply" section of the website, citizens can obtain information about the reception days of the SSPF's senior officials, register online for an appointment, as well as submit online applications to the SSPF.

Contacts

Postal address	80 Hasan bey Zardabi Avenue, Baku, AZ1122 Azerbaijan
Call Centre	142 · 9 a. m. – 6 p. m. (GMT + 4)
Email	dsmf@sosial.gov.az
Website	www.dsmf.gov.az
E-services portal	mygov.az

State Social Protection Fund

A Z E R B A I J A N