



Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2020

The objective of this questionnaire is to gather information from the Member States in preparation of the United Nations E-Government Survey 2020. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA¹ assesses national portals with the assistance of independent researchers to construct OSI, requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. For any questions about this questionnaire, please contact dpidg@un.org.

UZBEKISTAN

15/03/2019

I/We hereby authorize UNDESA to publish my/our responses as deemed necessary.

I. Institutional Framework

1. What is the official **e-government²** portal at the national level? If more than one, please list all.

The Single Portal of interactive government services - <https://my.gov.uz/ru>
Governmental Portal – <https://www.gov.uz>

2. Please also provide **URLs** for below **specific portals**, if exists:

a. E-services³:

The Single Portal of interactive government services (Single Portal) - <https://my.gov.uz/ru>
Unified identification system (for using e-services) - <https://id.gov.uz/>
Online business registration - https://fo.birdarcha.uz/s/ru_landing
E-tax services - <https://my.soliq.uz/main/?lang=ru>
E-license Portal - <https://license.gov.uz/>
E-cadaster services - <http://odnookno.uz/ru/>
Portal of municipal services – www.ek.uz

b. E-participation⁴:

Virtual reception of the President of the Republic of Uzbekistan – <https://pm.gov.uz/ru/#/>
Discussion of normative legal acts of the Republic of Uzbekistan - <https://regulation.gov.uz/ru/>
Single platform for community initiatives (E-petitions portal) - <https://meningfikrim.uz/ru/>

¹ This questionnaire is conducted by the Division of Public Institutions and Digital Government (DPIDG) of the UNDESA.

² **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)

³ A specific portal where you can see the list of all online services available for the public

⁴ **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

Public opinion Portal -<http://jamoatfikri.uz/ru>

c. [Open government data:](#)

Open Government Data portal - <https://data.gov.uz/ru>
Open Budget Portal - <https://openbudget.uz/#/>

d. Public procurement:

Special Information Portal Of Government Procurement - <http://xarid.uz/>
Government Procurement Trading Platform - <https://dxarid.uzex.uz/ru>
Corporate Procurement Trading Platform - <https://exarid.uzex.uz/ru>
E-Auction - <https://e-auksion.uz/home?14>

e. Other major portals at the national level:

National Employment Portal - <http://ish.mehnat.uz/>
Single governmental e-document flow system - <http://ijro.gov.uz/#!/welcome>
(This system is designed to monitor the timely and high-quality execution of tasks and orders of the President and Government of Uzbekistan in real time)
Portal for Selection of perspective management staff - <https://taraqqiyot-tanlov.uz/>
Portal for Investors - <https://invest.gov.uz/en/investor/>
Portal for potential foreign markets to export fruits and vegetables: <http://market.mft.uz/ru>
State Registration of Real Estate Rights: <http://davreestr.uz/>

3. Please provide **name(s) and URL(s)** of the government agency/department/ministry at the national level in charge of e-government.

National Agency of Project Management under the President of the Republic of Uzbekistan - <http://napm.uz/en/>

4. Does your country have a **Chief Information Officer (CIO)**⁵ to manage national cross-agency e-government programs/strategies?

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5. Please provide **names and URLs** of the government agencies/ministries/departments at the national level in charge of the following:

a. Planning and Development

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

Development Strategy Center - <https://strategy.uz/index.php>

b. Education

Ministry of Higher and Secondary Special Education of the Republic of Uzbekistan - <http://edu.uz/en>
Ministry of Public Education of the Republic of Uzbekistan - <http://www.uzedu.uz/>
Ministry of Pre-School education of the Republic of Uzbekistan - <http://mdo.uz/ru/>

c. Health

Ministry of Health of the Republic of Uzbekistan - <http://minzdrav.uz/en/>

d. Social Protection and Welfare

Ministry of Employment and labor relations of the Republic of Uzbekistan - <http://mehnat.uz/en>
Off-budgetary Pension fund under the Ministry of finance - <http://pfru.uz/en/>

e. Employment and Decent Work

Ministry of Employment and labor relations of the Republic of Uzbekistan - <http://mehnat.uz/en>
National Employment Portal - <http://ish.mehnat.uz/>
Personal Assistant for Employment - <http://ish.mehnat.uz/personal-helper> (after registration)

f. Environment

State Committee of the Republic of Uzbekistan on ecology and environmental protection - www.eco.gov.uz
Organization for the removal of domestic waste - <http://maxsustrans.uz>

g. Energy/Water

Ministry of Energy of the Republic of Uzbekistan - <http://lex.uz/docs/4188746> (newly established ministry)
Authorized agency in the field of electric power industry - <http://www.uzbekenergo.uz/en/>
Ministry of Water Resources of the Republic of Uzbekistan - <http://www.water.gov.uz/en>
State Unitary Enterprise for Water Supply - <http://suvsoz.uz/>

h. Finance/Taxation

Ministry of Finance of the Republic of Uzbekistan - <https://www.mf.uz/en>
State Tax Committee of the Republic of Uzbekistan - <https://soliq.uz/ru/>

i. Industry/Trade

Ministry of Economy and Industry of the Republic of Uzbekistan - <http://mineconomy.uz/en>
Ministry of Investments and Foreign Trade of the Republic of Uzbekistan - <https://mft.uz/en>
Chamber of Commerce and Industry - <http://www.chamber.uz/en/index>

II. Strategy and Implementation

6. Is there a **national development strategy** incorporating the [Sustainable Development Goals \(SDGs\)](#)?

Yes, the Resolution of the Cabinet of Ministers of the Republic of Uzbekistan "On Measures for the Implementation of National SDGs for the Period up to 2030" is available at <http://lex.uz/docs/4013358?query=%D0%9F%D1%80%D0%BE%D0%B3%D1%80%D0%B0%D0%BC%D0%BC%D0%B0>

7. Is there a **national e-government strategy/digital readiness strategy** or equivalent?

- Resolution of the President of the Republic of Uzbekistan dated June 27, 2013 #PP-1989 "On measures for further development of National Information and Communication systems of the Republic of Uzbekistan " prescribes main directions of creation and development of electronic government in Uzbekistan for 2013-2020 years.
- According to the Resolution of the President of the Republic of Uzbekistan dated December 10, 2018 №VII-5598 a new e-Government Strategy would be adopted on May 2019.

8. Please check whichever applies.

National e-government strategy or equivalent:

- has an implementation plan.
- is aligned with the national development strategy
- is aligned with the Sustainable Development Goals (SDGs).
- is aligned with sub-national/local digital development strategy.
- has an emphasis on digital-first principle
- has an emphasis on digital by default; digital by design; mobile-first principle
- has an emphasis on once-only (data) principle
- has an emphasis to 'leave no one offline' or to 'leave no one behind'; or other specific measures to ensure e-government is accessible by the most vulnerable groups⁶
- makes specific reference to e-participation, digital inclusion and/or engagement.
- makes specific reference to the use of social media in the government.
- makes specific reference to the use of new technologies⁷ such as artificial intelligence, blockchain, big data

Implementation plan for the e-Government Strategy is aligned with:

- Comprehensive program for development of national information and communication system of the Republic of Uzbekistan in 2013-2020;
 - State Program on implementation of the Strategy of actions for the five priority areas of the Republic of Uzbekistan in 2017-2021 years in the "Year of Dialogue with People and human interests".
- The named documents are adopted and being enforced taking into account SDGs. Currently, a new e-Government Strategy is being developed by - National Agency of Project Management under the President of the Republic of Uzbekistan, which includes:
- determining the target value of the e-government as a national system for efficient electronic interaction of the state, citizens and businesses, as well as integration into the global digital space;
 - a clear defining of the e-Government system's structure and components, the conditions and conceptual frameworks for its creation, including organizational, functional and technical structure, as well as basic digital assets;
 - defining of the basic principles of creation and functional tasks of e-government, certain digital transformation indicators and indexes, using e-government capabilities;
 - defining legal and technical norms and requirements in e-government establishment, including requirements for methodological research processes of the digital transformation, their negotiation, cooperation and coordination of exchange protocols and data formats;
 - ensuring security in the collection, processing, storage and transmission of information, taking into account personal data protection requirements;
 - developing and implementing "Electronic Government" mechanisms and their realization stages;

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

⁷ Also referring to emerging technologies

- organizing holistic process of the e-Government system implementation (developing a unified system, designing, coordinating and purchasing goods, works, project services including their commissioning), ensuring its efficiency and transparency, as well as organizing a unified national distributor for projects;
- developing and implementing of standard infrastructure elements of electronic digital signature.

III. Legal Framework

9. Is there any legal framework on:

- access to information such as Freedom of Information Act
- personal data protection including digital security
- open government data
 - digital identity
 - digital certification/signature
- e-procurement
 - digitally publishing government expenditure⁸
 - data interoperability
- digital government as a right

In accordance with the Constitution of the Republic of Uzbekistan, everyone has the right to freely search, receive, investigate, disseminate, use and store information. Access to information can be limited only in accordance with the law and in order to protect human rights and freedoms, the foundations of the constitutional order, the moral values of society, spiritual, cultural and scientific potential, and the security of the country.

- The Constitution of the Republic of Uzbekistan <http://constitution.uz/en>
- The law of the Republic of Uzbekistan "On openness of state management bodies and authorities activity" http://lex.uz/pages/getpage.aspx?lact_id=2381138
- The law of the Republic of Uzbekistan "On mass media" http://lex.uz/pages/GetAct.aspx?lact_id=53112
- Resolution of the Cabinet of Ministers of the Republic of Uzbekistan "On measures for the formation of central databases of individuals and legal entities and the introduction of a unified information system for the identification of users of the Electronic Government system" - <http://lex.uz/docs/2843013>
- The law of the Republic of Uzbekistan "On principles and guarantees of freedom of information" http://www.lex.uz/pages/GetAct.aspx?lact_id=52709
- The law of the Republic of Uzbekistan "On the protection of professional activity of journalists" http://lex.uz/pages/getpage.aspx?lact_id=2024
- The law of the Republic of Uzbekistan "On electronic digital signature" - <http://www.lex.uz/acts/64424>
- The law of the Republic of Uzbekistan "On guarantees and freedom of access to information" http://lex.uz/pages/GetAct.aspx?lact_id=2118
- The law of the Republic of Uzbekistan "On public procurement" - <http://lex.uz/docs/3648311>
- The Order of the President of the Republic of Uzbekistan dated August 22, 2018 No. 3917 "On measures to ensure openness of budget data and active participation of citizens in the budget process" <http://lex.uz/docs/3879207?query=%D0%B1%D1%8E%D0%B4%D0%B6%D0%B5%D1%82>
- The law of the Republic of Uzbekistan "On Informatization"; http://www.lex.uz/pages/GetAct.aspx?lact_id=82956
- The Law "On electronic government" http://lex.uz/pages/getpage.aspx?lact_id=2833855

⁸ Related to SDG Indicator 16.6.1

IV. Usage of online services

10. Do you collect usage statistics of e-government services?

Yes No

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

The statistical data is published on my.gov.uz portal. As of 15 March 2019, the following key stats are accessible:

- Number of submitted online applications for public services since the launch latest version of the portal in 2017: 6.7 million
- Number of users registered at the portal: 83.1 thousand
- Number of digital services accessible via the portal: 140.

Also, each online service page at the portal features service uptake statistics by months. For example, <https://my.gov.uz/ru/admission-children-pre-school-v2/passport>

V. User satisfaction

12. Do you measure satisfaction of citizens on e-government services?

Yes No

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

Every quarter, the government (E-Government Center) conducts online questionnaires on citizens' satisfaction with the received public services. The results of assessments are available from: https://www.egovernment.uz/en/press_center/publication/how-do-the-citizens-of-tashkent-evaluate-public-services-centers-activity/; http://www.egovernment.uz/en/press_center/publication/are-entrepreneurs-satisfied-with-state-services/; https://www.egovernment.uz/ru/press_center/news/promezhutochnye-itogi-oprosa/.

Moreover, on a regular basis Agency of state services (<http://davxizmat.uz/>) conducts online questionnaires on state services' related issues and topics. The results of these surveys are published on their official Telegram channel and on social networks: <http://t.me/davxizmat>; <https://www.facebook.com/davxizmat/>

VI. Social Media

14. How does your government use social media at the national level to interact with and engage people in e-government activities? Please also explain if there were any guidelines for government officials on the use of social media.

At the beginning of 2019, the President adopted a decree which provides for strengthening of the role of the media in providing legal information, the widespread use of innovative methods of legal awareness raising, including the expansion of the use of modern information technologies. The decree entrusted the creation by state bodies and organizations of Internet channels in social networks (Facebook, Telegram, Twitter, Youtube, Mytube.uz, etc.). On these channels it is proposed to post materials of legal awareness raising on the basis of the scope of activity of each body, with extensive use of web technologies. <http://lex.uz/ru/docs/4149770>

Official accounts of the President of the Republic of Uzbekistan in social networks:

<https://www.facebook.com/Mirziyoyev/>
https://twitter.com/president_uz

<https://www.instagram.com/sh.mirziyoyev/>
<https://www.youtube.com/channel/UC61Jnumjuz8NXhSuLoZD2xg>
<https://t.me/shmirziyoyev>

Many government agencies both at central and local levels use social media networks (Telegram, Facebook, Instagram, YouTube, and their local alternatives) to interact with users.

VII. New Technologies

15. Does your government have a **specific national strategy** on one or more of following new technologies?

- Artificial Intelligence (AI) Blockchain Big data Smart cities
 Robotics Internet of Things (IOT) Quantum computing Virtual reality
 Augmented reality Other:

Uzbek government is taking large-scale measures to develop the digital sector of the economy. Electronic document management systems are being introduced, electronic payments are being developed, and the regulatory framework in the field of electronic commerce is being improved. Also Presidential decree on digital economy development was approved, that includes AI, IOT, Blockchain activities - <http://lex.uz/docs/3806048?query=%D1%80%D0%B5%D0%B3%D0%BB%D0%B0%D0%BC%D0%B5%D0%BD%D1%82>
Concept of introducing technologies "Smart City" and VR/AR in Uzbekistan - <http://lex.uz/docs/4171074>
The annual national competition for robotics is approved in a comprehensive program - <http://www.lex.uz/docs/3308840>

16. Does your government have any government body⁹ at the national level working specifically related to the new technologies?

Ministry of Innovative Development of the Republic of Uzbekistan - <http://mininnovation.uz/en>
Mirzo Ulugbek Innovation Center under National Agency for Project Management - <https://www.muic.uz/en>
Digital Trust Foundation under National Agency for Project Management - <https://digitaltrust.fund/>
Yashnabod TechnoPark - <http://www.yait.uz/aim>

VIII. Indicators

17. What is the percentage of the population¹⁰ satisfied with their last experience of online public services?

On average about 90%
https://www.egovernment.uz/en/press_center/publication/how-do-the-citizens-of-tashkent-evaluate-public-services-centers-activity/

18. What percentage of your GDP is allocated for ICT investment in the public sector?

2.2%

19. What is the proportion of persons employed in central government organizations routinely using ICTs?

⁹ This can be an agency, cabinet, commission, committee, initiative etc.

¹⁰ 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

85% (exception: service staff – drivers and etc.)

20. What is the proportion of persons employed in central government organizations routinely using the Internet?

80% (exception: employees related to state secrets, service staff)

21. If any, what kind of indicators do you collect/use to track digital literacy at the national level?

On an ongoing basis, to determine the skills and qualifications in the field of ICT for employees, certification activities are held, regulated by the government: <http://lex.uz/docs/1889172>; <http://lex.uz/docs/3725628>

IX. International and Regional Cooperation¹¹

22. Is your government part of any sub-regional, regional or international cooperation on e-government?

http://mitc.uz/ru/pages/International_relations
http://egovernment.uz/en/about_center/international_cooperation/

23. Is your government offering (or planning to offer) support to other countries in the area of e-government?

Exchange of experience with the Republic of Tatarstan.
Assistance to the Republic of Tajikistan in the implementation of interdepartmental electronic document management.

24. Are there any ongoing public-private partnerships and multistakeholder partnerships, focusing on e-government?

Most government agencies practice outsourcing works on development of information systems, software applications and other IT services to private companies, including PPP modalities.
The government also partners with international donors, including UNDP, World Bank, OSCE, ADB, USAID, UK FCO, and others in joint implementation of digital initiatives and projects.

X. Contact and Additional Information

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1. Please select whichever applies:

- A group of government agencies responded to the questionnaire collectively.
- I am authorized and fully knowledgeable to respond to this questionnaire.
- I did not have the full information to respond to this questionnaire

¹¹ WSIS Action Line C.11 - International and regional cooperation - <https://publicadministration.un.org/ws10/WSIS-Action-Lines-and-Facilitators>

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- I mostly provided my own opinion/assessment rather than official information.
- Other:

Ministry for development of Information Technologies and Communications of the Republic of Uzbekistan with the active participation of the National Agency of Project Management under the President of the Republic of Uzbekistan jointly responsible in completing this questionnaire

2. How did you hear about this questionnaire?

- Directly from UN DESA
- From the Mission of my country to the United Nations
- United Nations E-Government Survey website
- LinkedIn
- Facebook
- Other:

Digital Government Branch sent the notice on filling out this questionnaire.

Thank you for taking the time to fill out the Member States Questionnaire (MSQ) 2020.
We appreciate your participation.