

## Entrepreneurship Development Foundation

### Project: Improving the adequacy of government and civil society policies to the needs of persons over 65

## ANALYSIS OF THE ADEQUACY OF GOVERNMENT DECISIONS TO THE NEEDS OF PERSONS OVER 65 YEARS OLD

Assessment of the adequacy of government decisions to the needs of older persons is usually carried out by the governments and non-governmental organizations of many countries (including Azerbaijan), given a number of recommendations, documents and indexes of international organizations. Among such documents and indexes, first of all, the following can be mentioned:

- **United Nations Principles for Older Persons** Adopted by General Assembly resolution 46/91 of 16 December 1991<sup>1</sup>;
- **Building social protection systems: International standards and human rights instruments.** International Labour Office, Geneva, 2017<sup>2</sup>;
- **The European Social Charter.** The European Social Charter is a Council of Europe treaty that guarantees fundamental social and economic rights. It guarantees a broad range of everyday human rights related to employment, housing, health, education, social protection and welfare. The Charter lays specific emphasis on the protection of vulnerable persons such as elderly people, children, people with disabilities and migrants<sup>3</sup>. Azerbaijan joined this Charter in 2004;
- **Global AgeWatch Index.** For the first time the Global AgeWatch Index makes international comparisons of quality of life in older age possible. The Index is a

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<sup>1</sup> <https://www.ohchr.org/en/professionalinterest/pages/olderpersons.aspx>

<sup>2</sup> <https://www.social-protection.org/gimi/RessourcePDF.action?id=54434>

<sup>3</sup>

<https://rm.coe.int/CoERMPublicCommonSearchServices/DisplayDCTMContent?documentId=090000168048b059>

tool to measure progress and aims to improve the impact of policy and practice on ageing populations. The Index brings together a unique set of internationally comparable data based on older people's income status, health status, capability (education and employment), and enabling environment. These domains have been selected because they were identified by older people and policy makers alike as key enablers of older people's wellbeing<sup>4</sup>. Unfortunately, Azerbaijan was not listed among 96 countries measured by this index;

- **Active Ageing Index.** The Active Ageing Index is a tool to measure the untapped potential of older people for active and healthy ageing across countries. It measures the level to which older people live independent lives, participate in paid employment and social activities, and their capacity to age actively<sup>5</sup>. This index only benchmarks the member states of the European Union. However, the indicators of social participation of older population in this index can be used by other countries to assess their situation (including Azerbaijan).

United Nations Principles for Older Persons taking into account the standards already set by the International Plan of Action on Aging and the conventions, recommendations and resolutions of the International Labor Organization, the World Health Organization and other United Nations entities, the General Assembly calls on governments to include the following principles in their national programs whenever possible:

- *Independence*
- *Participation*
- *Care*
- *Self-fulfilment*
- *Dignity*

Each of these principles entails a number of indicators that grasp the gist of this principle (*Annex 1*).

Building national legislation in line with the principles, standards and indexes described above is an important task for the legislative and executive branches of government in any country in the world. If this succeeds, then in this case the government's policy can be considered to meet modern requirements to meet the needs of the elderly population. And in this sense, the government's policy can obviously be considered adequate, taking into account the current level of economic development of such country.

The main normative legal acts of Azerbaijan that regulate the issues of ensuring the social and other needs of older persons are as follows:

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<sup>4</sup> <https://www.helpage.org/global-agewatch/population-ageing-data/global-rankings-table/>

<sup>5</sup> <https://unece.org/population/active-ageing-index>

- Law on Social Services (2011)<sup>6</sup>;
- Law on Targeted Social Assistance (2005)<sup>7</sup>;
- Labor Pension Law (2006)<sup>8</sup>;
- State Program on strengthening Social Protection of elderly citizens<sup>9</sup>;
- Project: Building a society for all ages: Promotion of the Active aging project in Azerbaijan (2019)<sup>10</sup>.

It should be noted that Azerbaijan adopted a Law "On Social Services for Older Persons" (aged above 70) in 2001. This Law was repealed in 2011 following the adoption of the Law "On Social Services."

The text of the Law "On Social Services" is given in *Annex 2*. The analysis shows that the Law: 1) regulates the provision of social services by the state to all citizens in need of these services, regardless of age, 2) does not fully reflect the above UN principles, 3) contains no reference to the standards of people's basic needs. Instead, the Law speaks about the rights of citizens living in difficult conditions in general terms. Part of the criteria for evaluating the living condition as "difficult" are described in general terms, without reference to any standards.

Analysis of the above laws generally shows that the legislation of Azerbaijan in terms of ensuring the needs of older persons is still at the stage of approximation to international standards. There is still much to be improved in national legislation in this direction.

At the time of the COVID-19 pandemic, the main risks and challenges for people aged above 65 years was the introduction of lockdowns that prevented from leaving their homes. The decision to impose a special quarantine regime was made by the Cabinet of Ministers of the Republic of Azerbaijan on April 23, 2020. According to the decision, a special quarantine regime was imposed from 24 March 2020, 00:00 till 20 April 2020, 00:00. During this period:

1. People over the age of 65 were prohibited from leaving their homes. In accordance with the legislation, the provision of social services was ensured to lonely persons of this age category.
2. Entry and exit in the cities of Baku, Sumgait and Absheron district were restricted, except for the movement of special-purpose vehicles, including ambulances, emergency recovery and rescue services as well as trucks.
3. Any inter-district and inter-city passenger traffic was suspended, regardless of the form of ownership of the carrier.

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<sup>6</sup> <http://www.e-qanun.az/framework/23195>

<sup>7</sup> <http://www.e-qanun.az/framework/10854>

<sup>8</sup> [http://www.e-qanun.az/alpdata/framework/data/11/c\\_f\\_11566.htm](http://www.e-qanun.az/alpdata/framework/data/11/c_f_11566.htm)

<sup>9</sup> [http://www.e-qanun.az/alpdata/framework/data/11/f\\_11600.htm](http://www.e-qanun.az/alpdata/framework/data/11/f_11600.htm)

<sup>10</sup> <http://dost.gov.az/news/218>

4. Transportation by special charter flights to Azerbaijan of all Azerbaijani citizens from abroad, primarily families with young children, the elderly, people in need of medical care, and women, was to be ensured within the established schedule and with their placement in mandatory quarantine for a period of 14-21 days.
5. The Baku Transport Agency should provide special express bus lines based on established routes between metro stations from 06:00 to 22:00. Passengers are advised to minimize the use of the metro and give preference to ground transportation.
6. Prohibit citizens from gathering in groups of more than 10 people in public places, including streets, boulevards, parks and other places
7. Citizens are advised to keep a distance of 2 meters when communicating with each other.
8. For public catering establishments, use a new mode of operation: set the time of customer service at the place from 12.00 to 15.00; home delivery and online sales are allowed without restrictions.
9. To suspend the operation of shopping centers and malls on the territory of the country, except for the supermarkets, grocery stores and pharmacies functioning within them.
10. Ensure the operation of grocery stores, pharmacies and other vital facilities.
11. Supervision over the fulfillment of the requirements of the special quarantine regime shall be entrusted to the Ministry of Internal Affairs of Azerbaijan.

The ban on persons over 65 from leaving their homes created risks in the following areas:

- *Financial situation;*
- *Nutrition;*
- *Health care;*
- *Utilities' provision;*
- *Opportunities of communication with relatives and friends;*
- *Freedom of activities;*
- *Freedom of hobbies, sports, close/far distance travelling and entertainment;*
- *other*

To reduce risks in these areas, as well as in all other areas of the economy and social sphere, on April 4, 2020, the Cabinet of Ministers of Azerbaijan adopted an Action Plan (*Annex 3*). One of the points of this plan, namely the 10th point of the paragraph "**STRENGTHENING SOCIAL SECURITY OF THE VULNERABLE PART OF POPULATION**", applies to persons over 65 years of age. It says:

*Providing home-based social services to lonely people above age 65 and assisting those in need of a special care in social service institutions*

According to this point of the plan, it was planned to provide social services at home to 14 thousand citizens. Responsibility for the implementation of this item of the Action Plan during April-May 2020 was assigned to the Ministry of Labor and Social Protection of the Population (MLSP). Note that in the reports of the State Statistics Committee there is no information on the number of single citizens over 65. Apparently, 14 thousand single elderly people are estimated by the MLSP.

According to the information of the State Statistics Committee in 2020<sup>11</sup>:

- number of people aged 65-69 = 299.3 thousand, or 3% of the whole population;
- ≥ age 70 = 420.6 thousand, or 4.2% of the whole population.

Of the citizens aged 65-69, 152.5 thousand are men, and 186.9 thousand are women. At the age of 70 and more there are 154.1 thousand men and 221.2 thousand women.

Unfortunately, in the materials of the State Statistics Committee there is no information on the distribution of these elderly people by regions of the country, by marital status and other data. This situation with government statistics complicates the analysis of the needs of older people and the targeting of social assistance.

As you can see, in the Action Plan, all responsibility for the provision of social services to lonely elderly people is assigned only to the MLSP. Local authorities and municipalities have not shared this responsibility, although they are always better informed about those in need of social assistance.

In order to fulfill the duties assigned to it, the MLSP created a hot telephone line \* 142. All lonely elderly people in need of social assistance were invited through the media to call this number and register. It was not possible to find official information on how lonely elderly people took advantage of this opportunity on the MLSP website. Also, it was not possible to find on the website of the ministry a special report on how the ministry coped with the responsibilities assigned to it. But at a press conference held on August 7, 2020, the minister noted that during the quarantine period, over 15 thousand disabled and single people over 65 years old were provided with social services at home<sup>12</sup>.

The lack of public official information to a certain extent was compensated for within the framework of the project by a survey conducted among 1005 citizens aged over 65 in 10 geographical locations (the capital of the country, 3 regional centers and 6 villages) of the country. The survey results are shown in *Annex 4*.

Analysis of the survey results allows us to draw the following conclusions:

1. From the distribution of respondents' answers, it turns out that in general there were no problems of timely transfers and deliveries of pensions in Azerbaijan during the pandemic.

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<sup>11</sup> <https://www.stat.gov.az/source/demography/?lang=en>

<sup>12</sup> [https://www.sosial.gov.az/post\\_362723](https://www.sosial.gov.az/post_362723)

2. Despite the fact that the proportion of people engaged in private entrepreneurship activities is not big, almost half of them lost their income during the pandemic due to quarantine-related restrictions.
3. More than 70 percent of respondents note that they receive and benefit from financial support provided by their family members (spouse, children). At the same time, two out of five respondents noted that there are other people under their patronage. Tradition of living together is still widespread in Azerbaijan and this is our significant difference from developed countries. Government must consider this moment in social policy;
4. Retired people in Azerbaijan quite rarely apply to state agencies with their problems. Distribution of respondents' answers about the reason for not applying to government agencies for help during the pandemic, confirms that three quarters of those who needed such help did not have information on how to do it and what exactly to expect. Therefore, it is important to deliver necessary information towards elderly people in a broader way, perhaps not only through television, but also by sending messages to their cell phone numbers;
5. Half of the respondents indicated that they are not registered in any state-owned medical institutions. This is something to be worried about. Because financial situation of pensioners hardly allows a significant part of them to use services of private clinics. If we consider the fact that the majority of the survey participants are elderly citizens, there is no doubt that most of them have various chronic diseases and staying away from medical control in general should be an alarming case, especially during the coronavirus pandemic. Distribution of the answers confirms that due to the fact that almost half of the people of retirement age dropped out of the public health care system, two out of every five in need of medical care, were deprived of the opportunity of receiving it. By the way, distribution of survey participants' answers contradicts with the widespread opinion about the failure of the health care system, since three quarters of respondents rated it as excellent and good in terms of medical care they personally received. Besides, the widespread opinion about total corruption of the state healthcare system is not confirmed either;
6. Judging by the distribution of respondents' answers, every fifth participant indicated that he (or she) was not provided with enough amount of food during the pandemic. It is likely that they had similar needs even before it. Nevertheless, it is obvious that additional income opportunities for better nutrition significantly decreased during the pandemic and food aid from public and state organizations must be organized in a targeted way;
7. Based on the answers provided by survey participants, we can make a simple conclusion that volunteering is not developed in Azerbaijan at all. Despite the fact that a relevant law, aimed at activating and stimulating volunteering in Azerbaijan was adopted several years ago, it is necessary for both state bodies and civil society to take measures in order to implement the adopted laws and solutions related to this sphere. People who are in need of volunteers' assistance are poorly informed about them and have to rely more on their neighbors' and relatives' support;
8. Majority of the respondents note on the absence of any preferences in receiving assistance based on gender differences. The fact that about 10 percent of the survey participants highlighted a possible fact in favor of women can be explained, as there

are more women of age 65+ living alone compared to men and therefore it is natural that more of them are provided with assistance;

9. The majority of survey respondents never heard about the “Law on Social Services” adopted by the parliament almost ten years ago. The awareness level of the elderly citizens on the adoption and realization of a special program by state bodies, aimed at this category of citizens it not satisfying either;
10. Among all difficulties caused by coronavirus pandemic and its consequent quarantine measures, stress was noted by more than half of the respondents. Apparently there was a lack of explanatory works and psychologists’ TV appearances were not enough at all and thus, formation of public mood was mostly left to social networks, rumors and exaggerations.

Thus, based on the analysis of legislation and government decisions during the pandemic, as well as conducted among 1005 citizens of the country over the age of 65, the following recommendations for the government were prepared:

1. It is necessary to improve the awareness of older citizens about government decisions on the provision of social services to them during a pandemic and about where and how to seek help. Using only traditional media (TV channels, radio, Internet resources) is not enough. It is necessary to involve municipalities and non-governmental organizations in the informing process. Also, the use of telephone messages will be effective. Improving the awareness of stakeholders in Azerbaijan about new laws, presidential decrees, government decisions is an urgent task not only for emergencies such as a pandemic, but for any other cases. For example, it is not uncommon for businessmen in Azerbaijan to learn about new government decisions when they violate them. And this is observed in other areas as well. Therefore, the development and implementation of mechanisms guaranteeing informing all interested parties about the adopted laws and decisions is relevant in the country;
2. The provision of assistance and services to senior citizens should be the responsibility of not only the Ministry of Labor and Social Protection of Population, but also other state bodies (for example, the Ministry of Emergency Situations) and local authorities. In times of pandemic and severe quarantine, it is necessary to use the potential of local executive authorities, which know better elderly single people in need of help than central authorities;
3. It is necessary to conduct an examination of the legislation with a view to its further improvement on the basis of the principles of the UN and recommendations of international organizations. This will ensure the adequacy of state policy to international standards. Expertise of legislation can be carried out in a short time. Because, the number of regulations (including government plans and programs) is limited. Accelerating legislative improvement processes means improving the living conditions of older people in the remaining days of residence and increasing their life expectancy;

4. Non-governmental organizations and employees of municipalities during periods of severe quarantine should be able to work with the population and, in particular, with the elderly. It is nonsense that, during periods of severe quarantine, they are not allowed to leave the house. After all, their mission is, first of all, to make the life of citizens better;
5. All elderly people must be registered with the state medical records. A survey conducted among 1005 citizens over 65 years old showed that about half of the respondents are not registered with the state. This is a very alarming poll result. After all, older people need medical care more than others, but at the same time they do not have sufficient financial resources to use the services of paid medical institutions. The Ministry of Health, together with the Ministry of Labor and Social Protection of Population and also with the participation of municipalities, needs to monitor the situation with state medical registration of elderly citizens everywhere. This is a guarantee of free medical services;
6. In times of pandemic and strict quarantine regime, volunteers and volunteer organizations are of particular importance. However, as shown by a survey of 1,005 citizens over the age of 65, the role of volunteers in providing services to older people during the pandemic was very weak. Apparently, the reason is that the overwhelming majority of volunteer organizations were created at the initiative of government agencies. This is evident from the names of these organizations. Independent initiatives can hardly be expected from such organizations. It is necessary to create a system to stimulate the development of volunteer organizations independent of government bodies. The known obstacles to the establishment and operation of such organizations are the problems of registration of non-governmental organizations and access to independent sources of funding. The pandemic has made it very clear that an unsatisfactory legal climate for NGOs' activities limits the effect of volunteering in such emergencies. It is necessary, without delay, to amend the laws on NGOs and on grants and in the corresponding decisions of the Cabinet of Ministers;
7. It is necessary to develop a mechanism for relieving stress among senior citizens during periods of a strict quarantine regime. As shown by a survey among 1005 citizens over the age of 65, more than half of them noted that they suffered stress during the pandemic. This is especially dangerous for the elderly. Therefore, the relevant government agencies (ministry of health, ministry of culture, etc.), as well as state television and radio, should consider possible programs to relieve stress in older people.



**United Nations Principles for Older Persons**  
**Adopted by General Assembly resolution 46/91**  
**of 16 December 1991**

The General Assembly,

Appreciating the contribution that older persons make to their societies,

Recognizing that, in the Charter of the United Nations, the peoples of the United Nations declare, *inter alia*, their determination to reaffirm faith in fundamental human rights, in the dignity and worth of the human person, in the equal rights of men and women and of nations large and small and to promote social progress and better standards of life in larger freedom,

Noting the elaboration of those rights in the Universal Declaration of Human Rights, the International Covenant on Economic, Social and Cultural Rights and the International Covenant on Civil and Political Rights and other declarations to ensure the application of universal standards to particular groups,

In pursuance of the International Plan of Action on Ageing, adopted by the World Assembly on Ageing and endorsed by the General Assembly in its resolution 37/51 of 3 December 1982,

Appreciating the tremendous diversity in the situation of older persons, not only between countries but within countries and between individuals, which requires a variety of policy responses,

Aware that in all countries, individuals are reaching an advanced age in greater numbers and in better health than ever before,

Aware of the scientific research disproving many stereotypes about inevitable and irreversible declines with age,

Convinced that in a world characterized by an increasing number and proportion of older persons, opportunities must be provided for willing and capable older persons to participate in and contribute to the ongoing activities of society,

Mindful that the strains on family life in both developed and developing countries require support for those providing care to frail older persons,

Bearing in mind the standards already set by the International Plan of Action on Ageing and the conventions, recommendations and resolutions of the International Labour Organization, the World Health Organization and other United Nations entities, Encourages Governments to incorporate the following principles into their national programmes whenever possible:

## **Independence**

1. Older persons should have access to adequate food, water, shelter, clothing and health-care through the provision of income, family and community support and self-help;
2. Older persons should have the opportunity to work or to have access to other income-generating opportunities;
3. Older people should be able to participate in determining when and at what pace withdrawal from the labor force takes place;
4. Older persons should have access to appropriate educational and training programs;
5. Older persons should be able to live in environments that are safe and adaptable to personal preferences and changing capacities;
6. Older persons should be able to reside at home for as long as possible;

## **Participation**

7. Older persons should remain integrated in society, participate actively in the formulation and implementation of policies that directly affect their well-being and share their knowledge and skills with younger generations;
8. Older persons should be able to seek and develop opportunities for service to the community and to serve as volunteers in positions appropriate to their interests and capabilities;
9. Older persons should be able to form movements or associations of older persons;

## **Care**

10. Older persons should benefit from family and community care and protection in accordance with each society's system of cultural values;
11. Older persons should have access to health care to help them to maintain or regain the optimum level of physical, mental and emotional well-being and to prevent or delay the onset of illness;
12. Older persons should have access to social and legal services to enhance their autonomy, protection and care;
13. Older persons should be able to utilize appropriate levels of institutional care providing protection, rehabilitation and social and mental stimulation in a humane and secure environment;

14. Older persons should be able to enjoy human rights and fundamental freedoms when residing in any shelter, care or treatment facility, including full respect for their dignity, beliefs, needs and privacy and for the right to make decisions about their care and quality of their lives;

### **Self-fulfilment**

15. Older persons should be able to pursue opportunities for the full development of their potential;

16. Older persons should have access to the educational, cultural, spiritual and recreational resources of society;

### **Dignity**

17. Older persons should be able to live in dignity and security and be free of exploitation and physical or mental abuse;

18. Older persons should be treated fairly regardless of age, gender, racial or ethnic background, disability or other status, and be valued independently of their economic contribution.

## LAW OF THE REPUBLIC OF AZERBAIJAN

### On Social Services

In accordance with Paragraph 16 of Part I of Article 94 of the Constitution of the Republic of Azerbaijan, this Law determines the legal, economic and organizational bases of the state policy in the field of providing social services to persons living in difficult living conditions in the Republic of Azerbaijan and regulates relations in this field.

#### Chapter 1

#### GENERAL PROVISIONS

##### Article 1. Basic concepts

1.0. The main concepts used in this Law have the following meanings:

1.0.1. **social services** - complex measures taken to eliminate the social problems of a person (family) living in difficult living conditions and to create opportunities for their equal participation in public life with other people;

1.0.2. **difficult living conditions** - a situation that creates a basis for providing a person (family) with social services and objectively disrupts life activities, which they cannot eliminate on their own;

1.0.3. **subjects providing social services** - state authorities, legal entities and individuals (social service institution, social worker, social service provider) operating in the field of determining the demand for social services and providing social services;

1.0.4. **social service institutions** - legal entities carrying out activities in the field of providing social services to the population, regardless of the type of ownership and organizational-legal form;

1.0.5. **social worker** - a person who assesses and determines the demand for social services in the manner prescribed by this Law, as well as provides social services;

1.0.6. **social service provider** - a person providing social services;

1.0.7. **person (family) provided with social services** - a person (family) provided with social services due to difficult living conditions;

1.0.8. **elderly** - a person who has reached the age of 70;

1.0.9. **standards for the provision of social services** - conditions that determine the quality and volume of social services by regulatory legal acts;

1.0.10. **social disadaptation** - loss of the ability of a person (family) to adapt to the social environment;

1.0.11. **social deprivation** - limitation and (or) deprivation of a person's (family's) ability to meet basic living needs independently;

1.0.12. **social environment** - a set of economic, social, political and moral conditions for the existence, formation and functioning of a person (family).

## **Article 2. Legislation of the Republic of Azerbaijan on social services**

The legislation of the Republic of Azerbaijan on social services consists of the Constitution of the Republic of Azerbaijan, this Law, the international treaties to which the Republic of Azerbaijan is a party and other regulatory legal acts.

## **Article 3. Scope of the law**

This Law shall apply to citizens of the Republic of Azerbaijan in need of social services, foreigners permanently residing in the Republic of Azerbaijan and stateless persons.

## **Article 4. Purpose of social services**

The purpose of social services is to prevent situations that aggravate the living standards of citizens, complicate their socio-psychological situation, lead to their isolation from society, and provide social services to those in need in difficult situations.

## **Article 5. Basic principles of state policy in the field of social services**

5.0. The main principles of state policy in the field of social services are as follows:

5.0.1. observance of human rights and freedoms;

5.0.2. humanism, voluntariness, confidentiality, tolerance, targeting, fairness and accessibility;

5.0.3. prevention of discrimination and stigmatization;

5.0.4. ensuring equal opportunities for providing persons (families) in difficult living conditions with social services;

5.0.5. social integration and improving the quality of life of the population;

5.0.6. ensuring public participation.

## **Article 6. Duties of the state in the field of social services**

6.0. The duties of the state in the field of social services are as follows:

6.0.1. formation and implementation of state policy in the field of social services, as well as adoption of regulatory legal acts and state standards in this field;

6.0.2. supporting the participation of municipalities, non-governmental organizations, legal entities and individuals in activities in the field of providing social services to persons in need of social services;

6.0.3. preparation of a single classification of social services;

6.0.4. creation and development of necessary infrastructure and conditions for providing social services, including material and technical base;

6.0.5. ensuring the provision of social services to persons (families) in need of social services in the forms and types of social services established by this Law;

6.0.6. development of international cooperation in the field of social services and creation of conditions for exchange of experience;

6.0.7. implementation of other measures in the field of social services.

## **Chapter 2**

### **ORGANIZATION OF SOCIAL SERVICES FOR A PERSON (FAMILY) IN DIFFICULT LIVING CONDITIONS**

#### **Article 7. Grounds for considering a person (family) in difficult living conditions**

7.1. A person (family) is considered to be in a difficult living situation if they have at least one of the following grounds:

7.1.1. loss of parents or deprivation of parental care;

7.1.2. limited health opportunities for children;

7.1.3. neglect or socially dangerous situation of minors;

7.1.4. lack of self-sufficiency due to illness, disability or old age, as well as lack of able-bodied relatives or legal representatives who can provide care and assistance to the person (family). The absence of relatives who can provide care and assistance to persons who are unable to take care of themselves due to illness, disability or old age shall be determined by the relevant executive authority in accordance with the procedure approved by the relevant executive authority;

7.1.5. restriction of a person's life activity due to a socially dangerous disease;

7.1.6. being a victim of human trafficking;

7.1.7. suffering from domestic violence;

7.1.8. lack of a certain place of residence;

7.1.9. the absence of a place of residence for persons who lived in social service institutions due to the loss of their parents or loss of parental care after they leave those institutions;

7.1.10. the person is in a state of social disadaptation and social deprivation.

7.2. The list of documents confirming that a person (family) is in difficult living conditions on the grounds provided for in Article 7.1 of this Law shall be determined by the relevant executive authority.

### **Article 8. Rights of a person (family) in difficult living conditions**

8.0. A person (family) in difficult living conditions has the following rights:

8.0.1. to use social services provided by social service providers in accordance with this Law, if there are grounds established by Article 7 of this Law;

8.0.2. to apply for social services;

8.0.3. to receive information on the possibility, procedure and conditions of social services, forms and types of social services, as well as their rights and responsibilities;

8.0.4. to participate in the identification and assessment of the need for social services;

8.0.5. to choose an enterprise providing social services, taking into account the nature of the demand for social services;

8.0.6. to consent to the provision of social services or to refuse social services;

8.0.7. to demand respect for their honour and dignity from social service providers, as well as to complain about their actions (inaction) in an administrative manner and (or) in court;

8.0.8. to be provided with conditions that meet sanitary and hygienic requirements in social service institutions;

8.0.9. to be provided with a separate place for the performance of religious rites in social service institutions, provided that they do not violate the rules of internal discipline;

8.0.10. to be provided with mass media;

8.0.11. to demand the confidentiality of personal information;

8.0.12. to receive free psychological assistance in accordance with the Law of the Republic of Azerbaijan "On Psychological Assistance". [1]

### **Article 9. Duties of a person (family) in difficult living conditions**

9.0. The duties of a person (family) in difficult living conditions are as follows:

9.0.1. to provide complete and accurate information for determining the need for social services and decision-making;

9.0.2. to immediately inform social service providers about changes affecting the provision of social services;

9.0.3. to follow the internal disciplinary rules of social service institutions;

9.0.4. to perform other duties provided for by the law.

#### **Article 10. Application for social services**

10.1. A person in difficult living conditions shall apply to the relevant executive authority of the place of residence for the provision of social services with an application and other documents confirming the relevant grounds provided for in Article 7 of this Law, attached to the application. One of the adult family members can apply for social services to the family in difficult living conditions.

10.2. In the interests of a person (family) in difficult living conditions, the person's parents, other legal representatives (guardians, trustees), municipalities, non-governmental organizations, as well as other persons with the consent of the person may apply to the relevant executive authority for social services.

10.3. State authorities and municipalities shall send information about persons in difficult living conditions and in need of social services to the relevant executive authority in order to identify them and provide them with social services.

10.4. Necessary measures shall be taken to provide social services in accordance with this Law when other persons apply for social services to a person (family) in difficult living conditions in accordance with Articles 10.2 and 10.3 of this Law.

#### **Article 11. Procedure for assessing and determining the demand for social services**

11.1. The provision of social services is based on the assessment and determination by a social worker of the needs of a person (family) living in difficult living conditions for social services.

11.2. The criteria for assessing and determining the demand for social services are as follows:

11.2.1. social disadaptation;

11.2.2. social deprivation;

11.2.3. failed social environment.

11.3. The application for the provision of social services is forwarded to the social worker within 5 working days from the date of receipt by the relevant executive authority to assess and determine the needs of the person (family) for social services. Within 10 working days from the date of receipt of the application, the social worker assesses and determines the needs of the person (family) for social services.

11.4. The social worker prepares a report on the assessment and determination of the demand for social services, reflecting the form, type, place and duration of social



services and an individual plan for the provision of social services to the person (family).

#### **Article 12. Decision to accept or reject a person's (family's) request for social service**

12.1. The decision to provide social services to a person (family) at the expense of the state budget or to refuse to provide social services shall be made by the relevant executive authority within 5 working days after the submission of the report by the social worker. The decision to provide social services to a person (family) at the expense of the state budget or to refuse to provide social services shall be submitted (sent) to the applicant within 3 working days. The decision to refuse to provide social services must state the reasons for the refusal. The original documents attached to the application shall be returned to the applicant.

12.2. The grounds for refusing to accept a person's (family's) request for social services are as follows:

12.2.1. absence of at least one of the grounds specified in Article 7 of this Law;

12.2.2. inaccuracy of submitted information and documents.

12.3. A person (family) is provided with social services from the day the decision is made to provide social services at the expense of the state budget.

12.4. In cases where the failure to provide social services to a person poses a serious threat to his life and health, the person shall be immediately admitted to temporary social services. When a decision is made to provide a person with social service, the period of temporary social services is not suspended and the person is provided with permanent social services.

12.5. The guaranteed amount of social services provided to persons (families) in difficult living conditions at the expense of the state budget shall be determined by the relevant executive authority.

12.6. Except for the cases provided for in Article 12.7 of this Law, social services shall be provided at the place of residence of the person (family).

12.7. In cases where a person (family) is subjected to violence or is in danger of social disadaptation, as well as social deprivation, social services are provided regardless of the place of residence.

#### **Article 13. Placement of a person (family) in difficult living conditions in a social service institution**

13.1. Persons in difficult living conditions who are considered incapable by the court and are unable to provide for their basic needs independently, if their relatives or legal representatives who are obliged to take care of them submit applications that they are unable to look after them, can be placed in a state social service institution based on a decision by the relevant executive authority. When placing a person in a

state social service institution, the rights defined in Article 8 of this Law shall be taken into account.

13.2. The procedure for placing persons (families) in difficult living conditions in state social service institutions shall be established by the relevant executive authority.

### **Chapter 3**

#### **SUBJECTS THAT PROVIDE SOCIAL SERVICES**

##### **Article 14. Individuals operating in the field of social services**

14.1. Persons with higher education and appropriate vocational training have the right to engage in professional activities in the field of social services as social workers.

14.2. Persons with general secondary education may be employed as social workers.

##### **Article 15. Rights and duties of a social worker**

15.1. The rights of social workers in connection with the provision of social services are as follows:

15.1.1. to undergo a medical examination at the expense of the employer at the time of employment;

15.1.2. to receive additional education at the expense of the employer in order to increase and improve the level of vocational training;

15.1.3. to be provided with necessary clothes and equipment at the expense of the employer while performing their official duties, to receive monetary compensation for transportation expenses in the amount determined by the relevant executive authority;

15.1.4. to send requests for necessary information;

15.1.5. to have other rights provided for by the law.

15.2. The duties of social workers in connection with the provision of social services are as follows:

15.2.1. to provide social services, to assess and determine the demand for social services, to draw up an individual plan for the provision of social services to the person (family) receiving social services;

15.2.2. to assist in solving and eliminating the problems of a person (family) in difficult living conditions;

15.2.3. to comply with the legislation and norms of professional ethics in the field of social services;

15.2.4. to ensure that social services meet the requirements of standards for the provision of social services;

15.2.5. to respect the rights, honour and dignity of the persons they serve;

15.2.6. to prevent discrimination, inhuman or degrading treatment of persons they provide with social services;

15.2.7. to inform the persons they provide with social services about legal, social, medical and other guarantees, social protection measures established by the law and opportunities for improving the welfare of a person (family) in difficult living conditions;

15.2.8. to ensure the confidentiality of information obtained in the performance of their duties;

15.2.9. to carry out other duties provided for by the law.

15.3. The rights provided for in Article 15.1 (except for Article 15.1.4) and the duties provided for in Article 15.2 (except for Articles 15.2.1 and 15.2.7) of this Law shall also apply to the social worker.

#### **Article 16. Social service system**

The social service system consists of the relevant executive authority working in the field of social services, state, municipal and private social service institutions, social workers and social service providers, as well as non-governmental organizations and volunteers providing social services with their own or borrowed funds. The units of the Republican Red Crescent Society are an integral part of this system.

#### **Article 17. Social service institutions**

17.1. In order to provide social services to people in difficult living conditions in accordance with various forms and types of social services, social service institutions (the elderly, people with disabilities, including boarding schools for disabled children under 18, psychoneurological boarding schools, assistance centres for victims of human trafficking, social adaptation centres for persons released from penitentiary institutions, day care centres, specialized social rehabilitation institutions for minors, social and psychological assistance centres, temporary shelters, vocational guidance centres, palliative care centres, hospices, community-based rehabilitation centres, foster families, small group homes, temporary care services, social shops and canteens, and other establishments and services) are established and operate. [2]

17.2. Discounts may be established in accordance with the law for individuals and legal entities that allocate funds for social services for charitable purposes, and for social service institutions that carry out this activity on unpaid terms.

## **Chapter 4**

### **FORMS AND TYPES OF SOCIAL SERVICES**

#### **Article 18. Forms of social services**

18.0. Forms of social services are as follows:

- 18.0.1. home (mobile) social services;
- 18.0.2. semi-inpatient (daily) social services;
- 18.0.3. inpatient social services;
- 18.0.4. social counselling assistance.

#### **Article 19. Home (mobile) social services**

19.1. Home (mobile) social services to lonely elderly people, elderly couples who do not live in the same area as their able-bodied relatives or legal representatives and need social services, persons with disabilities, including children under 18 years of age with disabilities, people in the terminal (final) stage of their disease shall be provided in accordance with the procedure established by the relevant executive authority. [3]

19.2. Home (mobile) social services include:

- 19.2.1. assistance in obtaining medicines, necessary food and basic necessities;
- 19.2.2. assistance in the organization of recreation, food intake and other household services;
- 19.2.3. assistance in obtaining medical and psychological assistance, escorting to a medical and educational institution;
- 19.2.4. adaptation of living conditions to sanitary-hygienic requirements;
- 19.2.5. assistance in obtaining legal advice;
- 19.2.6. provision of rehabilitation services to persons with disabilities, including children under 18 years of age with disabilities. [4]

#### **Article 20. Semi-inpatient (day) social service**

Semi-inpatient (day) social services include the provision of social, medical, cultural and other services to the elderly and people with disabilities, including minors in difficult living conditions who are able to meet their basic needs independently and have active mobile capability during the day or night, effective organization of leisure time, and their involvement in appropriate labour activities. [5]

## **Article 21. Inpatient social service**

21.1. Inpatient social service consists of the creation of living conditions in accordance with the physical condition and health of persons (families) receiving social services in the institution established for this purpose, the implementation of medical and social rehabilitation measures, and the organization of care.

21.2. Family members living in a social service institution are provided with a separate living area. The management of the social service institution shall ensure the protection of personal things and valuables of persons (families) in difficult living conditions living in the institution.

1.3. Persons with mental disorders in need of inpatient social services are placed in special inpatient facilities in accordance with the law.

## **Article 22. Social counselling assistance**

22.1. The purpose of social counselling is to ensure the integration of people (families) in difficult living conditions into society.

22.2. Social counselling assistance includes:

22.2.1. identifying persons (families) living apart from their relatives or legal representatives and are in need of social counselling assistance;

22.2.2. taking necessary measures to involve government agencies, municipalities and non-governmental organizations in solving the problems of persons (families) in difficult living conditions;

22.2.3. providing advice on social services.

## **Article 23. Types of social services**

23.0. Depending on the purpose, social services are divided into the following types:

23.0.1. social and household services - aimed at improving the living conditions of individuals (families);

23.0.2. medical and social services - aimed at improving the health of individuals;

23.0.3. socio-psychological services - provide psychological assistance for the adaptation of individuals to society; [6]

23.0.4. social and pedagogical services - aimed at preventing developmental delays and behavioral disorders in minors, creating positive interests in them, as well as organizing leisure time and supporting family upbringing;

23.0.5. socio-economic services - aimed at protecting and strengthening the living standards of individuals;

23.0.6. social and legal services - providing legal assistance, aimed at protecting the rights of individuals;

23.0.7. Palliative services - aimed at identifying and assessing physical, psychological, mental and other problems of incurable persons and their family members and providing assistance to these persons.

## **Chapter 5**

### **FINANCING OF SOCIAL SERVICES AND SOCIAL SERVICE FEE**

#### **Article 24. Financing of social services**

Social services are financed in accordance with the law from the state budget, funds received from the provision of paid social services, donations from legal entities and individuals, grants, as well as other sources provided for by the law.

#### **Article 25. Payment of social service fees**

25.1. In social service institutions and homes, social services are provided free of charge, are partially paid or fully paid.

25.2. Persons in difficult living conditions (families) are provided with guaranteed social services free of charge in state social service institutions and homes.

25.3. The procedure for providing social services in state social service institutions and homes on partially paid and fully paid terms and the amount of social service fees shall be determined by the relevant executive authority.

25.4. Paid social services are provided on the basis of a contract concluded between a person (family) in difficult living conditions and subjects providing social services.

25.5. Municipal social service institutions do not aim to generate income, and social service fees are determined by the municipality in accordance with the amount of social service costs, staff salaries and other current expenses. The fee for social services in private social service institutions is determined by the contract concluded between the institution and the person provided with social services.

#### **Article 26. State orders in the field of social services**

State orders in the field of social services may be submitted to municipalities, individuals and legal entities, as well as non-governmental organizations in accordance with the procedure established by the relevant executive authority.

## **Chapter 6**

### **FINAL PROVISIONS**

### **Article 27. Voluntary activity in the field of social services**

Involvement of participants of voluntary activity (organizers of volunteer activity and volunteers) in the field of social services is regulated by the Law of the Republic of Azerbaijan "On Voluntary Activity".

### **Article 28. Control over the provision of social services**

Control over the quality, efficiency and compliance with the requirements of state standards of social services provided by social service providers shall be exercised by the relevant executive authority.

### **Article 29. Liability for violations of the legislation on social services**

29.1. The following cases resulting from the violation of this Law shall entail liability:

29.1.1. providing incorrect information to assess, determine and make a decision on the demand for social services provided by the state;

29.1.2. failure to inform social service providers about changes affecting the suspension of social services by the state in accordance with this Law;

29.1.3. providing a person who does not need social services with social services by the state illegally or groundlessly in accordance with this Law or refusal to provide a person with social services if there are grounds for providing social services;

29.1.4. failure to provide official information to the applicant on the decision to provide social services or refuse to provide social services within the period established by this Law, or failure to indicate the reasons for refusal in the decision to refuse social services;

29.1.5. failure to ensure confidentiality of information obtained in connection with the provision of social services;

29.1.6. violation of the requirements determining the quality, scope and conditions of social services.

29.2. Persons violating the requirements of this Law shall be liable in accordance with the law.

### **Article 30. Entry of the law into force**

30.1. This Law shall enter into force three months after its publication.

30.2. From the date of entry of this Law into force, the Law of the Republic of Azerbaijan "On Social Services for the Elderly" (Legislative Collection of the Republic of Azerbaijan, 2001, № 8, Article 518; 2007, № 5, Article 401) is repealed.

President of the Republic of Azerbaijan

Baku, 30 December 2011

№ 275-IVQ



## "ACTION PLAN"

on implementation of paragraph 10.2 of the act number 1950, of president of the Republic of Azerbaijan "on a number of measures to reduce the negative impact of Coronavirus (COVID-19) pandemic and consequently, sharp fluctuations in world energy and stock markets, on the economy of the Republic of Azerbaijan, macroeconomic stability, employment and entrepreneurship", dated March 19, 2020.

Action name	Coverage, in thousands of people	Compensation amount, in million manat		Implementer	Implementation period
		At the expense of funds allocated by the resolution of the president of RA	Other Sources		
<b>I. SUPPORT FOR ECONOMIC GROWTH AND ENTREPRENEURSHIP</b>					
<b>A. IMPLEMENTATION OF URGENT ACTIONS IN ORDER TO REDUCE NEGATIVE EFFECTS OF PANDEMIC ON NATIONAL ECONOMY</b>					

**EMERGENCY COORDINATION OF ECONOMIC INSTITUTIONS' ACTIVITIES**

1. Input of required amount of information into relevant e-database by relevant state institutions and bodies (arranged by ME) and granting all relevant agencies (from a list approved by Cabinet of Ministers of the Republic of Azerbaijan) access to this database to be able to monitor economic processes and inform the Cabinet of Ministers of the Republic of Azerbaijan on a permanent basis, in order to make timely and quick decisions in economic policy sphere in a situation of pandemic.				Institutions chairing the work group	April – December  2020
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**PROTECTING EMPLOYMENT AND SOCIAL STABILITY**

2. Payment of a part of the salary to employees working in spheres which were affected by the pandemic (not to reduce work places)	300	215		ME, MF	During 2020
3. Providing financial support to individual (micro) entrepreneurs working in spheres which were affected by the pandemic (no to reduce work places – as a main criteria, towards taxpayers who paid taxes, compulsory state social insurance and unemployment insurance in 2019)	300	80		ME, MF	During 2020

**INCREASING TRANSPARENCY IN ECONOMY**

4. Review of capital and property amnesty in the country, in order to expand					April –
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financial sources of economic growth and investment				ME, MF, CBA	December 2020
<b>GIVING TAX INCENTIVES TO PROTECT ECONOMIC ACTIVITY</b>					
5. Provision of following tax benefits and leaves to business entities (as well as small and medium enterprises) operating in fields affected by the pandemic:					
5.1. <i>granting micro-entrepreneurs with temporary simplified tax benefits;</i>					
5.2. <i>granting temporary exemption from land and property taxes;</i>					
5.3. <i>granting taxpayers with temporary income tax and simplified tax benefits;</i>					
5.4. <i>granting temporary exemption from current tax payments on income and property taxes;</i>					
5.5. <i>extension of the deadline related to micro-entrepreneurs on reporting (income and profit tax, property tax, simplified tax) and tax payments;</i>					
5.6. <i>extension of the deadline for tax payments in spheres of economic activities which were negatively affected by the pandemic;</i>					
5.7. <i>temporary exemption from VAT of some products essential for food consumption and medical needs;</i>					
5.8 <i>exemption from VAT of some raw materials used in production of certain type of products such as food, medicine and other, in order to meet needs of the population</i>		115		ME, MF	April 2020

<i>in short time;</i>					
<i>5.9. deduction of taxpayers' expenses associated with necessary preventive measures, including disinfection in order to prevent spread of the epidemic and protect population's life and health;</i>					
<i>5.10. benefits on taxes charged from rental fee;</i>					
<i>5.11. postponement of calculation of interest rates on unpaid taxes, as well as mandatory state social insurance and unemployment insurance fees for a certain period;</i>					
<i>5.12. reduction of social insurance burden for some business entities;</i>					
<b>STATE'S CREDIT-GUARANTEE SUPPORT TO ECONOMY AND ENTREPRENEURSHIP</b>					
<i>6. provision of state guarantee on bank loan of 0.5 billion manats ought to be paid to business entities (including small and medium enterprises) operating in spheres which suffered from the pandemic and subsidization of the loan interests;</i>		20			
<i>6.1. provision of state guarantee on 60% of the recently paid loan of 500 million manats.</i>				ME, MF, MA	April 2020
<i>6.2. subsidization of 50% of the interest rate on guaranteed loans from the state budget;</i>					
<i>6.3. preparation and submission of loans' maximum interest rate, term and scope of</i>					

<i>activities and other criteria within a period of two weeks;</i>					
<i>6.4 establishment of a mechanism of unsecured loans for agricultural sector by the Agency of Agro Credit and Development;</i>					
7. Allocation of additional funds to Entrepreneurship Development Fund		50		ME, MF	April – May 2020
8. Subsidization of loan interest rates on existing loan portfolio of business entities (as well as small and medium enterprises) operating in spheres negatively affected by the pandemic, in the amount of 1 billion manats, as of March 10, 2020;			50	ME	April – May 2020
<i>8.1. subsidization of 10% of interest expenses of existing bank loans without state guarantee for a period of one year, as of March 10, 2020;</i>					
<i>8.2. preparation and submission of loan terms, spheres of activities and other criteria within a period of two weeks;</i>					
9. Increasing the volume of funds allocated for soft mortgage loans		90		MF	April 2020
10. Financial support to the sphere of vital passenger transportation		280		MF	2020
<b>EXPANDING THE ACCESS OF ECONOMY AND ENTREPRENEURS TO LOAN RESOURCES ON CONDITIONAL TERMS</b>					
11. Establishment of a Coordination Council in order to coordinate activities of all state-founded financial and incentive institutions and funds that support entrepreneurship (as well as small and medium enterprises) in the				CM	2020

country.					
12. Implementation of urgent measures in the sphere of activities of state-founded financial and incentive institutions and funds as following:				ME, MF, CBA	2020
<i>12.1 Expansion of funding tools for Entrepreneurship Development Fund, allocation of loans based on personal property collateral, allocation of soft loans to manufacturers of necessary medical supplies and equipment, increasing the loan term for small and medium-sized loans in the spheres requiring long-term investment;</i>					
<i>12.2 Subsidization of interest rates and improvement of loan guarantee tools by the Mortgage and Credit Guarantee Fund, increasing the limit of loan-to-value ratio, abolition of guarantee fees, relevant fines and other restrictions, reduction of annual interest rates on interest-subsidized loans, increase of guarantee payments' limit and reduction of commissions applied to guarantees;</i>					
<b>IMPLEMENTING ADDITIONAL SUPPORT ACTIONS IN THE FIELDS OF ACTIVITIES NEGATIVELY AFFECTED BY THE PANDEMIC</b>					
13. Freezing rent calculation until the end of 2020 - for business entities (as well as small and medium entrepreneurs) which have leased state property and were negatively affected by the pandemic;				ME, MF	April – May 2020
14. Freezing rent calculation until the end of 2020 - for business entities (as well as small and medium entrepreneurs) which have leased state lands belonging to the state land fund and were negatively affected by the pandemic;				ME, MF	April – May 2020
15. Freezing rent calculation until the end of 2020 - for residents operating in				ME, MF	April – May

industrial spheres that were negatively affected by the pandemic;					2020
16. Taking following actions to increase and stimulate export of non-oil products:				ME, SCC	2020
<i>16.1. Including the mechanism of sale of goods with export note used in international practice (under conditions of bank guarantees and other methods for tax payments in case of non-export of goods) into the Tax Code in order to increase interest into export of non-oil products;</i>					
<i>16.2. Application of exemptions on custom duties according to a relevant list in order to increase competitiveness of local production fields dependent on non-locally produced and imported raw materials and intermediate goods;</i>					
<i>16.3 Stimulating entrepreneurs to use special customs procedures locally;</i>					
17. Implementation of following actions for full and continuous provision of population with imported products necessary for food and medical needs:				ME, SCC	2020
<i>17.1 Temporary reduction of import duties of necessary products to "0" level;</i>					
<i>17.2 Extraordinary (accelerated) application of processes of customs clearance, control and issue of permits (certificates), carried out during import of necessary products;</i>					
18. Additional actions on purchase of local products (goods and services) in state procurement processes in order to support small and medium enterprises;				ME	2020
19. Cancellation of fees paid by professional participants of banking and					

insurance markets to authorities supervising financial markets;				CBA, MF	April 2020
<b>B. URGENT ACTIONS IN IMPLEMENTATION OF THE NEW MODEL OF ECONOMIC GROWTH DURING POST-PANDEMIC PERIOD</b>					
1. Protecting economic growth pace and employment by expanding domestic demand and identifying following fields of activities as medium-term priorities of state's economic policy in order to create new jobs, as well as encouraging private investments and state support towards development of these fields:				ME, MF	2020
<i>1.1. construction sector;</i>					
<i>1.2. mining industry;</i>					
<i>1.3. petrochemical industry;</i>					
<i>1.4. digital economy;</i>					
<i>1.5. transportation, trade and logistics;</i>					
<i>1.6. telecommunications;</i>					
<i>1.7. agriculture and processing industry;</i>					
<i>1.8. local tourism.</i>					
2. Preparation of proposals regarding implementation of following reforms in order to improve state property management system and to give the state a role of an interested party (investor) in relations with state-owned companies;					



2.1 Establishment of a State Investment Holding in order to ensure: management of companies on behalf of the state from a single center; increase of transparency and economic efficiency of their activities and investment programs; competitiveness abilities;				ME, MF	2020
2.2. Improving management of state-owned companies, applying corporate standards and ensuring financial transparency within the activities of the State Investment Holding;					
2.3. Preparation of privatization program for state-owned companies;					
3. Establishment of Azerbaijan Construction corporation in order to create new mechanisms for development and implementation of strategic projects in construction sector, as well as to accelerate development of cities and regions; Preparation of proposals by the Corporation regarding implementation of following activities:				ME, MF	2020
3.1. Long-term management of strategic projects' portfolio;					
3.2. Finding investors to finance these projects;					
3.3. Allocation of lands for new construction projects and creation of necessary infrastructure by the state;					
3.4. Implementation of pilot projects providing multi-functional construction;					
4. Legislation amendments regarding establishment of favorable environment for the expansion of private-state partnerships.				ME	2020

## II. EMPLOYMENT AND SOCIAL PROSPERITY SUPPORT

### PROTECTION OF PUBLIC SECTOR EMPLOYEES FROM UNEMPLOYMENT AND THEIR SOCIAL SECURITY

1.Prevention of unjustified dismissal and reduction of public sector employees and retention of salaries of employees on leave;	910			MLSPP	April – May 2020
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### PROTECTION OF PAID PRIVATE SECTOR EMPLOYEES FROM UNEMPLOYMENT RISKS AND THEIR SOCIAL SECURITY

2. Working with employers in accordance with legislation and ensuring daily control in order to prevent unjustified dismissals and reduction of public sector employees;	664			MLSPP	April – May 2020
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### EMPLOYMENT AND SOCIAL SECURITY OF UNEMPLOYED AND DISMISSED PERSONS

3. Ensuring temporary employment for the unemployed by creating 50.000 paid public jobs;	50	30 (2 month)		MLSPP	April – May 2020
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4. Issuing lump sum payment in the amount of subsistence minimum (190 manats) to individuals registered as unemployed in the State Employment Service;	200	70 (2 month)		MLSPP	April – May 2020
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5. Expanding and accelerating implementation of the self-employment program carried out within the framework of cooperation with the Unemployment Insurance Fund, UN Development Program and the World Bank;	11		70 (UIF)	MLSPP	April – December 2020
6. Expanding coverage of unemployment insurance payments and creating a proactive appointment mechanism;	20		20 (UIF)	MLSPP	April – December 2020
7. Improving the program of salaries' co-financing and extending insurance payments and bursaries during the special quarantine regime to individuals who despite expiry of their unemployment insurance payments were still unemployed and to those who are on a break from professional courses;	2		0.6 (UIF)	MLSPP	April – May 2020
<b>STRENGTHENING SOCIAL SECURITY OF THE VULNARABLE PART OF POPULATION</b>					
8. Usage of 200 million manats reserve of year 2019 of the State Social Protection Fund in order to close the deficit appeared as a result of reduction of social insurance payments and ensure continuous payments (pensions and compensations) to the population;			200 (SSPF)	MLSPP	April – December 2020
9. Extension of state social payments to families (individuals) whose payment period ended during the special quarantine regime until the end of it and simplification of state social assistance assignment during this period;	62		3 (SSPF)	MLSPP	April – May 2020
10. Providing home-based social services to lonely people above age 65 and assisting those in need of a special care in social service institutions;					April – May

	14			MLSPP	2020
11. Reimbursement of tuition fees for students who are members of families belonging to socially vulnerable groups;		40		MoE, MF	2020
12. Increasing discounted electricity limit for population in the volume of 100 kWh during the period of April – May		10		ME, MF	April – May 2020
<b>III. MACROECONOMIC AND FINANCIAL STABILITY</b>					
1. Developing a macroeconomic policy framework that reflects new economic realities;				CBA, MF, ME	April 2020
2. Expansion of sterilization portfolio depending on monetary situation;				CBA	2020
3. Issuing regulative leaves to credit institutions in order to let entrepreneurs operating in spheres negatively affected by the pandemic during quarantine regime, regulate their obligations;				CBA	April 2020
4. Taking complex actions and strengthening control in direction of capital movement and increasing efficiency of currency regime;				CBA	2020

**NOTE:** **CM** – Cabinet of Ministers; **ME** – Ministry of Economy; **MF** – Ministry of Finance; **MLSPP** – Ministry of Labor and Social Protection of Population; **MoE** – Ministry of Education; **MA** – Ministry of Agriculture; **CBA** – Central Bank of Azerbaijan; **SCC** – State Customs Committee; **MCGF** – Mortgage and Credit Guarantee Fund; **SSPF** – State Social Protection Fund; **UIF** – Unemployment Insurance Fund.

## Report on the results of survey conducted amongst 1000 people above age 65 on their conditions during the Coronavirus pandemic.

January 05 – 26, 2021

### Summary

A face-to-face survey had been conducted amongst 1000 (one thousand) people above age 65 on their conditions during the Coronavirus pandemic, in the cities of Baku, Lenkeran, Guba and Kurdemir on January 05-26, 2021. Respondents were chosen with a random selection method. There had been A total of 1005 respondents who took part in the survey, although it was planned to have 1000 at first. Division of respondents' election is shown in the table below:

Number of respondents participated in the survey	Number of respondents who refused to take part in the survey	Total number of respondents addressed
1005	51	1056

Division of respondents by stations:

Survey station name	Number of respondents
Baku city	405
Kurdemir city	100
<ul style="list-style-type: none"> <li>• Xirdapay village</li> </ul>	50
<ul style="list-style-type: none"> <li>• Atakishili village</li> </ul>	50
Guba city	100
<ul style="list-style-type: none"> <li>• Nugedi village</li> </ul>	50
<ul style="list-style-type: none"> <li>• Gachresh village</li> </ul>	50
Lenkeran city	100
<ul style="list-style-type: none"> <li>• Sutmurdov village</li> </ul>	50
<ul style="list-style-type: none"> <li>• Zovle village</li> </ul>	50
<b>TOTAL:</b>	<b>1 005</b>

The survey was conducted on a questionnaire prepared and approved by the project implementation team in advance. The full text of the questionnaire is provided in Appendix 1.

Information required for the survey was collected through the Survey Monkey program and the data obtained from the survey was processed on a special statistics program (SPSS). Specialists of high qualification participated in the analysis of the results.

## Face-to-face survey results

As already stated, face-to-face survey had been conducted amongst 1005 respondents.

### 1. Do you receive a pension?

Answered by 1005 respondents participated in the survey.

	Number of answers	Percentage
Yes	990	98,5
No	15	1,5
Total	1 005	100,0

98,5% or 990 of respondents participated in the survey stated that they do receive a pension. Only 1,5% or 15 respondents stated that they don't.

2nd and 3rd questions were asked to respondents who answered "Yes" in the 1st question.

### 2. During the coronavirus pandemic, did you receive your pension timely each month?

Answered by 990 respondents.

	Number of answers	Percentage
Yes, back then and now I receive it on time	973	96,8
No, at certain times it is late	16	1,6
No, I never receive it on time	1	0,1
Total	990	98,5

0,1% or 1 respondent answered that never received the pension on time. 98,3% or 973 respondents answered that they received it on time every month and 1,6% or 16 respondents answered that it was occasionally late.

### 3. Did you receive your pension timely each month before the coronavirus pandemic?

Also answered by 990 respondents:

	Number of answers	Percentage
Yes, I received it on time each month	979	97,4
No, at certain times it was late	10	1,0
No, I could never receive it on time	1	0,1
Total	990	98,5

Here also, only 0,1% or 1 respondent answered that never received pension on time. 98,9% or 979 respondents answered that they received it on time every month and 1,0% or 10 respondents answered that it was occasionally late.

### 4. What kind of other source of income did you have before Coronavirus pandemic?

All (1005) respondents answered this question.

	Number of answers	Percentage
Works for a state agency or company	4	0,4
Works for a private company	1	0,1
Is an individual entrepreneur	3	0,3
Owens an agriculture	105	10,4
Is under patronage	4	0,4
Social support or allowance from government	1	0,1
Didn't have any other income source	887	88,3
Total	1005	100,0

Answer versions are lined up below:

1. Didn't have any other income source – 88,3% or 887 resp.
2. Owens an agriculture – 10,4% or 105 resp.
3. Works for a state agency or company – 0,4% or 4 resp.
4. Is under patronage – 0,4% or 4 resp.
5. Is an individual entrepreneur – 0,3% or 3 resp.
6. Works for a private company – 0,1% or 1 resp.
7. Social support or allowance from government – 0,1% or 1 resp.

**5. Which source of income did you lose (partly or completely) during the Coronavirus pandemic?**

Answered by 1005 respondents.

	Number of answers	Percentage
Job in a private company	1	0,1
Individual entrepreneurship activity	4	0,4
Self-owned agriculture	52	5,2
None	948	94,3
Total	1005	100,0

94,3% or 948 respondents stated that they didn't lose anything. 5,2% or 52 respondents answered "self-owned agriculture", 0,4% or 4 respondents answered "individual entrepreneurship activity" and 0,1% or 1 respondent answered "job in a private company".

**6. Whose patronage are you under?**

1005 respondents answered this question.

	Number of answers	Percentage
Family members' (spouse, children)	707	70,3
Distant relatives'	1	0,1
A friend's	1	0,1
Nobody's	296	29,5
Total	1005	100,0

70,3% or 707 respondents stated that they are under patronage of family members. 29,5% or 296 respondents stated they are not under anybody's patronage. 0,1% or 1 respondent answered "distant relatives" and the same number was for a "friend".

**7. Is there anybody under your patronage?**

Also answered by 1005 respondents.

	Number or answers	Percentage
Yes	392	39,0
No	613	61,0
Total	1005	100,0



39,0% or 392 respondents answered positive and 61,0% or 613 respondents gave a negative answer.

**8. Did you register by calling 142 – the call center of Labor and Social Protection Ministry, during the coronavirus pandemic’s strict quarantine regime in order to benefit from government’s social services (home related issues, purchase of first-need products and medicine, utilities’ payments and etc. )?**

All of the respondents (1005) answered this question:

	<b>Number of answers</b>	<b>Percentage</b>
Yes	33	3,3
No	972	96,7
Total	1005	100,0

Only 3,3% or 33 respondents stated that they registered by calling. 96,7% or 972 respondents gave a negative answer.

Question 9 was asked to those who answered “no” to the question number 8.

**9. What is the reason of not being registered?**

Question asked to 972 respondents.

	<b>Number of answers</b>	<b>Percentage</b>
I didn’t call because I didn’t have information about it	753	74,9
I am not alone	182	18,1
I knew about it, but I was not in need of social services	29	2,9
I knew about it, but my calls didn’t have a result	8	0,8
Total	972	96,7

Answer versions are lined up below:

1. I didn’t have information about it – 77,5% or 753 respondent
2. I am not alone – 18,7% or 182 respondent
3. I was not in need of social services – 3,0% or 29 respondent
4. My calls didn’t have a result – 0,8% or 8 respondent

Question 10 was asked to those who answered “yes” to the question number 8.

**10. Which social services did you receive by the government during coronavirus pandemic and how do you rate them (excellent, good, average, bad)?**

This question was answered by 33 respondents. They had an option of choosing more than one answer. At the same time, respondents could rate the quality of provided services.

	Bad	Satisfying	Average	Good	Excellent	Total
Home related issues	3.33% 1	40.00% 12	36.67% 11	10.00% 3	10.00% 3	30
Purchase of first-need products	0.00% 0	25.93% 7	37.04% 10	25.93% 7	11.11% 3	27
Purchase of medicine	4.55% 1	18.18% 4	27.27% 6	31.82% 7	18.18% 4	22
Utilities' payments	4.76% 1	28.57% 6	9.52% 2	28.57% 6	28.57% 6	21

**11. Do you get any support from your children or relatives?**

1005 respondents answered this question.

	Number of answers	Percentage
Yes	746	74,2
No	259	25,8
Total	1005	100,0

74,2% or 746 respondents gave a positive answer and by 25,8% or 259 it was negative.

Question 12 was asked to those who answered “yes” to the question number 11.

**12. Is this support moral, physical or financial?**

This question was answered by 746 respondents. They had an option of choosing more than one answer. In total 746 respondents gave 1395 answers. Answer number 1 – 273 respondents, number 2 – 297 respondents, number 3 – 176 respondents.

		Quantity	Percentage
1	Financial	652	87,4
2	Moral	490	65,7
3	Physical	253	33,9
	<b>Total number of respondents</b>	<b>746</b>	
	<b>Total number of answers</b>	<b>1395</b>	

**13. Are you registered at any state medical institution?**

1005 respondents answered this question.

	Number of answers	Percentage
Yes	499	49,7
No	506	50,3
Total	1005	100,0

49,7% or 499 respondents gave a positive answer and by 50,3% or 506 respondents it was negative.

**14. Were you provided with medical services on time during the coronavirus pandemic?**

1005 respondents answered this question.

	Number of answers	Percentage
Yes	614	61,1
No	391	38,9
Total	1005	100,0

61,1% or 614 respondents gave a positive answer and by 38,9% or 391 respondents it was negative.

Question 15 was asked to those who answered “yes” to the question number 14.

**15. Please rate the quality of medical services provided to you on a bad to excellent scale.**

This question was answered by 614 respondents.

	Number of answers	Percentage
Bad	9	0,9
Satisfying	54	5,4
Average	95	9,5
Good	258	25,7
Excellent	198	19,7
Total	614	61,1

Grading is lined up below:

- 1) 1. Good – 42,0 or 258 respondents
- 2) 2. Excellent – 32,2 or 198 respondents
- 3) 3. Average – 15,5 or 95 respondents
- 4) 4. Satisfying – 8,8 or 54 respondents
- 5) 5. Bad – 1,5: or 9 respondents

**16. Do you make any payments for the medicals services you are provided with?**

1005 respondents answered this question.

	Number of answers	Percentage
Yes	281	28,0
No	724	72,0
Total	1005	100,0

28,0% or 281 respondents gave a positive answer to this question and by 72,0% or 724 respondents it was negative.

**17. Was the amount of goods you were provided with, during the coronavirus pandemic enough for you?**

1005 respondents answered this question.

	Number of answers	Percentage
Yes	815	81,1
No	190	18,9
Total	1005	100,0

81,1% or 815 respondents gave a positive answer to this question and by 18,9% or 190 respondents it was negative.

**18. Did you buy goods from stores during the coronavirus pandemic yourself and do you still buy them yourself?**

1005 respondents answered this question.

	Number of answers	Percentage
Yes	408	40,6
No	597	59,4
Total	1005	100,0

40,6% or 408 respondents gave a positive answer to this question and by 59,4% or 597 respondents it was negative.

**19. Did you prepare meals yourself during the coronavirus pandemic?**

1005 respondents answered this question .

	Number of answers	Percentage
Yes	258	25,7
No	747	74,3
Total	1005	100,0

25,7% or 258 respondents gave a positive answer to this question and by 74,3% or 747 respondents it was negative.

**20. Did you apply to any government institutions with personal problems during the coronavirus pandemic?**

1005 respondents answered this question.

	Number of answers	Percentage
Yes	54	5,4
No	951	94,6
Total	1005	100,0

25,7% or 258 respondents gave a positive answer to this question and by 74,3% or 747 respondents it was negative.

Question 21 was asked to those who answered “yes” to question number 20.

**21. Please rate your relations with government institutions during the coronavirus pandemic on a bad to excellent scale.**

54 respondents answered this question.

	<b>Number of answers</b>	<b>Percentage</b>
Bad	6	0,6
Satisfying	32	3,2
Average	13	1,3
Good	2	0,2
Excellent	1	0,1
Total	54	5,4

Grading is lined up below:

- 1) 1. Satisfying – 59,3 or 32 respondents
- 2) 2. Average – 24,1 or 13 respondents
- 3) 3. Bad – 11,1 or 6 respondents
- 4) 4. Good – 3,7 or 2 respondents
- 5) 5. Excellent – 1,9 or 1 respondents

**22. Did you get any assistance by volunteers during the coronavirus pandemic?**

1005 respondents answered this question.

	<b>Number of answers</b>	<b>Percentage</b>
Yes	28	2,8
No	977	97,2
Total	1005	100,0

2,8% or 28 respondents gave a positive answer to this question and by 97,2% or 977 respondents it was negative.

**23. Was this assistance moral, physical or financial?**

This question was answered by 28 respondents. They had an option of choosing more than one answer. In total 28 respondents gave 36 answer options: Answer number 1 – 22 respondents, number 2 – 4 respondents, number 3 – 2 respondents.

		Quantity	Percentage
1	Financial	22	78,6
2	Moral	10	35,7
3	Physical	4	14,3
	<b>Total number of respondents</b>	<b>28</b>	
	<b>Total number of answers</b>	<b>36</b>	

**24. Did you get support by any business institutions during the coronavirus pandemic?**

1005 respondents answered this question.

	Number of answers	Percentage
Yes	13	1,3
No	992	98,7
Total	1005	100,0

1,3% or 13 respondents gave a positive answer to this question and by 98,7% or 992 respondents it was negative.

**25. Was this support moral, physical or financial?**

This question was answered by 13 respondents. They had an option of choosing more than one answer. In total 13 respondents gave 14 answer options: Answer number 1 – 12 respondents, number 2 – 1 respondent.

		Quantity	Percentage
1	Financial	9	69,2
2	Moral	1	7,7
3	Physical	4	30,8
	<b>Total number of respondents</b>	<b>13</b>	
	<b>Total number of answers</b>	<b>14</b>	

**26. Did you notice any difference between support provided to older men and women during the coronavirus pandemic?**

1005 respondents answered this question.

	Number of answers	Percentage
Care for women was better	99	9,9
Care for men was better	20	2,0
I didn't notice any difference	886	88,2
Total	1005	100,0

88,2% or 886 respondents answered that they didn't notice any difference whereas, 9,9% or 99 respondents mentioned that there was a better care for women and 2,0% or 20 respondents stated same in favor of men.

**27. A "Law on Social service" was adopted on December 30, 2011. Do you know anything about this law?**

1005 respondents answered this question.

	Number of answers	Percentage
Yes	180	17,9
No	825	82,1
Total	1005	100,0

17,9% or 180 respondents gave a positive answer to this question and by 82,1% or 885 respondents it was negative.

**28. Have you reached the age of 70 already?**

1005 respondents answered this question.

	Number of answers	Percentage	Real percentage	Increasing percentage
Yes	540	53,7	53,7	53,7
No	465	46,3	46,3	100,0
Total	1005	100,0	100,0	

53,7% or 540 respondents gave a positive answer to this question and by 46,3% or 465 respondents it was negative.

Question 29 was asked to those who answered "yes" to question number 28, whereas those who picked "no" answered question number 32.



29. A “Law on Social Services to Citizens above 70” was adopted on June 22, 2001. Do you know anything about this law?

540 respondents answered this question.

	Number of answers	Percentage
Yes	117	11,6
No	423	42,1
Total	540	53,7

21,7% or 117 respondents gave a positive answer to this question and by 78,3% or 423 respondents it was negative.

Question 30 was asked to those who answered “yes” to question number 29, whereas those who replied “no” continued the survey with question number 31.

30. Which rights for citizens above 70 do you benefit from based on this law?

This question was answered by 117 respondents. They had an option of choosing more than one answer. In total 117 respondents gave 202 answer options: answer number 1 – 85 respondents, number 2 – 8 respondents, number 3 – 12 respondents, number 4 – 5 respondents, number 5 – 3 respondents, number 6 – 1 respondent, number 7 – 3 respondents.

		Quantity	Percentage
1	Demanding confidentiality of personal data during social services;	52	44,4
2	Choosing a social service institution and social service type;	44	37,6
3	Demanding respect and humanistic attitude by the staff of social services;	30	25,6
4	Being provided with appropriate hygiene and sanitation conditions in social service institutions;	17	14,5
5	Being informed about social service regulations as well as personal rights and duties;	17	14,5
6	Being provided with mass media;	16	13,7
7	Accepting or refusing social services;	16	13,7
8	Being provided with a separate area in order to perform religious rituals (as long as it doesn't violate internal rules and regulations);	10	8,5
	<b>Total number of respondents</b>	<b>117</b>	
	<b>Total number of answers</b>	<b>202</b>	

**31. Do you know anything about the “State Program of strengthening social protection of citizens above 70” adopted on April 17, 2006?**

540 respondents answered this question.

	<b>Number of answers</b>	<b>Percentage</b>
Yes	121	12,0
No	419	41,7
Total	540	53,7

22,4% or 112 respondents gave a positive answer to this question and by 77,6% or 419 respondents it was negative.

**32. Which difficulties in general did you have during the coronavirus pandemic?**

This question was answered by 1005 respondents. They had an option of choosing more than one answer. In general 1005 respondents gave 1263 answer options: answer number 1 – 816 respondents, number 2 – 133 respondents, number 3 – 44 respondents, number 4 – 11 respondents, number 5 – 1 respondent.

		<b>Quantity</b>	<b>Percentage</b>
1	I went through stress / anxiety / fear	520	51,7
2	My nutrition got worse	97	9,7
3	Medical services got worse	76	7,6
4	Government care weakened	118	11,7
5	My close relative’s / friend’s patronage towards me got weaker	24	2,4
6	None of these	425	42,3
7	Limitations	1	0,1
8	It could be better if government raised the pension	1	0,1
9	Government care weakened a lot	1	0,1
	<b>Total number of respondents</b>	<b>1005</b>	
	<b>Total number of answers</b>	<b>1263</b>	

**D1. Gender of the respondent**

	Number of answers	Percentage
Male	513	51,0
Female	492	49,0
Total	1005	100,0