



Local Government Questionnaire (LGQ) for the United Nations E-Government Survey

The objective of this questionnaire is to gather information from local governments/municipalities in preparation for the upcoming United Nations E-Government Survey. For the first time in 2018, the United Nations E-Government Survey assessed 40 pilot cities. The 2020 Survey featured 100 cities/local government websites assessment and the upcoming survey of 2022 has increased to 193 cities. The responses will be shared online in the [UN E-Government Survey Knowledgebase](#) unless otherwise requested. For any question about this questionnaire, please contact dpidg@un.org.

Tashkent

Uzbekistan

I. Institutional Framework

1. What is the official **e-Government**¹ portal of the city/municipality? If more than one exists, please list all.

The official website of Tashkent city administration: <https://www.tashkent.uz/>

A special section of Tashkent city administration portal for public services:

<https://www.tashkent.uz/uz/services/spisok-interaktivnyh-gosudarstvennyh-uslug->,
https://my.gov.uz/uz/all-services?ServiceFilterForm%5Bauthority_id%5D=7393

Tashkent city administration portal of the e-government is an online platform where citizens can receive a range of public services as well as address relevant executive authorities of Uzbekistan.

2. Please provide **URLs** for **portals** providing specific services/features

- a. E-services²:

<https://www.tashkent.uz/uz/services/spisok-interaktivnyh-gosudarstvennyh-uslug->,

A special section of Tashkent city administration portal for public services allows citizens to receive several e-government services by referring them to the Unified interactive public services portal https://my.gov.uz/uz/all-services?ServiceFilterForm%5Bauthority_id%5D=7393.

The city administration portal is a digital platform that enables users to receive public services through the Unified interactive public services portal and obtain information about government programs in various domains such as improving of public services, transport, education, social welfare, ecology, public events, income and expenditure of local budget of Tashkent city administration, etc.

¹ **E-government or digital government** will be used interchangeably in this Survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs).

² A specific portal where you can see the list of all online services available to the public.

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b. E-participation³:

Besides the city administration portal, several portals enable citizens to participate in government related processes, such as:

<https://xalqnazorati.uz/oz/> - Social Control – Interactive service for effective cooperation between residents of the capital and workers of city services in Tashkent. This service is aimed at solving household and urbanization problems. With help of this portal Tashkent residents can complain about problems such as the condition of the roads, inform about a broken elevator or a non-functioning traffic light. The problems further reported to the appropriate authorities.

<https://geonom.tashkent.uz/oz/> - The official service of the Tashkent city administration, which is intended to obtain the opinion of local residents on naming geographic objects (streets, narrow streets, dead ends, etc.) and changing their names.

c. Open government data⁴:

<https://www.tashkent.uz/uz/services/dohod-i-rashod-mestnogo-bjudzheta-goroda-tashkenta> - This section of Tashkent city administration portal dedicated to Tashkent budget. Key information about its structure, revenue and spending as well online monitoring of budget performance.

<https://data.egov.uz/uzbKr> - Open Data Portal of the Republic of Uzbekistan. The portal publishes information about the activities of state bodies in the form of open data, using them as sources of information in the formation of various data resources.

d. Public procurement:

<https://xarid.uzex.uz/home> - Electronic system of public procurements. The information system for an electronic tender (competition) for budget and corporate procurement is created in order to introduce information and communication technologies in the field of public procurement, and increase the level of competition among electronic public procurement operators.

e. Other major portals at the city/municipality level:

<https://map.digitaltashkent.uz/> - The portal provides information on history, age of buildings in Tashkent. Citizens can see and evaluate all rich history of Tashkent, its architecture and heritage.

<https://his.tashkent.uz/> - The “HisTashkent” project shows the interactive map of ancient and modern Tashkent, where collected maps of the capital from the end of the 19th century to the present day and created the ability to compare them in real time. The project will be constantly updated by adding of new features and expand the capabilities of the interactive map.

3. Does your city/municipality have a **Chief Information Officer (CIO)**⁵ to manage its e-Government programs/strategies?

Name: Khen Aleksey Fedorovich

Title: Deputy Mayor – Head of department of digital development

³ **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

⁴ **Open Government Data** allows citizens to monitor data streams and thereby improves the accountability and transparency of government. OGD also allows citizens to be aware of important issues and to be part of the decision-making process to address policy issues (e-participation).

⁵ **CIO** or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (**CTO**) or Chief Digital Officer (**CDO**)

Organization: Tashkent city administration

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If yes, is the **city/municipality CIO linked** to any extent to the **national CIO** or with any government agency/department/ministry at the national level in charge of e-government? (by mandate or other type of relation)

Yes, the national CIO coordinates projects and programs, which are executed by the city/municipality CIO. This is defined in following legal acts:

Legal act	Description
Paragraph 15 of the Decree of the President of the Republic of Uzbekistan “On the approval of the strategy “Digital Uzbekistan-2030” and measures for its effective implementation No. 6079 dated October 5 https://lex.uz/docs/5031048	Starting from November 1, 2020 in all ministries and departments, local executive authorities’ deputy heads for digitalization (Chief Digital Officer) are assigned. Their main tasks are: <ul style="list-style-type: none"> - development and timely implementation of departmental digital transformation programs that provide for the widespread introduction of information systems and resources; creation of conditions necessary for further expansion of the provision of electronic public services through mobile devices and other forms of electronic interaction; - taking measures to ensure openness and transparency of the activities of departments, posting open data and other information on the Internet; - ensuring information security of departmental digital infrastructure, as well as protection of electronic data and documents. The Ministry of Digital Technologies is responsible for coordination of the activities of above assigned deputies for digitalization in the relevant direction.
Paragraph 4 (c) of the Decree of the President of the Republic of Uzbekistan. “On measures for improving the coverage and quality of digital services and digital transformation of sectors, networks and regions” No. 162 dated May 25, 2023 https://lex.uz/uz/docs/6472568	In the framework of the “Digital Region” program: personal responsibility is borne by: <ul style="list-style-type: none"> - for the implementation of digital projects and their technical support - "Digital Development Department"; - for coordination of work on the implementation of projects - Ministry of Digital Technologies.

II. Legal Framework

1. Is there any **legislation/regulations** on **digital government** such as law on digital service provision or on access to information or data privacy at the:

National level? Yes No

Local level? Yes No

All the legislation, regulations, strategies regarding on digital service provision, access to

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information or data privacy, are made on national level and includes related projects for digital transformation of regions and Tashkent city.

Legal act	Description
<p>Law of the Republic of Uzbekistan “On Electronic Government” No. 395 dated December 9, 2015 https://lex.uz/docs/2833860</p>	<p>The law contains the following chapters and related articles: Chapter 1. General provisions Chapter 2. State regulation in the field of electronic government Chapter 3. Provision of electronic public services. Chapter 4. Organization of e-government functioning Chapter 5. Final provisions</p>
<p>Law of the Republic of Uzbekistan “On guarantees and freedom of access to information” No. 400-I dated April 24, 1997 https://lex.uz/docs/2118</p>	<p>The law contains the following articles: Article 1. Purpose of the Law. Article 2. Legislation on guarantees and freedom of access to information Article 3. Guarantee of access to information Article 4. Basic principles of freedom of access to information Article 5. Request for Information Article 6. Request Forms and Deadlines Article 7. Ensuring access to information Article 8. Providing information and paying for it Article 9. Information not to be provided Article 10. Non-disclosure of the source of information Article 11. Responsibility for the accuracy of information Article 12. Right of appeal Article 13. Liability for violation of the right to information Article 14. International treaties in the field of guarantees and freedom of access to information</p>
<p>Law of the Republic of Uzbekistan “On principles and guarantees of freedom of information” No. 439-II dated December 12, 2002 https://lex.uz/docs/52709</p>	<p>The law contains the following articles: Article 1. Purpose of the Law. Article 2. Legislation on the principles and guarantees of freedom of information Article 3. Basic concepts Article 4. Freedom of Information Article 5. Basic principles of freedom of information Article 6. Openness and publicity of information Article 7. Public availability and reliability of information Article 8. Freedom of Information Guarantee Article 9. Regulation on obtaining information Article 10. Refusal to provide information Article 11. Data protection Article 12. State policy in the field of ensuring information security Article 13. Information security of the individual Article 14. Information security of society Article 15. Information security of the state Article 16. Responsibility for Violation of Legislation on the Principles and Guarantees of Freedom of Information</p>
<p>Law of the Republic of Uzbekistan “On cybersecurity” No.764 dated April 15, 2022 https://lex.uz/ru/docs/5960609</p>	<p>The law contains the following chapters and related articles: Chapter 1. General provisions; Chapter 2. State regulation of cybersecurity; Chapter 3. Rights and obligations of state bodies and organizations</p>

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	<p>in ensuring cybersecurity; Chapter 4. Cyber security incidents; Chapter 5. Objects of critical information infrastructure; Chapter 6. Support and development in the field of cybersecurity; Chapter 7. Final provisions.</p>
<p>Law of the Republic of Uzbekistan “On electronic digital signature” No. 793 dated October 12, 2022 https://lex.uz/ru/docs/6234906</p>	<p>The law contains the following chapters and related articles: Chapter 1. General provisions; Chapter 2. State regulation in the field of use of electronic digital signature; Chapter 3. Activities of registration centers for keys of electronic digital signatures; Chapter 4. Certificates of electronic digital signature keys; Chapter 5. Rights and obligations of owners of keys of electronic digital signatures. Trusted Third Party Service; Chapter 6. Final provisions.</p>
<p>Decree of the President of the Republic of Uzbekistan “On the approval of the strategy “Digital Uzbekistan-2030” and measures for its effective implementation No. 6079 dated October 5 https://lex.uz/docs/5031048</p>	<p>The strategy defines the strategic goals, priorities, medium and long-term prospective tasks of the development of the digital economy and electronic government of the Republic of Uzbekistan. As well, as serves as a basis for the wider introduction of digital technologies based on the priorities set in the UN Sustainable Development Goals and the rating of the development of electronic government.</p> <p>The Strategy contains the following: Priority areas of digital infrastructure development; Priority areas of electronic government development; Priority areas of digital economy development; Priority areas of development of the national market of digital technologies; Priority areas of education and training in the field of information technologies; Target Indicators of the "Digital Uzbekistan - 2030" strategy. Implementation of 444 priority projects on digitization of public administration and sectors of the real sector of the economy and more than 1,600 priority projects on digital transformation of regions and Tashkent city defined by the Strategy.</p>
<p>Decree of the President of the Republic of Uzbekistan No. 4642 dated March 17, 2020 “On measures for wide implementation of digital technologies in the city of Tashkent” https://lex.uz/docs/4767514</p>	<p>The Decree consists of following: - Plan of measures for the implementation of the integrated program "Digital Tashkent" which includes 19 projects to be implemented in Tashkent; - List of perspective 33 information systems and software products for 2021-2023.</p>
<p>Decree of the President of the Republic of Uzbekistan “On measures to bring the field of information and communication technologies to a new level in 2022-2023”</p>	<p>The Decree implies following: a) <i>implementation by the end of 2022:</i> - Reaching the level of coverage of settlements with a broadband mobile communication network up to 98 percent, high-speed mobile Internet along international highways - up to 60 percent; - fiber optic coverage of up to 80 percent by building 40,000</p>

<p>No. 357 dated August 22, 2022 https://lex.uz/docs/6166539</p>	<p>kilometers of fiber optic communication lines and creating the ability to connect an additional 800,000 households to high-speed Internet;</p> <ul style="list-style-type: none"> - the number of users of electronic public services up to 4 million people by doubling them by involving the private sector in the provision of these services; - the volume of exports of IT services up to \$100 million by creating centers in the regions to install the necessary skills and provide young people with guaranteed orders; <p><i>b) implementation by the end of 2023:</i></p> <ul style="list-style-type: none"> - annual training in the field of information technology for more than 6.5 thousand young people through the development of a training system in the field of digital technology in the form of distance education; - over 214 information systems and software products in government bodies, including local government bodies and enterprises in the real sector of the economy. <p>The Decree implies implementation of 392 priority projects on digitization of public administration and of the real sector of economy and more than 238 priority projects on digital transformation of regions and Tashkent city.</p>
<p>Decree of the President of the Republic of Uzbekistan on measures to expand the coverage and improve the quality of digital services, as well as the digital transformation of spheres, industries and regions No. 162 dated May 25, 2023 https://lex.uz/ru/docs/6472548</p>	<p>According to the Decree, implementation of 163 priority projects on digitization of public administration and sectors of the real sector of the economy and more than 137 priority projects on digital transformation of regions are defined.</p> <p>The Decree contains:</p> <ul style="list-style-type: none"> - Plan of Priority projects for digitization of public administration in 2023-2024; - Priority projects for digital transformation of regions in 2023-2024.

If Yes, how do you adopt these in your organization?

Information systems of the Tashkent city administration operate in strict compliance with the, laws and regulations of the government.

According to the Decree of the President of the Republic of Uzbekistan “On measures for the wide introduction of digital technologies in city Tashkent city No. 4642 dated March 17, 2020, 33 information systems in 9 directions were integrated to a single database by Tashkent city administration.

III. Strategy and Implementation

1. Is there a city/municipality **e-Government Strategy** or equivalent? If yes, please provide link and/or further details.

All the Strategies regarding digitalization are made on national level and includes related projects for digital transformation of regions and Tashkent city.

Additionally, there is a “Digital Development Department” under the Tashkent city administration, which is engaged in the digitalization of urban processes and the creation of a digital “twin” of the city.

<https://digitaltashkent.uz/our-projects#all>

Legal act	Description
Decree of the President of the Republic of Uzbekistan No. 4642 dated March 17, 2020 “On measures for wide implementation of digital technologies in the city of Tashkent” https://lex.uz/docs/4767514	The Decree consists of following: - Plan of measures for the implementation of the integrated program "Digital Tashkent" which includes 19 projects to be implemented in Tashkent; - List of perspective 33 information systems and software products for 2021-2023.
Decree of the President of the Republic of Uzbekistan “On measures to bring the field of information and communication technologies to a new level in 2022-2023” No. 357 dated August 22, 2022 https://lex.uz/docs/6166539	Annex 17 of the Decree contains the List of priority projects for the digital transformation of Tashkent city, which contains 15 projects in related social spheres.

2. Please check whichever applies to the city/municipal e-Government Strategy or equivalent and provide link, details and/or specific references for the checked area.

has an implementation plan.

Decree of the President of the Republic of Uzbekistan “On measures for the wide introduction of digital technologies in city Tashkent city No. 4642 dated March 17, 2020, in the framework of “Digital Tashkent” program contains following:

- *implementation plan of the complex program of “Digital Tashkent”;*
- *List of projects to expand the telecommunications infrastructure;*
- *List of perspective projects to implement regarding information systems and software products for 2021-2023.*

<https://lex.uz/docs/4767514>

is aligned with the national development strategy.

Annex 1, Goal 9 of the Decree of the President of the Republic of Uzbekistan No. 60 dated January 28, 2022 “On the New Uzbekistan development strategy for 2022-2026”

The Goal 9 of the National development strategy implies the following:

Developing the "electronic government" system, increasing the share of electronic government services up to 100% by 2026.

Expanding the provision of public services through mobile applications.

Implementation of the Mobile ID system of personal identification in the provision of public services.

Reduction of bureaucratic processes based on establishment of information exchange between state bodies and private commercial organizations through the platform of interdepartmental integration of the "Electronic Government" system.

Implementation of an authorization and notification system that ensures the protection of personal data.

Establishing the practice of issuing and exchanging temporary documents confirming certain facts and offering composite public services to citizens without waiting for their appeal.

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Simplifying the provision of public services to the elderly and persons with disabilities, creating facilities for them.

Optimizing administrative procedures and automating the management process by digitizing work in state bodies within the framework of the "Digital Office" project.

Abolition of the practice of requiring documents confirming certain facts from citizens due to the implementation of the "Citizens' Digital Passport" project.

Expanding the practice of providing public services to citizens of Uzbekistan abroad.

Digitization of public services and transfer of 20 percent of them to the private sector.

<https://lex.uz/docs/5841063>

Is aligned with the sustainable development goals (SDGs).

Municipal e-Government Strategy is aligned with **Goal 9** of SDGs - Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation, which implies following:

- Paragraph 20 of Decree of the President of the Republic of Uzbekistan "On measures for the wide introduction of digital technologies in city Tashkent city No. 4642 dated March 17, 2020, in the framework of "Digital Tashkent" program contains following:

- implementation plan of the complex program of "Digital Tashkent";

- List of projects to expand the telecommunications infrastructure;

- List of perspective projects to implement regarding information systems and software products for 2021-2023.

<https://lex.uz/docs/4767514>

Additionally, Digital Uzbekistan – 2030" Strategy is guided by the UN SDGs (Chapter 1 of the Strategy), which implies the following:

The strategy defines the strategic goals, priorities, medium and long-term prospective tasks of the development of the digital economy and electronic government of the Republic of Uzbekistan. As well as serves as a basis for the wider introduction of digital technologies based on the priorities set in the UN Sustainable Development Goals and the rating of the development of electronic government.

<https://lex.uz/ru/docs/5030957#5031885>

is aligned with national digital development strategy.

Decree of the President of the Republic of Uzbekistan No. 6079 dated October 5, 2020 "On approval of "Digital Uzbekistan – 2030" Strategy and measures for its effective implementation".

According to the Decree, implementation of 444 priority projects on digitization of public administration and sectors of the real sector of the economy and more than 1,600 priority projects on digital transformation of regions including Tashkent city are defined.

<https://lex.uz/docs/5030957>

According to the Annex 17 of the Decree of the President of the Republic of Uzbekistan "On measures to bring the field of information and communication technologies to a new level in 2022-2023" No. 357 dated August 22, 2022, implies the List of priority projects for the digital transformation of Tashkent city, which contains 15 projects in related social spheres.

<https://lex.uz/docs/6166539>

indicates the existence of shared solutions/platforms provided at the national/regional level.

There are several solutions/platforms both on national and regional level:

<https://xalqnazorati.uz/oz/>

<https://map.digitaltashkent.uz/>

<https://his.tashkent.uz/>

(details on portals are given above in answer of the question 2)

makes specific reference to SDG 11 (New)

Decree of the President of the Republic of Uzbekistan “On measures for improving the coverage and quality of digital services and digital transformation of sectors, networks and regions” No. 162 dated May 25, 2023, contains the List of priority projects for digitization of public administration in 2023-2024, which covers the following projects aligned with the SDG11:

- *Introduction of payment for utility services through a single personal account;*
- *Creation of information system "Water account" designed for drawing up contracts for water supply and applications for water, keeping accounts and reporting of water for water consumers, as well as forming a database about them;*
- *Implementation of the online information system "Road Quality Control" for quality control of road construction works;*
- *Introduction of a single database "Water data";*
- *Expansion of optical fiber communication lines in Tashkent city.*

makes specific reference to the Sendai Framework for Disaster Risk Reduction 2015-2030, holistic disaster risk management at all levels (New)

Resolution of the Cabinet of Ministers of the Republic of Uzbekistan No.299 dated April 12, 2019 “On measures for the implementation of the “Sendai Framework for Disaster Risk Reduction 2015-2030” in the Republic of Uzbekistan”, sets the following:

- *Strategy for achieving the goals of the "Sendai Framework for Disaster Risk Reduction for 2015-2030" in the Republic of Uzbekistan;*
- *National Action Plan for the implementation of the Strategy for achieving the goals of the "Sendai Framework for - Disaster Risk Reduction for 2015-2030" in the Republic of Uzbekistan for the period 2019-2030.*

The main objectives of the Strategy:

- *improvement of the regulatory and methodological base in the field of disaster risk reduction and increasing the efficiency of protecting the population and territories from emergency situations;*
- *development and implementation of advanced technologies and engineering and technical means for emergency response;*
- *creation and development of systems for forecasting and monitoring emergency situations;*
- *organization, development and maintenance in constant readiness of control, warning and communication systems;*
- *creation and development of a life support system for the population affected by emergency situations;*
- *improvement of the system of training of specialists and the population for actions in emergency situations.*

makes specific reference to e-Participation and/or digital inclusion/engagement.

<https://xalqnazorati.uz/oz/>- Social Control – Interactive service for effective cooperation between residents of the capital and workers of city services in Tashkent. This service is aimed at solving household and urbanization problems. With help of this portal Tashkent residents can complain about problems such as the condition of the roads, inform about a broken elevator or a non-functioning traffic light. The problems further reported to the appropriate authorities.

<https://regulation.gov.uz/uz> - Portal for discussion of draft legal documents. The portal provides services

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where citizens are able to discuss, make additional changes, provide their opinion on legal acts (Presidential and Government Decrees, resolutions, Road maps, Strategies, Concepts and other State documents) and national projects before they are approved by the government.

<https://meningfikrim.uz/uz> - Portal of collective appeals. The “Mening fikrim (My opinion)” web portal provides services where people are invited to give their inputs to governments decisions and policy-making process. As a result to ensure the openness of the activities of representative bodies and to ensure that the adopted laws are viable and effective. Through this web portal, citizens can send proposals to the legislation in the form of an electronic collective appeal on vital issues of state and community importance.

[https://pm.gov.uz/uz#/-](https://pm.gov.uz/uz#/) Virtual reception of the President of the Republic of Uzbekistan. Virtual reception of the President of the Republic of Uzbekistan provides opportunity to population to send applications, suggestions and complaints on social, economic and other spheres to the President of the Republic of Uzbekistan, related ministries and State bodies.

[https://business.gov.uz/-](https://business.gov.uz/) Virtual office of entrepreneurs. The virtual office provides the representative under the President of the Republic of Uzbekistan for protecting the rights and legitimate interests of business entities (Business commissioner).

<https://e-qaror.gov.uz/> - “E-qaror” system. A single electronic system for developing, agreeing, accepting (issuing), registering and publishing decisions and orders of local government bodies, including those intended for use within the service.

<https://openbudget.uz/> - “Open budget” portal. The portal is the joint project of UNDP and the Ministry of Economy and Finance “Financing for Sustainable Development in Uzbekistan” for:

implementation of public control over the regulation of budget expenditures;

placement of information on the measures that should be provided for financing at the expense of the budget of districts and cities to form public opinion;

working on citizens' appeals, including about violations of budget legislation and making proposals for improving budget legislation

<https://murojaat.gov.uz> - A single online platform for dealing with applications. This system creates additional convenience for citizens in electronic registration and reviewing their appeals on socio-economic issues, online registration and systematic control of all types of appeals in a single system, establishment of “digital control” over the duration and quality of appeals consideration, signing up for an electronic queue to state bodies and heads of organizations.

makes specific reference to co-creation mechanisms for citizens.

[https://xalqnazorati.uz/oz/-](https://xalqnazorati.uz/oz/) Social Control – Interactive service for effective cooperation between residents of the capital and workers of city services in Tashkent. This service is aimed at solving household and urbanization problems. With help of this portal Tashkent residents can complain about problems such as the condition of the roads, inform about a broken elevator or a non-functioning traffic light. The problems further reported to the appropriate authorities.

<https://regulation.gov.uz/uz> - Portal for discussion of draft legal documents. The portal provides services where citizens are able to discuss, make additional changes, provide their opinion on legal acts (Presidential and Government Decrees, resolutions, Road maps, Strategies, Concepts and other State documents) and national projects before they are approved by the government.

<https://geonom.tashkent.uz/oz/> - The official service of the Tashkent city administration, which is intended to obtain the opinion of local residents on naming geographic objects (streets, narrow streets, dead ends, etc.) and changing their names.

makes specific reference to social media.

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The municipal e-Government Strategy directly does not make specific reference to social media. However, Tashkent city administration has actively working social media pages:

1. The official page of Tashkent city administration on Facebook - <http://fb.com/toshkenthokimligi>
2. The official page of Tashkent city administration on Instagram - <http://instagram.com/toshshaharhokimlik>
3. The official page of Tashkent city administration on Telegram messenger - https://t.me/poytaxt_uz

makes specific reference to a local digital ID.

According to the paragraph 8 of Decree of the President of the Republic of Uzbekistan No. 6079 dated October 5, 2020, from January 1, 2021, as part of the “Digital Tashkent integrated program”, a personal account of an individual created for issuing an identification ID card to citizen to establish electronic relationships with government agencies and organizations.

<https://id.egov.uz/> - Single identification system of e-government services users. The single identification system “OneID” is designed for easy access for all users to various websites and portals of state administration bodies, local government bodies and commercial organizations.

One ID enables websites to identify users in order to provide a range of services. To do this, users must register their personal data in “One ID” system in advance. The system also provides an opportunity for websites to implement additional authentication of their users using a one-time password and electronic digital signature.

makes specific reference to new technologies such as artificial intelligence, blockchain, big data etc.

The digital transformation of various sectors of Tashkent urban development is conducted within the framework of the Decree of the President of the Republic of Uzbekistan “On measures to create conditions for the accelerated introduction of artificial intelligence technologies” No. 4996 dated February 17, 2021.

The Decree implies the program List of government data provided in the public domain for the implementation of projects in the field of artificial intelligence, e.g. “Public transport data of Tashkent city” and “Data on the movement of passengers on public transport of Tashkent city”

Additionally, the Decree covers following areas:

Development of a regulatory framework in the field of artificial intelligence;

Widespread use of artificial intelligence technologies in the public administration system;

Creation of a domestic ecosystem of innovative developments in the field of artificial intelligence;

Creating conditions for software developers using artificial intelligence technologies in access to digital data;

Formation of investment attractiveness of scientific works and developments in the field of artificial intelligence;

Ensuring access of domestic enterprises and specialists to information resources and competencies in the field of artificial intelligence;

Development of international cooperation in the field of artificial intelligence and technologies for its application.

<https://lex.uz/docs/5297051>

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provides other specific measures to ensure e-Government is used by the most vulnerable groups⁶.

According to Article 16 of the Law of the Republic of Uzbekistan “On Electronic Government” No. 395 dated December 9, 2015, public authorities create necessary conditions for providing e-services for the population including people with disabilities.

<https://lex.uz/docs/2833860>.

Decree of the President of the Republic of Uzbekistan No. 4797 dated August 4, 2020 “On additional measures for automation of procedures for providing public social services and support to the population”. <https://lex.uz/docs/4930653>.

According to this Decree, “Single Register of Social Protection” information system has been developed in order to create a single system of public social services and support to socially vulnerable segments of the population. Today, the appointment of social benefits in our country is carried out gradually through the information system “Single Register of Social Protection.”

<https://advice.uz/uz/document/2279>

Unified portal of interactive public services (my.gov.uz) and the portal of Tashkent city administration provide several services for the benefit of women and other vulnerable groups, such as:

Applying for a Government Mortgage Grant <https://my.gov.uz/ru/service/325>;

Submission of an electronic application for obtaining a medical opinion for a coupon for the provision of prosthetic orthopedic products and technical means for the rehabilitation of disabled people from 16 years of age and older <https://my.gov.uz/ru/service/93>;

Information about pension (benefits) <https://my.gov.uz/ru/service/301>;

Obtaining information on the state of savings on an individual accumulative pension account: <https://my.gov.uz/ru/service/53>;

Creation of an e-commerce platform aimed at supporting women's entrepreneurship <https://lex.uz/docs/5320584?query=%D0%B7%D0%B0%D0%BA%D0%BE%D0%BD>;

Creation of a portal for youth and the formation in it of national indices for assessing youth policy, as well as the legislative framework in the field of youth <https://lex.uz/ru/docs/4880192>;

The Single interactive national platform "Aziz-ayol.uz" <http://aziz-ayol.uz/>;

Allocation of benefits to certain categories of persons <https://my.gov.uz/uz/service/486>;

Issuing referrals for treatment in sanatoriums to the elderly and persons with disabilities <https://my.gov.uz/uz/service/588>;

Obtaining a State subsidy for a mortgage loan <https://my.gov.uz/uz/service/325>;

Issuance of preferential transport cards entitling persons with disabilities to free travel in city passenger transport <https://my.gov.uz/uz/service/676>;

Allocation of subsidies to employers who employ persons with disabilities (<https://my.gov.uz/uz/service/641>);

Allocation of subsidies to cover the costs of education, living and transportation for young people with disabilities <https://my.gov.uz/uz/service/629>;

Allocation of subsidies for the purchase of equipment and work tools for young people with disabilities <https://my.gov.uz/uz/service/633>.

⁶ Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

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Paragraph 1a of the Decree of the President of the Republic of Uzbekistan “On measures for improving the infrastructure of public services and expanding the population's opportunities to use public services” No.6269 dated July 24 2021 implies that citizens with disabilities receive a 50 percent discount on public service fees.

provides other specific measures for ICT training and digital literacy by government officials.

Decree of the President of the Republic of Uzbekistan No. 6079 dated October 5, 2020 “On approval of “Digital Uzbekistan – 2030” Strategy and measures for its effective implementation”.

According to the paragraph 2.5 of Strategy, priority areas of education and training in the field of information technologies are defined, such as:

- development and continuous improvement of the mechanism of increasing the skills and qualifications of civil servants in the field of information and communication technologies;
- creation of a single electronic platform for distance learning using modern educational technologies and new mechanisms for evaluating the skills of employees to improve the skills of employees of state bodies.

makes specific reference to cyber security.

The digital transformation of various sectors of Tashkent and related projects for providing digital services in capital are strictly conducted within the framework of the Law of the Republic of Uzbekistan “On cybersecurity” No.764 dated April 15, 2022.

The law contains the following chapters and related articles:

Chapter 1. General provisions;

Chapter 2. State regulation of cybersecurity;

Chapter 3. Rights and obligations of state bodies and organizations in ensuring cybersecurity;

Chapter 4. Cyber security incidents;

Chapter 5. Objects of critical information infrastructure;

Chapter 6. Support and development in the field of cybersecurity;

Chapter 7. Final provisions.

<https://lex.uz/ru/docs/5960609>

makes specific reference to mobile government.

<https://apps.apple.com/us/app/mygov/id1544175166>

<https://play.google.com/store/search?q=myGOV&c=apps>

3. Does your city/municipality have a dedicated budget for digital government? Please explain by informing on the percentage compared to the total municipality budget.

According to the paragraph 6 of the Decree of the President of the Republic of Uzbekistan “On measures for the wide introduction of digital technologies in city Tashkent city No. 4642 dated

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March 17, 2020 - The total budget of the Tashkent city municipality for 2022 is 4428.73 billion sums, from which 65.96 billion sums were allocated for digitalization, which is 1.5% of the city's total budget.

4. Do you publish the city/municipality budget online on the portal? Please explain further and provide links.

Yes, the Tashkent city administration budget is published online on regular basis:

On the official portal of Tashkent city administration where data is published at the municipal level: <https://www.tashkent.uz/ru/menu/otkrytye-dannye>

On the Open Data portal based on the Resolution of the Cabinet of Ministers of the Republic of Uzbekistan No. 808 dated December 23, 2020 "On measures for further development of open data sector in the Republic of Uzbekistan"

<https://data.egov.uz/uzbKr>

5. Are there any digital initiatives in place in your city/municipality focused on sustainability issues and/or a green economy? Please explain further and provide links.

Yes.

Decree of the President of the Republic of Uzbekistan "On measures to acceleration the introduction of renewable energy sources and energy saving technologies in 2023" No. 57 dated February 16, 2023, implies the following:

widely introducing of renewable energy sources in the social sphere, housing and communal services and sectors of the economy, to compensate the energy shortage in the regions of the country by improving energy efficiency, comprehensive organization of work in this direction, as well as creating favorable conditions and introducing incentive mechanisms for investors. Based on this Decree, the Customs Committee launched an electronic system for the installation and maintenance of solar panels in the city of Tashkent.

<https://lex.uz/ru/docs/6385720>

Additionally, the Decree of the President of the Republic of Uzbekistan "On measures to increase the efficiency of reforms aimed to transition of the Republic of Uzbekistan to a "green" economy until 2030" No. 436 dated December 2, 2022, which contains:

Program for the transition to a "green" economy and ensuring "green" growth in the Republic of Uzbekistan until 2030;

The concept of transition to a "green" economy and energy conservation in industries;

Action Plan for the transition to a "green" economy and ensuring "green" growth in the Republic of Uzbekistan until 2030.

<https://lex.uz/en/docs/6303233>

6. Are there any digital initiatives in place in your city/municipality focused on affordable,

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accessible, and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links.

According to the Decree of the President of the Republic of Uzbekistan “On measures for reliable ensuring of human security and a draft reduction of deaths on roads” No. 190 dated April 4, 2022, a number of measures aimed at ensuring human security and reduction of deaths on roads have been formed. Based on this Decree, it is planned to complete the replacement of existing traffic lights with “smart” traffic lights in the city of Tashkent by the end of 2024.

<https://lex.uz/en/docs/5937577>

Additionally, according to the Decree of the President of the Republic of Uzbekistan “On measures to reform the public transport system” No. 59 dated February 16, 2023, the municipality of the city is actively developing public transport, this year 1000 buses were purchased, of which 300 are large-capacity electric buses. In 2024-2025, it is planned to expand the fleet of electric buses.

<https://lex.uz/docs/6386214>

Decree of the President of the Republic of Uzbekistan “On measures to increase the efficiency of the Tashkent metro” No. 5260 dated October 16, 2021, which implies the following:

-Plan of priority measures aimed at ensuring the safety of passenger traffic and train traffic in the Tashkent metro in 2021-2023;

-"Roadmap" to increase the efficiency and improve the activities of the Tashkent Metro;

-The program for further improvement of the activities of the Tashkent Metro in 2023-2025.

Additionally there is an online service on Unified interactive public services portal where citizens are able to apply for the issuance of preferential transport cards that give the right to travel in city transport free of charge.

<https://my.gov.uz/uz/service/676>

7. Are there any digital initiatives in place in your city/municipality focused on affordable housing and basic services to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links.

Unified portal of interactive public services (my.gov.uz) and the portal of Tashkent city administration provides several services on affordable housing and basic services for women and other vulnerable groups, such as:

Applying for a Government Mortgage Grant <https://my.gov.uz/ru/service/325>;

Submission of an electronic application for obtaining a medical opinion for a coupon for the provision of prosthetic orthopedic products and technical means for the rehabilitation of disabled people from 16 years of age and older <https://my.gov.uz/ru/service/93>;

Information about pension (benefits) <https://my.gov.uz/ru/service/301>;

Obtaining information on the state of savings on an individual accumulative pension account:

<https://my.gov.uz/ru/service/53>;

Creation of an e-commerce platform aimed at supporting women's entrepreneurship

<https://lex.uz/docs/5320584?query=%D0%B7%D0%B0%D0%BA%D0%BE%D0%BD>;

Creation of a portal for youth and the formation in it of national indices for assessing youth policy, as well as the legislative framework in the field of youth <https://lex.uz/ru/docs/4880192>;

Allocation of benefits to certain categories of persons <https://my.gov.uz/uz/service/486>;

Issuing referrals for treatment in sanatoriums to the elderly and persons with disabilities <https://my.gov.uz/uz/service/588>;

Obtaining a State subsidy for a mortgage loan <https://my.gov.uz/uz/service/325>;

Issuance of preferential transport cards entitling persons with disabilities to free travel in city passenger transport <https://my.gov.uz/uz/service/676>;

Allocation of subsidies to employers who employ persons with disabilities <https://my.gov.uz/uz/service/641>;

Allocation of subsidies to cover the costs of education, living and transportation for young people with disabilities <https://my.gov.uz/uz/service/629>;

Allocation of subsidies for the purchase of equipment and work tools for young people with disabilities <https://my.gov.uz/uz/service/633>.

Paragraph 1a of the Decree of the President of the Republic of Uzbekistan No.6269 dated July 24 2021 “On measures for improving the infrastructure of public services and expanding the population's opportunities to use public services” implies that citizens with disabilities receive a 50 percent discount on public service fees.

8. Are there any digital initiatives in place in your city/municipality focused on universal access to safe, inclusive, and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities? Please explain further and provide links.

As part of the nationwide project “Green Space”, it is planned to plant 200 million trees throughout the country. Also, within the framework of the municipality, a complete inventory of Tashkent trees is planned. Based on the data, a geographic information system will be created that will allow monitoring the state of the trees included in the database in order to take care of their safety.

<https://digitaltashkent.uz/our-projects/89?project=89#mapping>

Related services on Unified interactive public services portal:

Submit an application for financing the purchase of an energy-saving device;

<https://my.gov.uz/uz/service/690>

Creation of a cadastral passport for perennial trees and state registration of rights to them

<https://my.gov.uz/uz/service/667>

9. Does your city/municipality include partnerships with other national or international cities

and/or private sector, civil society? Please explain further and provide links.

The department of digital development of the Tashkent city Administration cooperates with a number of foreign companies and various projects:

Center for Spatial Research, Russian Federation - the oldest company in the Russian Federation, working at the intersection of geoinformatics and marketing. Since 2020, work has been carried out with this company on the development, launch and improvement of the “Graphite” geoinformation platform;

“Visiology” - a Russian developer of software for data analysis and visualization. In 2020, the “Visiology” analytics platform for big data and data visualization was acquired, and collaboration is still ongoing to improve the platform.

Additionally, there are cooperation agreements with many cities, such as Moscow, St. Petersburg, Kazan, Tbilisi, Astana, Seoul, Budapest, Singapore, Tokyo and others.

<https://www.tashkent.uz/ru>

IV. Usage of online services

1. What is the percentage of city/municipality services offered online (municipality website)?
Please explain and provide links

Today, 70 percent of electronic state services are provided at the regional level. In Uzbekistan, all electronic state services, in particular, services in sectors and regions, are centralized and provided through the Unified interactive state services portal “my.gov.uz” and portal of Tashkent city administration.

<https://my.gov.uz/en/tourism/index>

2. What is the percentage of city/municipality services offered through dedicated mobile means (mobile applications)? Please explain and provide links.

Today, 47 % of e-service provided through the Unified interactive public services portal are available through the mobile application. The “Xalqnazorati” (People's Control) portal has its own mobile application for Android, IOS and Huawei users. 86% of all applications received through the People's Control portal were received through a mobile application.

<https://xalqnazorati.uz/oz/>

3. Do you collect usage statistics of e-Government services?

Yes No

The usage statistics of e-Government services is collected by the Digital Government project management center.

<https://egov.uz/en>

4. If yes, do you publish the results online and share those with the public institutions concerned?

The Unified portal of interactive public services provides usage statistics of e-government services in terms of gender, age, companies and citizens.

<https://my.gov.uz/ru/site/statistic-graph>

Based on these data, a rating of the districts of the city of Tashkent is formed and published weekly on the official telegram channel https://t.me/poytaxt_uz of the Tashkent city administration and is also available on the website <https://xalqnazorati.uz/oz/problems/rating> which is updated every 3 minutes.

V. User satisfaction

1. Do you measure the satisfaction of citizens with the e-Government services provided?
 Yes No

If yes, do you publish the results online and share those with the public institutions concerned? Please explain further.

The Tashkent city administration and the Unified interactive public services portal regularly assesses citizens' satisfaction with the city's digital projects and services provision. However, usually these results are not shared publicly, the results are sent directly to corresponding government agencies based on their request.

2. What is the percentage of the population⁷ satisfied with their last experience of online public services? Please explain further.

For 2022, the public services portal received 36.9 million applications from citizens, of which 24.4 million were submitted online.

For 6 months of 2023, 21.5 million applications were received, of which 15.1 million applications were submitted online, which is an increase of 3 million applications over the same period of last year.

VI. Social Media

1. Do you use social media at the city/municipality level to interact with and engage people in e-government activities? Please explain further.

The Tashkent city administration interact with and engage people in e-government activities in such social network as:

Telegram channel: https://t.me/poytaxt_uz

⁷ Related to SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of public services. See for all indicators: https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf

Facebook: <https://www.facebook.com/Toshkenthokimligi>

Instagram: <https://www.instagram.com/toshshaharhokimlik/>

Youtube: <https://www.youtube.com/@Toshkentshaharhokimligi>

Tashkent city administrations' social media accounts are an important channel of communication with citizens. Here are some spheres the city's social media works on:

- providing news on main developments in the capital such as new services or new decrees of Tashkent city administrations and the Mayor;
- conducting online surveys to engage citizens in decision making regarding the governance of the capital;
- guiding how to receive public services online and offline using clear and easily understood formats (instructions, guides, infographics, answers to questions);
- sharing news about positive changes in urban life that were achieved through productive engagement of people with e-government;
- providing regular feedback to all users (responding to citizens' questions and requests both in personal messages and in the comments section; depending on the nature of the question, we task representatives of the relevant government body to give a detailed and informed answer to all social media users).

VII. Crisis/Emergency Response and Recovery

1. Is there a specific local government portal or a dedicated section of the city/municipality portal addressing crisis/emergency situations (e.g. natural disasters, pandemics and similar) Please explain further and provide links.

Tashkent city administration has a Department of Digital Development, which has a situational center that forms a headquarters from responsible organizations and controls the city using the systems of the Department. A separate section is created on the People's Control portal during emergencies. For example: during the blackout in January 2022, such page was created. During emergency shutdowns on utility networks, news about the accident and the status of work is published on a separate page:

<https://xalqnazorati.uz/ru/news/>

VIII. Smart City and New Technologies

1. Do you have a specific city/municipality strategy on new technologies? (e.g. Artificial Intelligence, IoT, Blockchain, Smart City, 5G, Virtual/Augmented Reality, Robotics, 3D Printing) If yes, please explain further and provide links.

Tashkent city administration portal integrated with more than 100 portals and systems and collects millions of data every day. The data is collected into a single database, cleaned, enriched and analyzed using the Business Intelligence system and the Geo Portal.

2. Does your city/municipality strategy plans for the use of big data analytics or AI in their decision-making processes?

Yes No

If Yes, please explain further and provide links.

The Tashkent city Administration collects, stores and analyzes big data in many areas, such as demography, education, tourism, healthcare, transport, utilities and ecology. Also, with the help of artificial intelligence technologies and machine learning, analyzes were made in the field of geodesy and geoanalytics <https://digitaltashkent.uz/about/team>.

The following strategies and Government programs plan for the use of big data analytics or AI in their decision-making processes:

Legal act	Description
<p>Decree of the President of the Republic of Uzbekistan on measures to create conditions for the accelerated introduction of artificial intelligence technologies No. 4996 dated February 17, 2021 https://lex.uz/docs/5297051</p>	<p>The Decree implies the program which covers following areas: Development of a regulatory framework in the field of artificial intelligence; Widespread use of artificial intelligence technologies in the public administration system; Creation of a domestic ecosystem of innovative developments in the field of artificial intelligence; Creating conditions for software developers using artificial intelligence technologies in access to digital data; Formation of investment attractiveness of scientific works and developments in the field of artificial intelligence; Ensuring access of domestic enterprises and specialists to information resources and competencies in the field of artificial intelligence; Development of international cooperation in the field of artificial intelligence and technologies for its application.</p>
<p>Decree of the President of the Republic of Uzbekistan on measures to introduce a special regime for the use of artificial intelligence technologies No. 5234 dated August 26, 2021. https://lex.uz/docs/5603368</p>	<p>A special regime is the creation of the necessary organizational and legal conditions for legal entities and scientific organizations that carry out within its framework activities related to the conduct of experimental work based on artificial intelligence technologies, the development of software products and the provision of services. Where the privileges</p>

	granted in legal relations arising in the process of testing and putting into practice software products.
The Decree of Cabinet of Ministers of the Republic of Uzbekistan on measures for the further development of the telecommunication infrastructure of the Republic of Uzbekistan No. 699 dated November 20, 2021 https://lex.uz/docs/5735280	The Decree implies: the development of 5G technologies; the program of installation of 5G mobile communication base station in all the regions of the Republic of Uzbekistan.
Decree of the President of the Republic of Uzbekistan No 6079 dated October 5, 2020 https://lex.uz/ru/docs/5030957#5032386	Items 7 and 34, Annex 24, implies: Establishment of measures for the development of "Internet of Things" in the Republic of Uzbekistan: Creating favorable conditions for the widespread introduction of "Internet of Things"; Allocation of frequency bands for "Internet of Things"; Widespread introduction of "Internet of Things" technology in the real sector of the economy.

IX. Contact and Additional Information

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- Organization: **Digital Development Department of Tashkent city administration**
- Submission Date: **July 19, 2023**

Please select whichever applies:

- I am authorized and fully knowledgeable to respond to this questionnaire.
- I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other:

Thank you for taking the time to fill out the Local Government Questionnaire (LGQ) 2022.
We appreciate your participation.