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**Transparency Azerbaijan**

**Report on results OF MONITORING of implementation**

**of recommendations provided to public agencies**

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**Ministry of Labor and Social Protection of the Population**

**Ministry of Justice**

**State Committee on Property Issues**

**Azerigas PU**

Baku, May 2015

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**Author: Transparency Azerbaijan Research Team**

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1. **Introduction**

Azerbaijan Partnership for Transparency (APT) Project is a four-year activity of Transparency Azerbaijan (TA) designed to strengthen key civil society organizations’ role in the fight against corruption, while supporting the Government of Azerbaijan (GOAJ) on a few strategic and high impact areas of its anti-corruption strategy and commitments to the Open Government Partnership (OGP). The overall objective of APT Project is to make civil society more effective at increasing transparency and reducing corruption.

The APT project builds on the previous Advocacy and Legal Advice Centers (ALACs) project run by TA since March 2005. The ALAC project has been a grassroots-based attempt to reveal, address, and further analyze corruption dynamics in the country. Within the years of the ALAC Project implementation period a wide range of clients, who had approached TA’s regional centers regarding the corruption-related matters, indirectly contributed to the collection of statistical and narrative data, that further helped develop a clearer picture of a corruption portfolio, existing threats, tendencies, and mainstreams in a systemic and societal ways. With the data in hand, the TA was able to better understand needs of local communities and further define more concrete targets for advocacy programs and initiatives that are aimed at achieving positive changes in existing policies, strategies, and practices related to combating corruption at the institutional and systemic levels.

Over the years the TA conducted 12 rounds tables with various public institutions under ALAC project in 2010-2012 and 9 institutions in 2013-2015 under APT project. This report summarizes implementation of the recommendations provided by TA to thepublic institutions providing basic services in the areas of civil registration, provision of utilities, rendering social assistance, registration of property rights with a special focus on provision of electronic services, as per the respective decisions of the government[[1]](#footnote-2),[[2]](#footnote-3) that instructed central executive bodies within their official internet information resources to ensure delivery of electronic services in competence with their powers.

All recommendations provided by TA can be divided broadly into several major directions:

* Enhancement of the legal framework;
* Attending to institutional vulnerabilities, including management of hotlines;
* Provision of electronic services and organization of website;
* Ensuring transparency and accountability of public institutions.

1. **Ministry of Labor and Social protection of Population**

**Introduction**

The goal of TA is to encourage and assist the government to manage an efficient system of protection of the rights of people with disabilities (PWD).

**Implementation of recommendations**

The round table with the Ministry of Labor and Social Protection of Population to discuss reforms in the sphere of protection of the rights of PWD in Azerbaijan was conducted on 21 February 2014. As of date, the following changes have been accomplished.

*Legal framework*

A draft law on the rights of PWD was developed along with the draft National Program on Protection of the Rights of People with Disabilities. Both documents are available on the website of the MSSPP and were open for public discussion since April to December 2014.

The legal framework of Azerbaijan[[3]](#footnote-4) defines minimum living standard according to a minimum consumer basket and mandatory deductions. The basket is defined for major social and demographic groups of the population. TA recommendation to include PWD as one of such groups. This recommendation was attended to in calculations of the minimum living standard for 2015[[4]](#footnote-5) where PWD are singled out as a separate group with the highest minimum living standard (at 140 AZN) as compared to other groups.

The Law of Azerbaijan Republic on the 2015 Minimum Living Standard

Article 1. Main notions

1.0.3. Main social-demographic groups of the population – groups based on age and sex and social status (body able population, pensioners, **PWD,** children, etc).

*Institutional reforms*

TA recommended increasing the number of medical and social rehabilitation centers and enhancing quality of their services, basing on international experience. MLSPP continues to design a long-term program to train specialists in rehabilitation of PWD. This program is prepared under a twinning project and developed with the assistance of European experts[[5]](#footnote-6),[[6]](#footnote-7). In the result, the scope of professional training courses for disabled people is expanding. For e.g., the rehabilitation center in the settlement of Ramana (Absheron peninsula) launched in 2014 trained and issued professional certificates to 272 best graduates - disabled young people that have been trained in various professions[[7]](#footnote-8). A new rehabilitation center for people with eye-sight disabilities will be soon launched in Zabrat. The center was planned and equipped in close consultation with the specialized NGOs[[8]](#footnote-9).

The MLSPP prepared a package of documents to establish several special centers in regions in addition to the main center in Baku to repair technical means of rehabilitation of the disabled people (hearing devices, artificial limb, wheelchair, etc.). The repair works are be paid for from the state funds[[9]](#footnote-10).

*E-government*

The process of award of the status of a person with disability is being automated. Thus, Medical Social Expertise and Rehabilitation of the People with Disabilities electronic information system was created. The system allows exchanging data between several public agencies. However, electronic service to apply for the status of a person with disabilities is yet to be created.

*Transparency and accountability of public institutions*

The Ministry is active on social networks, such as Facebook and Twitter, information is regularly updated and placed on its website, including English version. Thus, nearly 500 press releases were published in 2014[[10]](#footnote-11).

Another innovation increases transparency in a sensitive area. The Ministry publishes selected waiting lists of PWD that are eligible for free housing by the state. Thus, published are: the waiting list of Karabakh war disabled veterans and families of martyrs for apartments; the list for Karabakh war disabled veterans waiting for individual houses. As for other categories of PWD, the available lists are limited to people with eye-sight disability from Baku only. However, the list of people already provided with apartments includes all categories and covers all of the country.

**Conclusions and key recommendations**

In principle, there are certain accomplishments in the integration of PWD into the society through inclusive education and expansion of professional training programs, though the process is slow[[11]](#footnote-12). Along with this, despite respective legal provisions to ensure employment for PWD[[12]](#footnote-13), in practice provisions of the law are rarely met by employers.

Changes in the infrastructure to improve access for PWD are being introduced, for example, some semaphores at key cross roads are equipped with sound signals for blind people[[13]](#footnote-14). Also, newly built administrative buildings[[14]](#footnote-15) and the railway station[[15]](#footnote-16) have access facilities for the disabled. Still access for PWD to most public places, including schools, and government offices is complicated due to lack of relevant infrastructure, such as rampant, railings, properly equipped sanitation facilities or wheel chair access to public transport[[16]](#footnote-17).

*Legal framework*

* To adopt the Law on Protection of Rights of People with Disabilities;
* To adopt the State Program on Protection of Rights of People with Disabilities for 2014-2018;
* To adopt amendments to the legal framework to ensure free of charge quota for education of students with disabilities at the university level[[17]](#footnote-18).

*Institutional reforms:*

* To enforce provisions of the law that mandate employers to fulfill a certain quota for PWD and to increase penalties for the failure to do so;
* To upgrade the center in Baku that produces and repairs devices for PWD, such as crutches, hearing devices; to expand their assortment and to include production of customer tailored wheelchairs; to employ PWD to work therein.

*E-government:*

To introduce e-service on application to receive the status of a person with disability.

*Transparency and accountability of public institutions*

* To ensure participation of PWD in public life, such as representation in elective bodies, political parties, civil society, etc., with the decision making power.
* To publish comprehensive waiting lists of all PWD eligible for free public housing.

1. **MINISTRY OF JUSTICE**

**Introduction**

The goal of TA is to encourage and assist the government to manage an efficient system of registration of civil acts.

**Implementation of recommendations**

The round table with the Ministry of Justice to discuss reforms in the registry of civil status acts in Azerbaijan was conducted on 28 August 2014. As of date, the following changes have been accomplished.

*Legal framework*

A package of proposals was submitted to the Ministry of Justice, the main proposal being to adopt a specific Law on Civil Acts that will provide a clear notion of the civil status. Though TA is not aware of any progress in this area, two substantive legal amendments have been adopted. Thus, the changes have been made to the Family Code to ensure mandatory health check-up and provision of medical assistance, including medical-genetic and medical-physiologic consultations, to people willing to enter into a marriage.[[18]](#footnote-19) Mandatory health check-up and provision of medical assistance are conducted free of charge based on residence application at state and/or municipal medical institution. Alongside with this, concrete results of the health check-up are recognized as confidential. Only a medical certification of adequate health condition shall be submitted to the respective body along with the application for marriage registration.

Regulation that sets forth procedure for registration of children without proper documents was streamlined[[19]](#footnote-20). Thus, the circumstances when there is a need to appeal to the court were minimized. In two most common cases of absence of the proper documents on a child, the request to issue documents is to be submitted to the Registration department of the Ministry of Justice by a special commission. On behalf of children found the commission shall act upon request from the police; whereas for children left at maternity hospitals by parents, the same commission proceeds upon appeal from the hospital.

*Institutional reforms*

Ministry of Justice is one of the few public agencies that have a dedicated phone[[20]](#footnote-21) based and online hotline[[21]](#footnote-22) to receive complaints of corruption suspicions of its employees. Also, Registration and Notary Public head department introduced its own hotline number to receive complaints. [[22]](#footnote-23)It is unknown whether special training programs for hotline operators were arranged and a special body to monitor and assess efficiency of the hotline established; no data on reports analyzing complaints entered via hotlines and response thereto is available.

*E-government*

No changes in the period under review.

*Transparency and accountability of public institutions*

No changes in the period under review.

**Conclusions and key recommendations**

The efforts of the Government of Azerbaijan to ensure transparency and efficiency of services of registration of civil status acts by introduction of a number of legal acts (such as the Law on Names and Family Names, Statutes Regulating Registration Offices) and introduction of electronic services are commendable, still several recommendations can be given.

*Legal framework*

* To adopt a specific Law on Civil Acts that will provide a clear notion of the civil status;
* To set forth in the legislation the list of special circumstances that provides justification for permission by local authorities to conclude an early marriage[[23]](#footnote-24).

*Institutional vulnerabilities*

* To arrange special training programs for hotline operators; to establish a special body to monitor and assess efficiency of the hotline; to publish a report analyzing applications and complaints entered via hotline.

*E-government:*

* To enhance integration between data bases of the Ministry of Justice and other respective agencies to reduce the paperwork for applications: firstly with the Ministry of Health. Thus, the e-service on application for certificate of death requires uploading death certificate, which are anyway entered into the data base of the Ministry of Health and can be easily extracted there from; secondly, with the Courts to allow extracting court decisions; such as rulings on permission for child adoption or divorces or deprivation of parents’ rights.

*Transparency and accountability of public institutions*

* To enhance transparency and accountability to arrange TV and radio programs with participation of the Ministry and NGOs.

1. **STATE COMMITTEE ON PROPERTY ISSUES**

*(Along with other respective state agencies involved in state regulation of real estate)*

**Introduction**

The goal of TA is to encourage and assist the government in developing and managing an efficient system of real estate registration.

**Implementation of recommendations**

TA conducted two roundtables to discuss problems in the existing legal framework of state registration of real estate and exercise of state policy in this area. Recommendations by TA targeting the shortcomings in the registration of real estate, including the registry of new apartment buildings, were presented to the State Committee on Property Issues at roundtables dated April 29, 2013 and December 12, 2014.

*Legal framework*

The government has made some changes to the legislation, which depending on the pace and scope of their application, may appreciably reduce the shortcomings in the state management of real estate in Azerbaijan.

The major legal breakthrough in favor of the citizens owning unregistered houses was made through a presidential decree dated January 13, 2015 on the confirmation of "The list of documents affirming the acquisition of rights over real estate entities acquired or created prior to the enactment of the law "On state registry of real estate". The significance of this legal act derives from the fact that owners of unregistered houses built prior to 2004 under due legal process, whose status had been in legal limbo until its adoption, are afforded a legal mechanism, by means of which to register their properties.[[24]](#footnote-25) However, the new regulation fails to bring clarity to the status of hundreds of thousands of houses illegally built in the capital, a major challenge in the implementation of an effective policy in this sphere.

Another key change in the administrative distribution of competences was made by the liquidation of the State Land and Mapping Committee and transfer of some of its responsibilities to the State Committee on Property Issues, a change which creates the grounds for a better handling of coordination of services on property issues previously administered by two separate state entities.

In another positive development, with the amendment to the Code on Urban Planning and Construction, the period, within which the respective executive agencies must provide an opinion on the planned construction, was reduced from 30 days to 15 days.[[25]](#footnote-26)

The Cabinet of Ministers has confirmed “Regulations on the content, introduction and registry of data entered into state registry of buildings”, which is also a positive step towards establishment of the single database of apartment buildings. A publicly available database of apartment houses will enable the citizens to make an informed decision about the choice of a property in the residential buildings.

Perhaps the most important change in the reporting period was the delegation of authority to ASAN service centers to issue extracts, technical passports of initial and re- registration of the ownership rights on apartments, reference note of state registration of restriction (encumbrance) of rights and description over the real estate and extracts and passports for re-registration of the ownership rights over private houses.

An issue of particular concern to the citizens is the persistence of multi-faceted problems in the registration of apartment buildings in Baku. The findings of TA's legal experts group point to the complexity of legal obstacles hampering the efficiency of construction of apartment buildings and their bringing into service.[[26]](#footnote-27) Moreover, lack of transparency in the execution of regulations governing activities in this sphere creates considerable inconveniences for the (would-be) residents of these buildings.

*Institutional reforms*

The Committee has initiated or continued the implementation of a number of imaginative policies and practices, which expanded the reach of its services and enhanced access to them (as well as to data about its activities), thereby raising transparency in its service delivery.

A major development in expansion of the Committee’s institutional capacity is the introduction of mobile service office composed of 22 vehicles, which has reportedly served over 16 thousand citizens from vulnerable social groups in Baku and the regions.[[27]](#footnote-28) This service, like ASAN mobile service, is a welcome development in making public services accessible to the public.

The development of a digital map of single real estate cadastre across the state is reportedly in its final phase, as the data for 53 cities and regions has apparently been collected and is being uploaded into the single database.[[28]](#footnote-29) In Baku, while data collection for some of the districts is reportedly completed, for others it is ongoing. Although the overall course of the developments in this area is generally positive, the tempo of the works done leaves much to be desired.

The Committee also puts out two publications – a journal entitled “Real estate” and a newspaper entitled “Property”, which discuss topical issues and legislative developments pertaining to property issues, as well as provide vital statistics about its services on a regular basis.[[29]](#footnote-30)

*E-government and mobile services*

The Committee has considerably enhanced the scope of its e-services, which have improved in terms of both quantity and quality since early 2013, but which still fall short of the fully-fledged e-service delivery. In 2014, reportedly 14 e-services were operationalized, bringing the total number of e-services provided by the Committee to 31.[[30]](#footnote-31) Commendably, the number of actual e-services is significantly higher than those originally required by the Cabinet of Ministers. However, the Committee has not enabled one of the required e-services, e-application for preparation of cadastre information and delivery of cadastre services on real estate entities.

An important novelty the Committee has introduced is information-sharing through SMS service (9193), of which the citizens can take advantage to learn the amount of application fee for services of registering real estate, the implementation status of the application for registry of real estate and the amount of rental fee for lease agreement on state property, 3 out of 31 e-services currently available at the Committee.[[31]](#footnote-32)

The Committee will soon reportedly launch e-delivery of non-encumbrance certificates upon request of the notary public, thereby relieving the citizens from the burden of additional visits to the Committee.

**Conclusions and key recommendations**

Some critical institutional vulnerabilities remain, which curtail the Committee’s ability to deliver efficient services. As fleshed out in the recommendations presented to the government on December 12, 2015, one of the most critical of these challenges is that processes involving the registry of apartment buildings are highly cumbersome and inefficient. The Committee has registered 120 apartment houses in 2016-2015, which is a fraction of the overall number of apartment buildings constructed in recent years.[[32]](#footnote-33)

* To establish a Commission made up of officials of various state bodies involved in the regulation of construction of apartment buildings and provide a one-stop shop service, under which public services relating to different phases of the construction process can be delivered in a coordinated manner.
* To prepare the legal groundwork for introduction and application of mandatory insurance of new apartment houses and facilitate its application.
* To improve accountability mechanisms regulating the operations and relations of the contractor, the customer and the author (of the building) and respective state entities in the process of construction of apartment houses.
* To reduce bureaucratic barriers to the citizens who have signed a purchase agreement for ownership of a future apartment in a new apartment house, but are not able to register this right with the Committee despite their the right of ownership.
* To clearly delineate, if possible reduce, and provide through a single e-portal or one stop service hall the list of documents required of the customer in the process of the construction of apartment houses. By way of clarifying the scope of the documents, also identify specific central executive authorities supplying these documents.

1. **Azerigas**

**Introduction**

The goal of TA is to encourage and assist Azerigas – the natural monopolist in this sector – to manage an efficient system of gas supply to consumers.

**Implementation of recommendations**

The roundtables with the Azerigas to discuss reforms in the sphere of problems in gas supply in Azerbaijan were conducted on 28 June 2011 and 25 June 2014. As of date, very few changes have been made to improve accountability and transparency in the supply of gas to population.

*Legal framework*

No changes so far.

*Institutional reforms*

The process of installation of smart meters for gas suppliers has been launched[[33]](#footnote-34), however, the process is slow and cases when payment is demanded from household consumers, that shall receive new meters free of charge, can be encountered with. Also, in case of old meters practically no devices to read readings of the meter and produce electronic bills are available in the regions [[34]](#footnote-35).

*E-government*

No changes so far.

*Transparency and accountability of public institutions*

No changes so far.

**Conclusions and key recommendations**

There are practically no changes or any structural reforms in the sphere of gas supply.

The main document regulating relations between the suppliers and consumers[[35]](#footnote-36) does not fully cover mutual rights and obligations between the gas supplier and consumer. Thus, the Rules of Use of Gas (Article 3.1) refers to seven obligations of the gas supplier, of which only one obligation (Article 3.1.2) is borne before the consumer and the rest are of informative and preventive character. As for the responsibilities of the supplier before the consumer, none are envisioned.

Azerigas does not have its own website, only very limited and general information is provided on the web page of the SOCAR, of which Azerigas is a part. Payment for gas supply by consumers is not integrated into the single government portal[[36]](#footnote-37), but is available at other online payment tools, such as the Government Payment Portal[[37]](#footnote-38), Golden Pay[[38]](#footnote-39) and Azeri Card[[39]](#footnote-40), whereas online payment for installation of new smart meters for consumers from among legal entities is not in existence.

*Legal framework*

* To review the legal framework regulating the supplier-customer relations and set forth responsibility of the supplier.

*Institutional reforms:*

* To expedite the process of smart meters installation in line with the provisions of the law for free installation of new meters for household consumers.

*E-government:*

* To create online payment tool for installation of smart-meters;
* To integrate payment for gas supply and installation of meters into the single e- government portal;

*Transparency and accountability of public institutions*

* To create a dedicated website for the Azerigas;
* To place comprehensive information about its activities;
* To create dedicated complaints hotlines;
* To adopt Code of Ethics for employees of the gas supply system;
* To annually organize opinion surveys with participation of independent experts, media and civil society.

1. **OTHER AREAS**

**Azersu: rules of water use adopted**

TA emphasized[[40]](#footnote-41) that provision of water to the customers was not regulated by any special guidelines whatsoever; neither standard contracts with consumers (both from among household and commercial entities) were not available. Rules of Water Use have been finally adopted and approved[[41]](#footnote-42). The Rules clearly indicate rights and obligations of both suppliers and consumers.

**Azerishiq (Baku Electric Network): comprehensive information on smart meters available**

In line with a TA recommendation to enhance access to regulation on supply of electric power[[42]](#footnote-43), Azerishiq (Baku Electric Network) placed on its website comprehensive information on smart meters, as well as the list of possible problems encountered by the customers and steps to be taken to amend those. The website[[43]](#footnote-44) also offers a tool to learn liabilities for electricity consumed, but does not allow seeing itemized consumption history with payments made[[44]](#footnote-45).

TA underlined that despite substantive accomplishments in establishment of new energy generating facilities, the energy system’s efficiency left more to be desired. Among reasons were obsolete infrastructure in the regions which led to loss of electricity at transmission and distribution. TA also recommended splitting the functions of electric energy production and transmission from distribution all over the country. According to the new regulation[[45]](#footnote-46), Baku Electric Network JSC, former distributor of power in the city of Baku, will be transformed into a new company – Azer Ishiq and delegated powers to distribute electricity all over the country.

**Ministry of justice: e-services for notary public**

TA closely monitored reforms in the notary public system[[46]](#footnote-47) and establishment of the addition to the on-line service enabling to make an appointment with a notary public (or any other structure under the Ministry anywhere all over the country); one more service was added - information about notary public offices and types of services rendered by notary public. It shall be mentioned that the website of the Ministry[[47]](#footnote-48) presents information on notary public offices and on their activities as two different services, whereas legislation envisions and the single government portal[[48]](#footnote-49) presents this as one service. The service is inactive at the single portal anyway[[49]](#footnote-50).

**Ministry of Justice: legal aid**

TA recommended enhancing access to justice for poor people. The Ministry of Justice will be involved in a project discussed by the Parliament [[50]](#footnote-51) to establish free legal aid services for the poor.

**Ministry of Education: performance assessment for teachers**

In line with TA recommendations to conduct performance assessment for teachers[[51]](#footnote-52), pilot performance assessment has been completed for several regions of the country. Next financial years teachers that passed the pilot performance assessment will have their salaries raised, though details are not disclosed [[52]](#footnote-53).

**Civil Service Commission: performance assessment for civil servants**

TA recommended to introduce merit based system of performance assessment in civil service[[53]](#footnote-54). The Commission on Civil Service adopted the "Rules on Evaluation of Job Performance of Civil Servants"[[54]](#footnote-55) which provide a legal framework for merit-based assessment and rewarding of public employees annually.

**Civil Service Commission: increasing transparency in recruitment to the civil service**

To further improve transparency of the recruitment process, the Commission introduced a system enabling to follow the test examination live online starting from 2014[[55]](#footnote-56). In 2015 a new system of online “mock” test examination was introduced to help the applicants to test their knowledge and better prepare for the examination to the civil service[[56]](#footnote-57).

**Legislation: the law on whistle blower protection being developed**

TA repeatedly[[57]](#footnote-58) recommended adopting the law on whistle blower protection. The legislative work group was established and two NGOs (TA and its partner under APT project CRF) were invited along with two public agencies (National A-C Commission and Civil Service Commission)[[58]](#footnote-59). The draft law will be presented for public discussion by mid-2015.

**Legislation: the law on public participation adopted**

In 2011, the NGO Support Council designed and initiated discussion of several draft laws to further refine the legal framework regulating civil society – while the Laws on Social Order and Professional Associations are yet to be adopted as of the date of this report, though the former is already on the Parliament’s agenda. TA did not initiate or recommended these laws but took part in discussion of drafts thereof. [[59]](#footnote-60) The Law on Public Participation was adopted and entered into force 1 June 2014. In accordance with the law, public agencies, such as Ministry of Labor and Social Protection of Population, Ministry of Education, State Agency for Innovations and Citizens Services, began to establish or develop existing monitoring councils together with the civil society.

1. Second State Program Electronic Azerbaijan for 2010-2012, [www.mincom.gov.az](www.mincom.gov.az%20) [↑](#footnote-ref-2)
2. Presidential decree on “Some activities for delivery of electronic services by the state agencies” dated 23 May 2011, decree number 429, [www.e-qanun.az](http://www.e-qanun.az) [↑](#footnote-ref-3)
3. The Law on Living Standards, 5 October 2004, [www.e-qanun.az](http://www.e-qanun.az) [↑](#footnote-ref-4)
4. The Law on Minimum Living Standard for 2015, Article 1, enters into force as of 1 January 2015, [www.e-qanun.az](http://www.e-qanun.az) [↑](#footnote-ref-5)
5. Press release dated 29 September 2014, [www.mlspp.gov.az](http://www.mlspp.gov.az) [↑](#footnote-ref-6)
6. Press release dated 23 September 2014, www.mlspp.gov.az [↑](#footnote-ref-7)
7. MLSPP Annual report 2014, www.mlspp.gov.az [↑](#footnote-ref-8)
8. Interview with Samiyyar Abdullayev, chairman of the Society of people with Eye Sight Disabilities, 20 April 2015 [↑](#footnote-ref-9)
9. MLSPP Annual report 2014, www.mlspp.gov.az [↑](#footnote-ref-10)
10. MLSPP Annual report 2014, www.mlspp.gov.az [↑](#footnote-ref-11)
11. Interview with Samiyyar Abdullayev, chairman of the Society of people with Eye Sight Disabilities, 20 April 2015 [↑](#footnote-ref-12)
12. The Law on prevention of disability and limitation of health ability of children and on social rehabilitation of people with disabilities and children with limited health abilities, 7 July 2012, www.mlspp.gov.az [↑](#footnote-ref-13)
13. Interview with Samiyyar Abdullayev, chairman of the Society of people with Eye Sight Disabilities, 20 April 2015 [↑](#footnote-ref-14)
14. The Quba Regional Court building offers all necessary facilities for the disabled people as set forth by the UN Convention on the Rights of Persons with Diasbilities, press release by Minstry of Justice, 17 November 2014, [www.justice.gov.az](http://www.justice.gov.az) [↑](#footnote-ref-15)
15. Interview of Muslim Salimov, Minister of Labor and Social Protection of Population to Yeni Azerbaijan party website, 8 April 2014 [↑](#footnote-ref-16)
16. Interview with Gulnara Huseynova, chairman of the Association of Patients with Hemophilia, 20 April 2015 [↑](#footnote-ref-17)
17. Interview with Gulnara Huseynova, chairman of the Association of Patients with Hemophilia, 20 April 2015 [↑](#footnote-ref-18)
18. The Law on Changes to the Family Code, Article 13, adopted on 17 October 2014, entered into force 1 January 2015, [www.president.az](http://www.president.az) [↑](#footnote-ref-19)
19. Decision of the Cabinet of Ministers dated 8 August 2014 on the Changes to the Rules on State Registration of Civil Acts approved by the decision of the Cabinet of Ministers No 145 of 31 October 2003 [↑](#footnote-ref-20)
20. 012 539-76-75 [↑](#footnote-ref-21)
21. www.justice.gov.az [↑](#footnote-ref-22)
22. Landline 012 404 42 87 or 88 [↑](#footnote-ref-23)
23. Marriage minimum age is set at 18 for boys and girls, however, under the law in unspecified circumstances with the permission from local authorities, marriage age for girls can be reduced to 17 years of age [↑](#footnote-ref-24)
24. Journal of "Real estate", No 52, 2015, available at [www.emdk.gov.az](http://www.emdk.gov.az) [↑](#footnote-ref-25)
25. The Law on amendments to Code of Urban Planning and Construction, 28 April 2015, available at [www.president.az](http://www.president.az) [↑](#footnote-ref-26)
26. TA recommendations dated December 12, 2015 to State Service for Registration of Real Estate, [www.transparency.az](http://www.transparency.az) [↑](#footnote-ref-27)
27. Journal of "Real estate", No52, 2015, available at [www.emdk.gov.az](http://www.emdk.gov.az) [↑](#footnote-ref-28)
28. Journal of "Real estate", No52, 2015, available at [www.emdk.gov.az](http://www.emdk.gov.az) [↑](#footnote-ref-29)
29. Journal of "Real estate" and newspaper of “Property” could be accessed at [www.emdk.gov.az](http://www.emdk.gov.az) [↑](#footnote-ref-30)
30. Journal of "Real estate", No 52, 2015, available at [www.emdk.gov.az](http://www.emdk.gov.az) [↑](#footnote-ref-31)
31. Journal of "Real estate", No 54, 2015, available at [www.emdk.gov.az](http://www.emdk.gov.az) [↑](#footnote-ref-32)
32. Journal of "Real estate", No 54, 2015, available at [www.emdk.gov.az](http://www.emdk.gov.az) [↑](#footnote-ref-33)
33. Interview with Alekper Agasiyev, expert in supply of utilities dated 6 April 2015 [↑](#footnote-ref-34)
34. Complaints submitted by customers of Transparency Azerbaijan Advocacy and Legal Advice Centers [↑](#footnote-ref-35)
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