

I confirm:
 Chairman of the Commission on
 Business Environment and
 International Rankings of the
 Republic of Azerbaijan, First
 Deputy Prime Minister of the
 Republic of Azerbaijan
 Yagub Eyyubov

30.09.2022

Roadmap for 2022-2023 on the implementation of improvements in the relevant field on indicator "Connecting to public utilities: Internet" of the World Bank Group's "Favorable Business Environment" project

No.	Requirements of subcomponents	Measures	Last execution date	Executive agencies	Responsible persons
1. Quality of public utility regulations					
1.1. Regulatory framework for Internet access					
1.1.1.	Identifying functions of the regulatory body overseeing provision of Internet in a distinctive way, including its role in setting tariffs, quality of service objectives, monitoring the reliability of service provision, as well as its main features, such as transparency and independence	1. Approving the charter of a new regulatory body in this field and taking necessary measures for its commencement	31.12.2022	Ministry of Digital Development and Transport	Jeyhun Huseynzade, Alyar Tamirov
		2. Preparing new rules and instructions for performing functions including requirements such as duly carrying out monitoring by the relevant agency, ensuring the transparency and independence of its activities	01.07.2023	Ministry of Digital Development and Transport, Ministry of Justice, Ministry of Economy	
1.1.2.	Availability of regulations (where appropriate) identifying action goals for the quality of Internet services	1. Preparing and duly submitting the relevant rules identifying the action goals for the quality of Internet services for approval	31.12.2022	Ministry of Digital Development and Transport, Ministry of Economy, Ministry of Justice, State Statistics Committee	Jeyhun Huseynzade, Alyar Tamirov
		2. Determining the goal indicators for 2023 under those regulations and placement on the websites upon approval of the relevant regulations			

1.1.3.	Availability of environmental regulations promoting the sustainable provision of Internet services	Conducting research and analysis with the involvement of international experts on environmental regulations promoting the sustainable provision of Internet services, and preparing and submitting proposals for relevant purposes	01.06.2023	Ministry of Digital Development and Transport, Ministry of Ecology and Natural Resources	
1.2. Security of public utilities (internet).					
1.2.1.	Availability of legal requirements for Internet service providers to take reasonable data security measures aimed at protecting personal data and privacy: - intermediary's responsibilities; - restrictions on data collection; - compensatory mechanisms; - other relevant legal requirements.	Taking relevant measures on the approval of the new draft law of the Republic of Azerbaijan "On personal data".	31.12.2023	Ministry of Digital Development and Transport, Ministry of Internal Affairs, Ministry of Economy, State Security Service, Ministry of Justice, State Agency for Public Service and Social Innovations	Jeyhun Huseynzade, Elmin Mammadov
1.3. Regulatory best practices enabling e-commerce					
1.3.1.	Whether there is a regulatory framework providing a safe and secure environment for electronic commerce: - Ensuring legal protection of electronic commerce users and service providers; - Legal requirements for promoting e-commerce transactions on technical platform; - Cyber security requirements for ensuring information security.	Formation of the legislative framework for payment services and payment systems	2022-2023	Central Bank, Ministry of Economy and other relevant government agencies	Jeyhun Huseynzade
		Adaptation of the state legislation to the eIDAS regulations of the European Union in the field of electronic signature	01.09.2023	Ministry of Digital Development and Transport and other relevant government agencies	Jeyhun Huseynzade
		Necessary measures should be taken for approval of the draft "Minimum Security Requirements for Electronic Commerce Platforms" with relevant agencies upon the relevant law of the Republic of Azerbaijan "On Amendments to the Law of the Republic of Azerbaijan "On Electronic Commerce" entering into force	Within 4 months upon the law entering into force	Ministry of Digital Development and Transport, Ministry of Economy and other relevant government agencies	Jeyhun Huseynzade
1.3.2.	Level of compliance of the national legislation on electronic commerce with the recommendations and advice provided on the basis of the following documents:	Integrating SIMA electronic signature, ASAN Signature and other signatures into European service/trade contracts (E-Contract)	31.12.2023	Ministry of Digital Development and Transport and other relevant government agencies	Jeyhun Huseynzade

	<ul style="list-style-type: none"> - UNCITRAL Model Laws on "Electronic Commerce", "Electronically Transmitted Information" and "Electronic Signatures", as well as Technical Notes on "Online Dispute Resolution"; - UN Convention "On the Use of Electronic Communications in International Contracts"; - OECD Guidelines "For Consumer Protection in the Context of Electronic Commerce" and "Privacy Guidelines." 				
2. Indicators and transparency of public utilities					
2.1. Monitoring of key performance indicators for quality, reliability and sustainability of public utilities (internet) supply					
2.1.1.	Availability of key performance indicators (KPI) for assessing the quality, reliability and sustainability of public utilities (internet)	1. Determining and approving relevant indicators for assessing quality, reliability and sustainability criteria of internet service by the regulator	01.06.2023	Ministry of Digital Development and Transport, State Statistics Committee	Jeyhun Huseynzade, Alyar Tamirov
	Public access to key performance indicators	2. Conducting relevant examinations, surveys, statistical analyzes by the regulator and providing regular reports to the public about the results			
2.2. Transparency of tariffs and connection requirements					
2.2.1.	Ensuring transparency and online accessibility of Internet tariffs, as well as the availability of a mechanism for advance notification of tariff changes	Preparing and performing the mechanism for registration of operators and providers providing internet telecommunication services by the Ministry of Digital Development and Transport under the Article 13.1 of the "Law on Telecommunications of the Republic of Azerbaijan",	01.02.2023	Ministry of Digital Development and Transport	Jeyhun Huseynzade,
2.3. Interoperability of public utilities					
2.3.1.	Availability of a national infrastructure database and geographic information system including all networking cables of numerous public utility providers	1. Identifying the operator for the mapping of national infrastructure data and preparing the corresponding work plan by that agency	31.12.2023	Ministry of Digital Development and Transport, State Statistics Committee	Jeyhun Huseynzade, Alyar Tamirov

		<p>2. Ensuring connection of location data with subscribers' personal data in cooperation with the State Real Estate Service</p> <p>3. Determining the mandatory requirements for providing the necessary information to the service operator on the mapping of national infrastructure data and making appropriate changes to the existing regulatory and legal documents</p> <p>4. Preparing relevant instructions and organizing trainings by operators and providers of national infrastructure data mapping on data collection, entering into the system, updating data when required and other similar procedures</p>			
2.3.2	<p>Ensuring transparency and online availability of data on the documents, stages, duration and costs required for a new connection to the Internet network</p> <p>Availability of a single online platform or online system for re-connecting to the Internet, changing providers or Internet speed, suspending and reactivating</p> <p>Availability of single information portals and single windows interconnecting utility services and facilitating approval processes</p> <p>Fully digitizing government services for connection to public utilities</p>	<p>Upon ensuring the accounting of operators and providers providing Internet telecommunication services, in the next step, using the information obtained from the accounting system of operators and providers, a single unit facilitating the connection and use of the Internet service for users and contains the requirements of the sub-components under clause 2.3.2 of this Roadmap preparing the concept document of the information portal and submitting it to the Commission and creating a single information portal based on that concept document</p>	<p>31.12.2022 (preparation of the concept paper)</p> <p>31.12.2023 (creating a portal)</p>	<p>Ministry of Digital Development and Transport</p>	<p>Jeyhun Huseynzade, Alyar Tamirov, Gahraman Kazimov</p>

3. Efficiency for implementing the rules and services in the public utilities sector

3.1. and 3.2. Time and costs spent on access to Internet

3.1.1.	Procedures required for commercial access to public utilities (Internet).	1. Conducting a survey among business entities that have newly gained access to public utilities (internet) during the last period of 2022	01.01.2023 (conducting surveys)	Ministry of Digital Development and Transport, State Statistics Committee, (with the involvement of operators and providers)	Jeyhun Huseynzade, Gahraman Kazimov
	Measuring time (in days) for procedures required for commercial access to public utilities (internet)	2. Preparing a process map of the currently existing procedures by conducting a survey	01.04.2023 (map preparation)		
	Determining costs (fees and service charges, other costs) of procedures required for commercial access to public utilities (internet)	3. Analyzing the process map prepared on the basis of the survey, preparing proposals for optimizing the procedures required for commercial access to public utilities (internet), minimizing time and costs, and taking relevant actions	01.08.2023 (proposal preparation)		
3.2.1.	Availability and transparency of information on the websites of relevant agencies and organizations on public utilities (access to internet).	Assessing the availability and transparency of information on the websites of operators and providers, the real situation on providing special online services and regular updating of information on the websites	01.06.2023	Ministry of Digital Development (with the involvement of operators and providers)	Jeyhun Huseynzade, Gahraman Kazimov
3.3. Reliability of Internet services					
3.3.1.	Identifying the existing level of download speed and waiting time of access to internet in Internet services, as well as other quality indicators on public utilities (internet) under the existing international standards in this field	1. Carrying out incentive promotions and campaigns for users of low-speed ADSL tariff plans for continuously switching to new, higher-speed tariffs	01.06.2023	Ministry of Digital Development and Transport, State Statistics Committee, (with the involvement of operators and providers)	Jeyhun Huseynzade, Gahraman Kazimov
		2. Identifying quality indicators under the current international standards for Internet service			
		3. Determining the compliance of the existing level of Internet service quality indicators with the current international standards in this field based on monitoring			

3.4. Time and costs spent on e-commerce

3.4.1.	Assessing the time and costs of acquiring, registering and protecting domain names (e.g. for a digital platform) in e-commerce	1. Conducting current market analysis on the application of IDN (internationalized domain names - domain names in which existing letters of the national alphabet can be used), studying international practise and preparing local application mechanisms, developing and implementing an IDN transition strategy together with the national administrator of domain names	01.06.2023	Ministry of Digital Development and Transport	Jeyhun Huseynzade,
		2. Exploring opportunities to reduce time and costs on domain name registration within the framework of relevant work to be carried out in connection with the IDN implementation			