



Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2024

The objective of this questionnaire is to gather information from Member States in preparation of the United Nations E-Government Survey 2024. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of the Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). The United Nations Department of Economic and Social Affairs (UN DESA) assesses national portals with the assistance of independent researchers to construct the OSI, and requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. Inputs to the MSQ will be used by the United Nations E-Government Survey 2024 team for more in-depth country analysis, fact-checking and data quality assurance.

Refer here for a glossary of terminologies: <https://publicadministration.un.org/egovkb>

More information about the UN E-Government Survey:

<https://publicadministration.un.org/en/Research/UN-e-Government-Surveys>

For any questions about this questionnaire, please contact Madeleine Losch (email: loschm@un.org), Saae Kwon (email saae.kwon@un.org) and Enkel Daljani (email daljani@un.org)

COUNTRY NAME*

Republic of Uzbekistan

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Please select whichever applies*

- I am authorized and fully knowledgeable to respond to this questionnaire.
- A group of government agencies responded to the questionnaire collectively.
- I did not have the full information to respond to this questionnaire.
- I mostly provided my own opinion/assessment rather than official information.
- Other _____

A. Institutional / Organizational Framework

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

Note: E-government and digital government are used interchangeably in this Questionnaire.

The main E-Government portals are:

1. Unified Portal of Interactive Public Services. The provision of electronic public services through the Unified Portal is aimed at:

- creation throughout the country of opportunities for citizens to implement relationships with government bodies within the framework of e-government;
- introduction in the system of public administration of the principle of “single window” in the implementation of relationships with applicants;
- improving the quality of the provision of public services by creating transparent and generally accessible mechanisms for their provision, reducing the time and centralized control over the execution of the procedure for their provision;
- reducing the costs of obtaining public services for the population, business entities and government agencies.

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

2. Government Portal of the Republic of Uzbekistan.

The Government portal of the Republic of Uzbekistan is the official state information resource of the Government of the Republic of Uzbekistan on Internet.

The Government portal of the Republic of Uzbekistan is a system-forming element of the electronic information interdependence infrastructure of the state entities, as well as between legal entities and individuals.

Main objectives of the portal:

- creating specialized information system for formation and development of public information resources, providing online public services to business and organizations;
- enhancing awareness international society about activities of the Government of the Republic of Uzbekistan on implementation of reforms in the socio-political and socio-economic life of the republic by creating and posting relevant information resources;
- assisting in improving an efficiency of interaction public administration with companies and citizens;
- to inform citizens about possibilities and procedures for their interaction with relevant public administration.

<https://new.gov.uz/>, <https://www.gov.uz>.

3. Digital Government project management centre.

The Center implements the main directions of reforms in the digital economy and improvement of the Digital Government system in the framework of Digital Uzbekistan-2030 strategy:

- ensuring a unified technological approach to the development of digital government;
- development of priority areas for digital development in government bodies and organizations;
- implementation in state bodies and organizations of a unified interdepartmental electronic system of executive discipline;

- coordination of stages of implementation of projects and programs in the field of digital government.
<https://e-gov.uz/en>.

2. Please provide links (Links) for portals providing specific services/features*

E-services or similar

1. Unified Portal of Interactive Public Services. The provision of electronic public services through the Unified Portal is aimed at:

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- introduction in the system of public administration of the principle of “single window” in the implementation of relationships with applicants;
- improving the quality of the provision of public services by creating transparent and generally accessible mechanisms for their provision, reducing the time and centralized control over the execution of the procedure for their provision;
- reducing the costs of obtaining public services for the population, business entities and government agencies.

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

2. Business registration module of the Single Portal. The portal is aimed at:

- business registration;
- business re-registration;
- announcements about liquidated organizations.

<https://new.birdarcha.uz/>

3. Tax e-services. The main objectives of the portal are:

- to optimize the provision of electronic public services by tax authorities to the population and businesses;
- improve their quality and accessibility;
- reduce administrative costs associated with obtaining services;
- increase the level of satisfaction of citizens with the quality of services provided;
- transfer of communication between taxpayers and tax authorities from real to virtual.

<https://my.soliq.uz/uz>

4. E-license system. Complex of information systems “License” for providing interactive services in the field of licensing and obtaining permits.

<https://license.gov.uz/>

5. Housing and public utilities portal. The portal provides services such as:

- checking the balance of utility bills;
- making payments through mobile payment services by specifying the account number on the portal.

All payment receipts are kept in a personal cabinet and can be printed or shown to the inspector on a computer (tablet, phone) screen at any time.

There is also an online calculator on the portal, which helps to calculate the prices of utility services based on current tariffs.

<http://www.ek.uz/uz>

6. System of online admission and transfer of students to secondary schools. The following services are provided through the system:

- *Online admission of students to general education schools and transfer to another school;*
- *Transfer of a student from a general secondary educational institution to another educational institution.*

<http://my.maktab.uz>

7. The following services are provided through the "Single Window" customs information system:

- *sanitary-epidemiological conclusion on food products produced in the Republic of Uzbekistan and imported from abroad, means of their production and goods for public consumption;*
- *Quarantine permit;*
- *Phytosanitary certificate.*

<http://singlewindow.uz>

8. Portal of electronic public services

on intellectual property. The following services are provided through the system:

- *Obtaining a patent for an industrial sample, a breeding achievement;*
- *Obtaining a certificate of registration of topologies of integrated microcircuits;*
- *Obtaining a certificate on the right to use the name of the place of origin of the goods;*
- *Obtaining a trademark and service mark certificate;*
- *Fiscal memory cash register registration card.*

<http://my.ima.uz>

9. Interactive consular services. Within the framework of the system, for citizens of Uzbekistan abroad:

- *Permanent and temporary deposit in consular account;*
- *Checking the ban on the cadastral object;*
- *Pension (retirement) information and about 10 services in high demand are provided.*

<http://consulate.mfa.uz>

10. For students of higher educational institutions: **Online application system for admission to the master's level of higher educational institutions** <http://magistr.edu.uz> and **Information system for submitting an online application for transferring and resuming studies** of students of higher educational institutions <http://transfer.edu.uz>

1. 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://pm.gov.uz/uz#/>

2. 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://business.gov.uz/>

3. 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://regulation.gov.uz/uz>

4. 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://xalqnazorati.uz/oz/>

5. 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://meningfikrim.uz/uz>

6. “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://e-qaror.gov.uz/>

7. “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://openbudget.uz/>

8. 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.

<https://murojaat.gov.uz>

Open government data

1. Open Data Portal of the Republic of Uzbekistan. Publishing 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.

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

2. Official Portal of Statistics Agency. Statistics Agency under the President of the Republic of Uzbekistan. The main functions of the agency are:

- ensures an observance of principles of state statistics and unity of statistical methodology and its correspondence with the international standards and rules;

- determines priority directions of state statistics development, and provides scientific - methodological, organizational, technical, personnel, and financial support;

- develops and approves the statistical observation programs, ensures their effective realization, processing, accumulation, maintenance and distribution of the statistical information;

- forms an information system of statistical indices for comprehensive analysis of state, regional, social and economic processes;

- carries out preliminary statistical analysis of major economic and social processes and events;

- in prescribed order provides users with information on nation-wide classifiers and their changes and updates;

- develops, coordinates and presents in prescribed order the drafts of legal acts concerning statistics, as well as creation and maintaining state information systems and resources.

<https://stat.uz/en/>

3. Single portal of corporate information

This system was launched in order to attract large investments to the country's economy, to radically increase the efficiency of joint-stock companies. The following types of information are published on the portal:

- *financial reports and auditor's report;*
- *information about important facts in the activity of joint-stock companies;*
- *prospectus for future investors, information on the placement of shares, the size of the share capital and other information;*
- *changes in the legal framework for corporate governance and securities market.*

<https://openinfo.uz/uz/>

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

<https://openbudget.uz/>

5. Uzbekistan Goals for sustainable development. In accordance with the Resolution of the United Nations General Assembly No. 70 adopted at the UN Summit on Sustainable Development in September 2015, as well as to organize systematic work for the consistent implementation of the Sustainable Development Goals of the UN Global Agenda until 2030 (hereinafter - the SDGs). On October 20, 2018, the Cabinet of Ministers approved 16 National Sustainable Development Goals and 127 related tasks for the period until 2030. The portal provides information regarding SDG, related international reports and other useful information on each Goal.

<https://nsdg.stat.uz/en>

6. National database of legislation of the Republic of Uzbekistan. The national database of legislation of the Republic of Uzbekistan Lex.uz is the main legal information resource of the state in the field of law and legal informatization, the only official electronic resource that publishes all legislative acts adopted in the Republic of Uzbekistan. The database provides following:

- documents are not only published on Lex.uz, but also entered and processed electronically, which makes them more convenient for users, allowing them to use them as an electronic resource, copy, quickly and easily switch to other documents via links given in the documents;

- amendments and additions made to the legislation are promptly updated, while providing links to documents on the basis of which amendments and additions were made allows users to view and compare previous and subsequent editions;

- as additional information, details are indicated on regulatory legal acts that have reference norms, which indicate the presence of links or certain gaps in the database, that is, a link is given to them, and the user simultaneously gets acquainted with both the law and the bylaw;

- the presence in the database of a search engine for various categories of documents, including legislative branches, makes it easier for users to find the necessary documents.

<https://lex.uz/>

6. Database management system designed for statistical data processing. This integrating information system aimed at reducing the amount of time spent by respondents due to the transfer of the approved forms of 120 types of statistical reports to electronic form for the processing of large amounts of data and automatic checking of the status of the sent reports.

<https://siat.stat.uz/>

Public procurement

1. Electronic system of public procurements. The information system for an electronic tender (competition) for budget and corporate procurement is created in order to timely implement the Presidential Decree, introduce information and communication technologies in the field of public procurement, increase the level of competition among electronic public procurement operators.

<https://xarid.uzex.uz/home>

2. Uzbek commodity exchange. The purpose of the Exchange is to create the necessary conditions for trading in exchange goods by organizing and conducting public and open exchange trading on the basis of established rules in a predetermined place and at a certain time. Creation of a market for exchange goods by organizing exchange trading and forming, based on the identification of a real correlation between supply and demand, prices for exchange goods.

<https://etender.uzex.uz/home>

3. Online e-auction portal. The trading platform is designed to conduct fair and transparent trading, which makes it possible for its extensive use by citizens to acquire property rights. The main objectives of the e-auction portal:

- ensuring legitimacy, transparency and impartiality in the process of holding tenders and tenders for the right of ownership or the right to use objects put up for auction by customers (legal entities or individuals);

- prevention and suppression of price manipulation and other abuses;
- creation of a mechanism that prevents interference in the process of accepting applications and determining the winner of electronic online auctions on the Internet;
- ensuring the integrity and confidentiality of information using information security tools.

<https://e-auksion.uz/home>

4. E-cooperation portal for sale products of national companies for state bodies. The electronic cooperative portal is a special trading platform created for the purpose of strengthening and developing cooperative relations and industrialization between domestic producers, expanding industrial production and widening the scope of small business and industrial activity. The main tasks of the portal are:

- conducting integrated activities with information systems and databases with statistical, customs, certification, tax, finance and other bodies;
- publishing on the Portal about the types and volumes of imported and export-oriented products, as well as posting a list of import-substituting products that are in demand in the economy and recommended for development;
- organizing electronic trading based on the principles of free competition and transparency in pricing between customers and manufacturers and providing a mechanism for signing electronic contracts;
- ensuring the placement of correct and real information about industrial products produced in the republic, timely updating of this information and control over it.

<https://cooperation.uz/>

5. Information resource center of the stock market. It is considered a system that allows transactions to be carried out online in the stock market. Its main tasks are:

- *opening and registration of accounts of brokers' clients - natural persons at the Republican Stock Exchange, identification when conducting transactions with securities;*
- *Remotely opening brokerage accounts at investment intermediaries;*
- *Online withdrawal and replenishment of funds from the client's brokerage account;*
- *Obtaining stock market information and conducting online transactions (buying/selling) on the Republican Stock Exchange.*

<https://fondbozori.uz>

Others (if any)

1. 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.

<https://id.egov.uz/>

2. Single portal for vacancies in government bodies and organizations. The State Service Development Agency under the President of the Republic of Uzbekistan is an authorized state body responsible for the development of human resources in state bodies and organizations and the implementation of a unified state policy in the field of personnel management.

<https://vacancy.argos.uz/>

3. National vacancy base. The national portal for vacancies which provides the opportunity for unemployed to create personal resume and find jobs.

<http://ish.mehnat.uz/>

5. Public register of rights to real estate. The State Register of Real Estate Objects is the official state register for the registration of real estate objects (land plots, buildings, structures and perennial plantings) and rights to them. The portal is aimed at:

- providing information about public real estate, including the name of the owner, the size of the property, and the cadastral value of the property;
- official e-confirmation of the registered information and is automatically provided to the applicant after registration is completed;
- issuance of a certificate of absence (presence) of real estate of an individual;
- checking the ban on the cadastral object;
- formation of cadastral passports for individuals and legal entities;
- State registration of lease of buildings;
- State registration of rights to restrict the use of another's land plot.

<http://davreestr.uz/>

6. System for Monitoring of environmental pollution.

This system was created in order to provide online weather, atmosphere, water and snow current information. It provides users short and long-term weather information and information about dangerous areas.

<https://monitoring.meteo.uz/>

7. Investment monitoring portal.

This system was designed to increase investment attractiveness for investors, it provides opportunity to

familiarize themselves with the investment potential of Uzbekistan, vacant buildings and land plots, as well as the main indicators for them, and to submit an investment offer online.

<https://invest.gov.uz/ru/>

3. Please provide the name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. *

1. Ministry of Digital Technologies of the Republic of Uzbekistan – <https://digital.uz/>

2. Digital Government Projects Management Center - <https://egov.uz/>

4. Does your country have a national Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? *

Yes No

If yes, please provide contact information of national Chief Information Officer (CIO) or equivalent:

Name*

Shermatov Sherzod Khotamovich

Title*

Minister of Digital Technologies

Organization*

Ministry of Digital Technologies

Email*

info@digital.uz

5. Are there sectoral/line-ministry/local CIOs or equivalent positions across Government agencies/departments/ministries/jurisdictions? *

Yes No

If yes, please provide links and details on the above, including coordination/integration among national and sub-national levels on e-government strategies/programmes.

According to the Presidential Decree (**#UP-6079**) on the Approval of the “Digital Uzbekistan – 2030” Strategy and measures for its effective implementation, starting from November 1, 2020 in all ministries and agencies, local executive authorities the Deputy Chief Digital Officers (CDO) are assigned. The CDOs have the following duties and responsibilities:

- development and timely implementation of departmental digital transformation programs that provide for the widespread introduction of information systems and resources;
- creation of necessary conditions for further expansion of provision of electronic government services through mobile devices and other forms of electronic cooperation;
- to ensure the openness and transparency of the activities of the agencies, to take measures to post open data and other information on the Internet;
- ensuring the information security of the departmental digital infrastructure, as well as the protection of electronic data and documents.

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

For example: <https://www.gazeta.uz/uz/2021/02/25/yuldashev/>

Decree of the President of the Republic of Uzbekistan No. **3549** of February 19, 2018.
The Paragraph 6 implies that, the status of the heads of the regional departments of the Ministry of Digital Technologies is equal to the deputy chairman of the Council of Ministers of the Republic of Karakalpakstan, the deputy governors of the regions and the city of Tashkent.
<https://lex.uz/docs/3564647>

Sectoral agencies/departments/ministries

6. Please provide names and portals (links) of the government agencies/departments/ministries at the national level in charge of the following*

Planning/development

Ministry of Economy and Finances of the Republic of Uzbekistan
<https://www.imv.uz/>

Education

Ministry of Preschool and School Education of the Republic of Uzbekistan
<https://www.uzedu.uz/en>
Ministry of Higher education, Science and Innovations of the Republic of Uzbekistan
<https://edu.uz/en>

Health

Ministry of Health of the Republic of Uzbekistan
<https://ssv.uz/en>

Social Welfare
(inclusion, social protection, etc.)

Ministry of Employment and Poverty Reduction of the Republic of Uzbekistan
<https://mehnat.uz/en>

Employment and Labour

Ministry of Employment and Poverty Reduction of the Republic of Uzbekistan
<https://mehnat.uz/en>

Environment

Ministry of Ecology, Environmental Protection and Climate change of the Republic of Uzbekistan
<https://www.uznature.uz/en>

Justice

Ministry of Justice of the Republic of Uzbekistan
<https://adliya.uz/en/>

Economy/finance

Ministry of Economy and Finances of the Republic of Uzbekistan
<https://www.imv.uz/>

Industry/trade

Ministry of Investment, Industry and Trade of the Republic of Uzbekistan

	<p>https://miit.uz/en Chamber of Commerce and Industry of Uzbekistan https://chamber.uz/en/index</p>
Sustainable Development Goals (SDGs) [NEW]	<p>Ministry of Economy and Finances of the Republic of Uzbekistan https://www.imv.uz/</p> <p>Agency for Strategic Reforms under the President of the Republic of Uzbekistan https://asr.gov.uz/about</p>
Climate Change [NEW]	<p>Ministry of Ecology, Environmental Protection and Climate change of the Republic of Uzbekistan https://www.uznature.uz/en</p> <p>Forestry Agency https://urmon.uz/</p>
Others (Please specify)	<p>Ministry of Transport of the Republic of Uzbekistan https://www.mintrans.uz/</p> <p>Ministry of Internal Affairs of the Republic of Uzbekistan https://iiv.uz/</p> <p>Ministry of Emergency Situations of the Republic of Uzbekistan www.fvv.uz</p> <p>Ministry of Mining Industry and Geology of The Republic of Uzbekistan https://www.uzgeolcom.uz/uz</p> <p>Ministry of Construction and Housing and Communal Services of the Republic of Uzbekistan https://mc.uz/oz</p> <p>Ministry of Foreign Affairs of the Republic of Uzbekistan mfa.uz</p> <p>Ministry of Culture and Tourism of the Republic Of Uzbekistan www.madaniyat.uz</p> <p>Ministry of Youth Policy and Sports of the Republic of Uzbekistan https://minsport.uz/</p> <p>Ministry of Agriculture Resources of the Republic of Uzbekistan www.agro.uz</p> <p>Ministry of Water Resources of The Republic of Uzbekistan www.water.gov.uz</p> <p>Ministry of Energy of the Republic of Uzbekistan www.minenergy.uz</p> <p>Agency for Management of State Assets of the Republic of Uzbekistan www.davaktiv.uz</p>

Committee for the Development of Competition and Protection of Consumer Rights of the Republic of Uzbekistan
www.antimon.gov.uz
Academy of Sciences of the Republic of Uzbekistan
www.academy.uz

B. Crisis/Emergency Response and Recovery [NEW]

7. Is there a dedicated specific digital strategy for crisis/emergency response and recovery (e.g. through digital transformation and digital inclusion)? Please provide links and details.[NEW]

Yes No

Decree of the President of the Republic of Uzbekistan No. **158** dated May 16, 2023.

In Paragraph 1b, 3 implies that, the national system of early warning of strong earthquakes will be launched step by step, a quick notification will be sent to the population through the mobile application "Warning from a strong earthquake" in a few seconds about the observation of a strong earthquake in the identified areas of the Republic. It is planned to gradually create an electronic platform for seismological observations in water reservoirs and a national early warning system for strong earthquakes in the Republic.

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://xalqnazorati.uz/oz/>

8. Is there a specific national portal addressing crisis/emergency *? [NEW]

Yes No

If yes, please provide a link and more information about the specific national portal or dedicated section addressing crisis/emergency?

<https://xalqnazorati.uz/> - *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.*

C. Legal Framework

9. Is there any legislation, law or regulation on access to information, such as a Freedom of Information Act? *

Yes No

If yes, please provide link and detail.

1. The Constitution of the Republic of Uzbekistan <https://constitution.uz/en/clause/index>

In accordance with the **Article 29** of the Constitution of the Republic of Uzbekistan, "Everyone shall have the right to seek, obtain and disseminate any information except that which is directed against the existing constitutional system and some other instances specified by law".

2. Law of the Republic of Uzbekistan “On guarantees and freedom of access to information” No. **400-I** dated April 24, 1997 <https://www.lex.uz/docs/2118>

3. 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>

4. Law of the Republic of Uzbekistan “On openness of activity of public authorities” No. **369** dated May 5, 2014 <https://lex.uz/docs/2381138>

5. Law of the Republic of Uzbekistan “On mass media” No. **78** dated January 15, 2007 <https://lex.uz/acts/1106875>

6. The Constitution Of The Republic Of Uzbekistan
Article 33, which implies:
*Everyone shall be guaranteed freedom of thought, speech, and convictions.
Everyone shall have the right to seek, obtain, and disseminate any information.
The State shall create conditions for the provision of access to the Internet.
Restrictions on the right to seek, obtain, and disseminate information shall be allowed only in accordance with the law and only to the extent necessary to protect the constitutional order, public health, public morality, the rights and freedoms of others, to ensure public safety, and public order, as well as preventing the disclosure of state secrets or other legally protected secrets.*
<https://lex.uz/docs/6451070>

10. Is there any legislation, law or regulation on data privacy and/or protection? *

Yes No

If yes, please provide link and detail.

Law of the Republic of Uzbekistan on personal data No.**547** dated July 2, 2019
The law contains the following chapters and related articles:
*Chapter 1. General provisions;
Chapter 2. State regulation in the field of personal data;
Chapter 4. The procedure for processing of personal data;
Chapter 3. Processing of personal data
Chapter 5. Protection of personal data;
Chapter 6. Rights and obligations of participants in the processing of personal data;
Chapter 7. Final provisions*
<https://lex.uz/docs/4831939>

11. Is there any legislation, law or regulation on cybersecurity or similar? *

Yes No

If yes, please provide link and detail.

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>

12. Is there any legislation, law or regulation on digital identity? *

Yes No

If yes, please provide link and detail.

1. Decree of the President of the Republic of Uzbekistan on measures to implement identification ID-cards in the Republic of Uzbekistan. No. **6065** dated September 22, 2020
<https://lex.uz/docs/5015117>

2. ONE ID (Unified Identification System for users of e-Government of the Republic of Uzbekistan). The single identification system ONE ID is designed for easy access for all users to various websites and portals of state and economic administration bodies, local government bodies and commercial organizations. <https://id.egov.uz/>

According to the Appendix 2 of the Resolution No. **365** of the Cabinet of Ministers of the Republic of Uzbekistan dated December 17, 2015 "On concerning measures for the creation of central databases of natural and legal persons and implementation of the uniform information system for identifying users of the "Electronic Government" system" the main tasks of the Single Identification System (ONE ID) are:

- ensuring the real identification of users in the provision of interactive public services and interagency electronic cooperation;
- ensuring the real identification of users when providing services of banking, finance and other entities;
- providing a single mechanism for registration, identification, authentication and authorization of users of the "Electronic Government" system;
- ensuring authorized use of information systems of state bodies providing state services and other organizations (hereinafter referred to as authorized bodies) in interdepartmental electronic cooperation.

<https://lex.uz/uz/docs/2843015#2843451>

13. Is there any legislation, law or regulation on digital signature? *

Yes No

If yes, please provide link and detail.

Law of the Republic of Uzbekistan on electronic digital signature No. **793** dated October 12, 2022
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.

<https://lex.uz/ru/docs/6234906>

14. Is there any legislation, law or regulation on e-procurement? *

Yes No

If yes, please provide link and detail.

Law of the Republic of Uzbekistan on public procurement No. **684** dated April 22, 2021
The law contains the following chapters and related articles:

Chapter 1. General Provisions;
Chapter 2. State Regulation in the Field of Public Procurement;
Chapter 3. Subjects of Public Procurement;
Chapter 4. General Requirements for the Process of Public Procurement;
Chapter 5. Electronic Store;
Chapter 6. Auction to Lower the Starting Price;
Chapter 7. Selection of Best Proposals;
Chapter 8. Tender;
Chapter 9. Public Procurement Carried Out under Direct Contracts;
Chapter 10. Monitoring and Control of Procurement Procedures;
Chapter 11. Consideration of Complaints;
Chapter 12. Final Provisions.

<https://lex.uz/docs/5382974>

Decree of Cabinet of Ministers of the Republic of Uzbekistan on measures to improve mechanism for regulating the activities of operators of the electronic system of public procurement No. **734** dated December 31, 2022

The Decree implies the regulation on the organization and conduct of procedures related to the implementation of state procurement. The electronic system of public procurement of operators is integrated into the information systems of state control bodies in the field of public procurement in the prescribed manner.

<https://lex.uz/docs/6333350>

15. Is there any legislation, law or regulation on digitally publishing government expenditure? *

Note: This is related to SDG Indicator 16.6.1

Yes No

If yes, please provide link and detail.

Law of the Republic of Uzbekistan on the State budget of the Republic of Uzbekistan for 2023 No. **813** dated December 30, 2022

<https://lex.uz/ru/docs/6333242>

The portal of open budget of the Republic of Uzbekistan. 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://openbudget.uz/en>

Resolution of the President of the Republic of Uzbekistan No. **3917** dated August 22, 2018 “On measures to ensure openness of budget data and active participation of citizens in the budget process”.

<https://lex.uz/docs/3879197>

Decree of the President of the Republic of Uzbekistan No. **4273** dated April 9, 2019 “On additional measures to ensure the openness and transparency of public administration, as well as increase the statistical capacity of the country”

The Decree implies the following:

- *Complex of measures to improve the open data portal of the Republic of Uzbekistan;*

- *The list of responsible ministries and agencies for studying the state of information openness in accordance with the requirements of international indexes such as “Open Data Global Index” and “Open Data Barometer”, as well as posting relevant indicators on the Open Data Portal of the Republic of Uzbekistan.*

<https://lex.uz/docs/4277342>

16. Is there any legislation, law or regulation on national data governance, including data sharing/exchange/interoperability across government agencies? *

Yes No

If yes, please provide link and detail.

1. Resolution of the Cabinet of Ministers of the Republic of Uzbekistan No. **516** dated September 20, 2022 “On measures to further improve the system of Interdepartmental Electronic Cooperation and information exchange”

The Resolution implies following:

- *The Regulation on the procedure for electronic cooperation and information exchange through the integration platform of the "Electronic Government" system;*
- *The Regulation on the procedure for electronic cooperation and information exchange through the Digital Information Platform of the "Electronic Government" system;*
- *The Regulation on the procedure for the cooperation of users of the Unified billing system, which keeps an account of the state duty, levy and other payments paid for the provision of public services.*

<https://lex.uz/uz/docs/6200851>

2. Resolution of the Cabinet of Ministers of the Republic of Uzbekistan No. **262** dated August 12, 2016 “On measures to create interdepartmental data transmission network of e-government”.

The Resolution implies following:

- *The list of state bodies and other organizations providing electronic public services, connected as a matter of priority to the Interdepartmental data transmission network of electronic government;*
- *Road map to create and ensure the effective use of the Interagency e-Government Data Transmission Network.*

<https://lex.uz/ru/docs/3018629>

17. Is there any legislation, law or regulation on open government data? *

Yes No

If yes, please provide link and detail.

1. 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://lex.uz/docs/5182703>

The Resolution implies following:

- *Development concept of the field of open information in the Republic of Uzbekistan for 2021-2025;*
- *Regulation about the Open Information Portal of the Republic of Uzbekistan;*
- *Key target indicators for 2021 - 2025, which will be achieved as a result of the implementation of the development concept.*

2. Decree of the President of the Republic of Uzbekistan no.**6247** dated June 16, 2021 “On additional measures to ensure the openness of activities of state bodies and organizations, as well as effective implementation of public control”

The Decree implies following:

- *List of socially significant information to be published as open data;*
 - *Roadmap on further increasing the level of openness in the activities of government bodies and organizations.*
- <https://lex.uz/ru/docs/5459053>

18. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

Yes No

If yes, please provide link and detail.

1. 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 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.*

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

2. 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.

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 granted in legal relations arising in the process of testing and putting into practice software products.

<https://lex.uz/docs/5603368>

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 implies:

- *the development of 5G technologies;*
- the program of installation of 5G mobile communication base station in all the regions of the Republic Uzbekistan.* <https://lex.uz/docs/5735280>

3. Items **7** and **34**, Annex **24**, Decree of the President of the Republic of Uzbekistan No **6079** dated October 5, 2020 implies:

Establishment of measures for the development of "Internet of Things" in the Republic of Uzbekistan:

- *Creating favourable 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.*

[https://lex.uz/ru/docs/5030957#5032386:](https://lex.uz/ru/docs/5030957#5032386)

19. Is there any legislation, law or regulation on the ethical/responsible use of AI in public administration? [NEW]

Yes No

If yes, please provide link and detail.

1. 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 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.*

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

2. 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.

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 granted in legal relations arising in the process of testing and putting into practice software products.

<https://lex.uz/docs/5603368>

D. Strategy and Implementation

20. Is there a national e-government strategy or equivalent? *

Yes No

If yes, please provide link and detail.

1. "Digital Uzbekistan – 2030" Strategy and measures for its effective implementation.

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

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.

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.*

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.

The Decree contains following:

- *Priority projects for digitization of public administration in 2023-2024;*
- *Priority projects for the digitalization of sectors of the real sector of the economy in 2023-2024;*
- *Priority projects for digital transformation of regions in 2023-2024;*
- *Digital service that will be introduced first in the Unified interactive public services portal during 2023;*
- *Plan of practical measures regarding the introduction of billing systems in sectors of the socio-economic sphere;*
- *The list of information that will not be required from citizens and business entities from December 1, 2023 through digital presentation of the "Digital Government" system on the interagency integration platform;*
- *List of ministries and agencies that will be integrated into the information systems introduced within the framework of the "Digital Territory" program.*

<https://lex.uz/ru/docs/6472548>

2. Decree of the President of the Republic of Uzbekistan on measures to raise the information and communication technologies sphere to a new level in 2022-2023 No. **357** dated August 22, 2022.

The Decree implies following:

a) *implementation by the end of 2022:*

- *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 kilometers of fiber optic communication lines and creating the ability to connect an additional 800,000 households to high-speed Internet;*
- *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;*

b) *implementation by the end of 2023:*

- *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.*

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

21. How long is the period/cycle of the national e-government strategy or equivalent? *

- Two-year
- Three-year
- Five-year
- Ten-year

Other - The Strategy - 2030 is focused on measures to implement digital technologies in all spheres of economy and in regions on Uzbekistan, which covers project period until 2030. However, these measures are renewed each two years in order to synchronize them with the global trends and introduction of new technologies. The renewed Strategies and programs are the following:

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.

Decree of the President of the Republic of Uzbekistan on measures to raise the information and communication technologies sphere to a new level in 2022-2023 No. 357 dated August 22, 2022.

22. Is there a dedicated budget for digital government development? Please explain by informing on the percentage compared to national government expenditure. [NEW]

Yes No

The forecasted budget for digital government development for **2023** is **USD 532 773 952**, which is **2.7%** of the total government expenditure.

The dedicated budget digital for government development for **2022** is **USD 368 740 089**, which is **2.2%** of the total government expenditure.

23. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail, including specific reference to an implementation roadmap.

Yes No

The **National E-government strategies**, such as:

1. "Digital Uzbekistan – 2030" Strategy and measures for its effective implementation <https://lex.uz/docs/5030957>;

2. Decree of the President of the Republic of Uzbekistan on measures for effective organization of public administration in the field of digital technologies in the framework of administrative reforms No. **76** dated May 24, 2023 <https://lex.uz/docs/6472528>;

3. 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>;

4. Decree of the President of the Republic of Uzbekistan on measures to raise the information and communication technologies sphere to a new level in 2022-2023 No. **357** dated August 22, 2022 <https://lex.uz/ru/docs/6166539>;

are aligned with the **National Development strategy** "New Uzbekistan National Development Strategy for 2022-2026" which is adopted with the Decree of the President of the Republic of Uzbekistan No. **60** dated January 28, 2023, e.g. above mentioned e-government strategies reflects in details and continues the **Goal 9** of the National development strategy "New Uzbekistan National Development Strategy for 2022-2026".

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

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.

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>

24. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? Please provide link and detail.

Yes No

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>

The following e-government strategies are guided/aligned with the respective Sustainable Development Goals (SDGs):

I. Goal 5 of SDGs - Achieve gender equality and empower all women and girls:

1. Decree of the President of the Republic of Uzbekistan No. **162** dated May 25, 2023 “On measures for improving the coverage and quality of digital services and digital transformation of sectors, networks and regions”. According to the Annex 4, band 33 of Decree, *creation of the online service for applying in case of abusing women or youth on Unified portal of interactive public services.*

<https://lex.uz/ru/docs/6472568>

2. Decree of the President of the Republic of Uzbekistan on measures to raise the information and communication technologies sphere to a new level in 2022-2023 No. **357** dated August 22, 2022. According to the Annex 1, band 3 of Decree, *it is set to increase the number of residents in the regional IT parks to 650 by using the favourable conditions created for the further development of the information technology sector, to take measures to provide additional 5000 young people with high-income employment.*

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

3. Resolution No. **182** of the Cabinet of Ministers of the Republic of Uzbekistan dated March 25, 2020, implies *provision of social support to families with low incomes and need to improve their housing conditions, women who are in a difficult social situation, young people actively participating in the social life of country. In order to provide assistance to vulnerable groups of the population and to ensure addressability and transparency in state support for families in need of improving housing conditions, a service for applying for State subsidy for mortgage loans has been introduced on the Unified portal of interactive public services.*

(<https://lex.uz/docs/4774086>)

II. Goal 9 of SDGs - Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation:

1. Decree of the President of the Republic of Uzbekistan No. **27** of February 28, 2023 on the State Program for the Implementation of the Development Strategy of New Uzbekistan for 2022-2026 in the “Year of Attention to People and Quality Education”. The Target 9 of the Decree implies the following: *Development of the “Electronic Government” system, increasing the share of electronic government services up to 100%, as a result eliminating the bureaucracy.*

<https://lex.uz/docs/6396146>

2. Decree of the President of the Republic of Uzbekistan No. **76** dated May 24, 2023 “On measures for effective organization of public administration in the field of digital technologies in the framework of administrative reforms”, Annex 2 implies the following:

The main directions of digital transformation of spheres, industries and regions are:

- a) digitalization of relations between the population, business entities and government bodies and organizations, as well as the creation of favorable conditions for the use of digital services and services;*
- b) transition to a new stage of the "Electronic Government" system - "Digital Government", which provides for the complete digitalization of the activities of government departments;*
- c) implementation of the Digital Region program, which provides for the introduction of modern management methods in the regions based on information systems and resources;*
- d) turning our country into an IT hub and increasing the export of services by creating favorable conditions for the IT industry;*
- e) increasing the knowledge and skills of the population regarding digital technologies, as well as improving the system of personnel training;*
- f) development of modern and high-quality digital infrastructure;*
- g) introduction of information technologies and the establishment of effective digital control over the quality of electronic services provided.*

<https://lex.uz/uz/docs/6472528>

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

The Target 9 of the of the Decree implies the following:

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.

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>

III. Goal 17 of SDGs - Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development:

According to the Decree of the President of the Republic of Uzbekistan No. **162** dated May 25, 2023 “On measures for improving the coverage and quality of digital services and digital transformation of sectors, networks and regions” approved the list of following groups of services to be digitalized in 2023, which refers to life-cycle approach:

Birth status;

Education;

Social protection and labour activity;

Family relationship;

Technology and communication;

Finance, tax, property and real estate.

<https://lex.uz/ru/docs/6472568>

25. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? Please provide link and detail.

Yes No

All the Strategies regarding digitalization is made on national level and includes related projects for digital transformation of regions. The main centralized Strategy “Digital Uzbekistan – 2030” was approved by the 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 are defined.

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

1. 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.

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.

The Decree contains:

- *Plan of Priority projects for digitization of public administration in 2023-2024;*
- *Priority projects for digital transformation of regions in 2023-2024.*

<https://lex.uz/ru/docs/6472548>

2. Decree of the President of the Republic of Uzbekistan on measures to raise the information and communication technologies sphere to a new level in 2022-2023 No. **357** dated August 22, 2022.

According to the Decree, implementation of 392 priority projects on digitization of public administration and sectors of the real sector of the economy and more than 238 priority projects on digital transformation of regions are defined.

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

26. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? Please provide link and detail.

Yes No

1. Paragraph 12, item 2.2 of “Digital Uzbekistan – 2030” Strategy (Annex 1 to the Decree of the President of the Republic of Uzbekistan No. **6079** dated October 5, 2020):

“Further improving the mechanism of e-participation of citizens and entrepreneurs at online discussions of legal acts drafts, taking into account suggestions and comments of the population, as well as increasing the share of projects based on public opinion”.

<https://lex.uz/ru/docs/5030957#5031952>

2. 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://regulation.gov.uz/uz>

3. Unified electronic system for the development, approval and registration of resolutions adopted by local government authorities “E-Qaror”. The system contains all the documentations (decrees, resolutions, agreements) made on local level, as a result provides the transparency in decision making of local government.

<https://e-qaror.gov.uz/ru>

4. Items 4 and 5 of the Roadmap for further development of public e-services system (Annex 25 to the Decree of the President of the Republic of Uzbekistan No. **6079** dated October 5, 2020):

“Creating opportunities for citizens to participate in the formation and monitoring of the parameters of local budget expenditures on the basis of the Open Budget Portal;

Improving the Portal for discussion of legal acts drafts (regulation.gov.uz)”.

<https://lex.uz/ru/docs/5030957#5032388>

Additionally, the portal of Open budget presents the 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. There are many projects based on citizens appeals are successfully financed with the help of this portal.

For example:

- Providing modern medical equipment to the newly opened department of Fergana city Children's hospital - <https://openbudget.uz/boards/3/369> <https://openbudget.uz/>;

- Repair and paving of the central road in Kashkadarya region - <https://openbudget.uz/boards/3/1066>;

- Installing a water pump to supply wastewater in Boyovut district of Syrdarya region. <https://openbudget.uz/boards/3/5204>

27. Does the national e-government strategy make specific reference to a national data governance framework or similar? Please provide link and detail.

Yes No

1. “Digital Uzbekistan – 2030” Strategy - Chapter 1, part 2.2 of the Strategy to the Decree of the President of the Republic of Uzbekistan No. **6079** dated October 5, 2020):

- *automatic formation of informed decision-making by creating all the resources necessary for the collection and digitization of data in public administration by forming a unified state information management system;*

- *establishing a Data processing centre of electronic government, which ensures safe storage and integration of departmental and inter-departmental information systems, information resources of state bodies providing electronic government services, central databases, and also creates the possibility of further analytical processing of various scattered and repetitive data in various information systems of state bodies and organizations;*

- *conducting research and development in the analysis of large-scale data sets and knowledge gathering, including new methods and algorithms for the collection, storage and intellectual analysis of large-scale data, implementing new methods and programs for the distribution of large-scale data, as well as new methods for predictive modeling of complex engineering solutions.*

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

2. Resolution of the Cabinet of Ministers of the Republic of Uzbekistan No. **107** dated March 14, 2023 “Regarding the Measures of Organizing the Data Processing Center of the “Electronic Government” System”, contains following:

- Regulation on the order of placement, storage and processing of information systems of state bodies and organizations in the data processing center of the “Electronic Government” system;

- Scheme of placement and storage of information systems and resources of state bodies and organizations in the data processing center of the “Electronic Government” system;

- List of directory and classifiers related to keeping the register of references and classifiers of the electronic government;

- Scheme of collection, processing and analysis of information of state bodies and organizations through the “Data Management” information system.

<https://lex.uz/docs/6406779>

3. Resolution No. **182** of the Cabinet of Ministers of the Republic of Uzbekistan on measures for further improvement of inter-agency electronic cooperation system and information exchange, dated September 20, 2022, sets the *“Regulation on the procedure for electronic cooperation and information exchange through the Interagency integration platform of the “Electronic Government” system”*.
<https://lex.uz/uz/docs/6200851>

28. Does the national e-government strategy make specific reference to national digital identity? Please provide link and detail.

Yes No

1. Paragraph 8, item 2.2 of “Digital Uzbekistan – 2030” Strategy (Annex 1 to the Decree of the President of the Republic of Uzbekistan No. **6079** dated October 5, 2020):
“Development of digital identification within the e-government system, which provides introduction of additional forms and methods of remote identification of individuals and businesses for use of e-government services”.
<https://lex.uz/ru/docs/5030957#5031952>

2. Item 19 of the Roadmap of implementation of “Digital Uzbekistan – 2030” Strategy in 2020-2022 (Annex 24 of the Decree of the President of the Republic of Uzbekistan No. **6079** dated October 5, 2020): *“Implementation of easy methods of identification of e-government services users”*.
<https://lex.uz/ru/docs/5030957#5032386>

3. Resolution of the Cabinet of Ministers of the Republic of Uzbekistan No. **679** dated October 30, 2020 “On measures to further develop the identification system in the of e-government services provision to the population”.
The resolution contains the following:
The architecture of a single information system for identification of users of the “Electronic Government” system;
Action Plan on the modernization of the unified information system of identification of users of the “Electronic Government” system.
<https://lex.uz/ru/docs/5075902>

4. Paragraph 1 of the Decree of the President of the Republic of Uzbekistan “On additional measures to simplify the public services delivery, reduce bureaucratic barriers and develop a national system for the delivery of public services” No. 113 dated April 20, 2022, which implies the following:
Starting August 1, 2022:
a) to implement the Mobile-ID system for identifying natural persons in addition to the existing system and means of identification for using public services;
b) to establish the procedure in accordance with which:
Mobile-ID system shall be deemed an integral part of the Unified Information System for Identification of Users of the Electronic Government System, which provides for the identification of a person by means of mobile phone number.
<https://lex.uz/uz/docs/6360915>

29. Does the national e-government strategy make specific reference to digital-by-design/digital-first¹ principle or similar? Please provide link and detail.

Yes No

1. The band 2.2 of the Decree of the President of the Republic of Uzbekistan on measures for the effective organization of state administration in the sphere of digital technologies in the framework of administrative reforms No. **76** dated May 24, 2023, implies following:

¹ To provide link or description

The unified portal of interactive public services is the single point of providing digital services and receiving their results;

The stages of using the services provided through the single portal are based on the principle of "3 steps".

<https://lex.uz/uz/docs/6472528#6472599>

2. Decree of the President of the Republic of Uzbekistan No. **5278** dated December 12, 2017 "On additional measures for rapid development of the national system of public services"

[https://lex.uz/docs/3454462:](https://lex.uz/docs/3454462)

-improving the legal regulation of public services;

-improving the system of e-government services;

-introduction of modern information and communication technologies in the activities of the Center for Public Services, improvement of material and technical base, further increase of their efficiency.

3. Decree of the President of the Republic of Uzbekistan No. **5930** dated January 31, 2020 "On additional measures for accelerated development of the national system of providing public services"(Appendix 2) [https://lex.uz/docs/4720389:](https://lex.uz/docs/4720389)

Approved the list of information to be digitized in a machine-readable format for the formation of electronic databases.

4. Decree of the President of the Republic of Uzbekistan No. **6191** dated March 23, 2021 "On additional measures for further creation of favourable conditions for the population and businesses when using government services, reducing bureaucratic barriers in this direction" (Item 3)

[https://lex.uz/docs/5339616:](https://lex.uz/docs/5339616)

The "Roadmap" to improve the provision of public services provided through the Public Service Centers; The list of state bodies and organizations was approved which is responsible for the provision of certain types of information and documents in electronic form through the interdepartmental integration platform of the "E-Government" system.

5. Paragraph 5 of the Decree of the President of the Republic of Uzbekistan dated July 24, 2021 No. **6269**, which implies the following:

*To establish that from January 1, 2022, state bodies, business associations, local executive authorities and state organizations **shall cancel the demand** from the population, including business entities, of the:*

a) information confirming the facts:

data of a certificate of state registration of a business entity;

availability of confirmation of obtaining a license, documents and notifications of a permissive nature;

payment of state duty, fees and other payments;

possession of securities, conducting transactions with securities, receiving dividends;

registration as a low-income family or its member;

payment and receipt of alimony by an individual;

higher education diploma data;

graduation from a secondary specialized, vocational educational institution of an individual;

graduation from a secondary general education institution (on the basis of the 11th grade) of an individual;

data on self-employed persons;

data on documents confirming the applicant's right to a benefit upon admission to study at higher educational institutions;

b) following documents:

copies of financial statements;

certificates confirming the remuneration of an individual for the last 12 months;

information about the payment of social benefits and pensions.

<https://lex.uz/docs/6111835>

30. Does the national e-government strategy make specific reference to data-once-only principle, **single-source-of-truth (SSoT)**, or similar? Please provide link and detail.

Yes No

1. Annex 5, band 19 of the Decree of the President of the Republic of Uzbekistan on measures for the effective organization of state administration in the sphere of digital technologies in the framework of administrative reforms No. **76** dated May 24, 2023, implies following:

Real-time update occurs without human factor when changes are made to the data of individuals and legal entities submitted to the interdepartmental integration platform of the "Digital Government" system (information regarding name, passport data, account sheets, cadastral number, ownership right, prohibitions, etc.)

<https://lex.uz/uz/docs/6472528#6472599>

2. Law of the Republic of Uzbekistan "On Electronic Government" No. **395** dated December 9, 2015 (Article 8) <https://lex.uz/docs/2833860>:

the state body providing electronic state services receives the specified documents and information independently, without the participation of the applicant through interdepartmental electronic interaction.

3. Resolution of the President of the Republic of Uzbekistan No. **5278** dated December 12, 2017 "On additional measures for rapid development of the national system of public services" (Items 1 and 10) <https://lex.uz/docs/3454462>:

Public Services Agency under the Ministry of Justice of the Republic of Uzbekistan was established which implement a unified state policy in the field of providing public services to individuals and legal entities; a complex of measures was approved to further improve the system of providing public services to individuals and legal entities.

4. Decree of the President of the Republic of Uzbekistan No. **6191** dated March 23, 2021

"On additional measures for further creation of favourable conditions for the population and businesses when using government services, reducing bureaucratic barriers in this direction" (Items 1 and 4) <https://lex.uz/docs/5339616>:

from June 1, 2021:

- when carrying out notarial actions, all information related to the records of acts of civil status are obtained by notary offices independently, without requesting unnecessary certificates from citizens, through the information system "Unified Electronic Archive of Civil Registry Office";

- the practice of requesting a certificate of absence of HIV infection when accrediting employees of representative offices of foreign commercial organizations on the territory of the Republic of Uzbekistan is cancelled;

- the procedure for providing duplicates of documents issued by affixing a QR code (matrix barcode) in the provision of public services is cancelled. At the same time, these documents received in electronic form free of charge and in unlimited quantities through the Unified portal of interactive public services.

31. Does the national e-government strategy make specific reference to a life-cycle approach? Please provide link and detail. [NEW]

Yes No

According to the Decree of the President of the Republic of Uzbekistan No. **162** dated May 25, 2023 "On measures for improving the coverage and quality of digital services and digital transformation of sectors, networks and regions" approved the list of following groups of services to be digitalized in 2023, which refers to life-cycle approach:

1. *Birth status;*

2. *Education;*

3. *Social protection and labour activity;*

4. Family relationship;
5. Technology and communication;
6. Finance, tax, property and real estate.

<https://lex.uz/ru/docs/6472548>

Decree of the President of the Republic of Uzbekistan on measures for the effective organization of state administration in the sphere of digital technologies in the framework of administrative reforms. No. **76** dated May 24, 2023, implies following:

- Establish that in order to digitalize relations between the population, business entities, government agencies and organizations, as well as create favorable conditions for the use of digital services and services the Unified Portal of Interactive Public Services is a single point of access to the provision of digital services and services, as well as obtaining their results;

- the stages of using the services provided on the Unified Portal are optimized according to the "3 steps" principle.

<https://lex.uz/uz/docs/6472530>

32. Does the national e-government strategy make specific reference to inclusion-by-default, inclusion-by-design² or similar? Please provide link and detail. [NEW]

Yes No

1. Resolution of the President of the Republic of Uzbekistan No. **5278** dated December 12, 2017 "On additional measures for rapid development of the national system of public services"

[https://lex.uz/docs/3454462:](https://lex.uz/docs/3454462)

-improving the legal regulation of public services;

-improving the system of e-government services;

-introduction of modern information and communication technologies in the activities of the Center for Public Services, improvement of material and technical base, further increase of their efficiency.

2. Decree of the President of the Republic of Uzbekistan No. **5930** dated January 31, 2020 "On additional measures for accelerated development of the national system of providing public services"(Appendix 2) [https://lex.uz/docs/4720389:](https://lex.uz/docs/4720389)

Approved the list of information to be digitized in a machine-readable format for the formation of electronic databases.

3. Decree of the President of the Republic of Uzbekistan No. **6191** dated March 23, 2021 "On additional measures for further creation of favourable conditions for the population and businesses when using government services, reducing bureaucratic barriers in this direction" (Item 3)

[https://lex.uz/docs/5339616:](https://lex.uz/docs/5339616)

The "Roadmap" to improve the provision of public services provided through the Public Service Centers; The list of state bodies and organizations was approved which is responsible for the provision of certain types of information and documents in electronic form through the interdepartmental integration platform of the "E-Government" system.

4. Paragraph 5 of the Decree of the President of the Republic of Uzbekistan dated July 24, 2021 No. **6269**, which implies the following:

To establish that from January 1, 2022, state bodies, business associations, local executive authorities and state organizations **shall cancel the demand** from the population, including business entities, of the:

a) information confirming the facts:

data of a certificate of state registration of a business entity;

availability of confirmation of obtaining a license, documents and notifications of a permissive nature;

² To provide link or description

payment of state duty, fees and other payments;
possession of securities, conducting transactions with securities, receiving dividends;
registration as a low-income family or its member;
payment and receipt of alimony by an individual;
higher education diploma data;
graduation from a secondary specialized, vocational educational institution of an individual;
graduation from a secondary general education institution (on the basis of the 11th grade) of an individual;
data on self-employed persons;
data on documents confirming the applicant's right to a benefit upon admission to study at higher educational institutions;
b) following documents:
copies of financial statements;
certificates confirming the remuneration of an individual for the last 12 months;
information about the payment of social benefits and pensions.

<https://lex.uz/docs/6111835>

5. According to the Decree of the President of the Republic of Uzbekistan No. **162** dated May 25, 2023 "On measures for improving the coverage and quality of digital services and digital transformation of sectors, networks and regions" approved the list of following groups of services to be digitalized in 2023, which refers to life-cycle approach:

1. *Birth status;*
2. *Education;*
3. *Social protection and labour activity;*
4. *Family relationship;*
5. *Technology and communication;*
6. *Finance, tax, property and real estate.*

<https://lex.uz/ru/docs/6472548>

33. Does the national e-government strategy make specific reference to digitalizing a specific percentage of public services? [NEW]

Yes No

If yes, please provide link and detail.

According to the "Digital Uzbekistan – 2030" Strategy (the Decree of the President of the Republic of Uzbekistan No. 6079 dated October 5, 2020) the Target Indicators of the Strategy are defined; these indicators show the digitalizing of a specific percentage of public services until 2030.

<https://lex.uz/docs/5030957#5032246>

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.

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>

34. Does the national e-government strategy make specific reference to the use of new/emerging technologies/practices such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT), anticipatory, proactive services? Please provide link and detail.

Artificial intelligence (AI); link/detail:

Decree of the President of the Republic of Uzbekistan No. **4996** dated February 17, 2021 "On measures to create conditions for accelerated implementation of Artificial Intelligence technologies":
<https://lex.uz/docs/5297051>;

establishment of Research Institute for the Development of Digital Technologies and Artificial Intelligence; the project group was approved for the development of Artificial Intelligence Strategy in the Republic of Uzbekistan;

Additionally, "Mukhlisa" a smart assistant that processes speech and texts in Uzbek using artificial intelligence and communicates in Uzbek (<https://muxlisa.uz/>) and "MyID" biometric identification system (<https://myid.uz/ru/>) were created.

Robotics; link/detail:

Item 34, Annex 24, Decree of the President of the Republic of Uzbekistan No. **6079** dated October 5, 2020
<https://lex.uz/ru/docs/5030957#5032386>:

Introduction of technologies such as automation of production and management processes (ERP, MES, SCADA, etc.), robotization, "Internet of Things", "Artificial Intelligence" in industrial enterprises.

Blockchains; link/detail:

Resolution of the President of the Republic of Uzbekistan No. **3832** dated July 3, 2018
<https://lex.uz/docs/3806048>:

implementation of the "blockchain" technology, "artificial intelligence", the use of the capabilities of supercomputers.

Resolution of the President of the Republic of Uzbekistan No. **3927** dated 2 September 2018
<https://lex.uz/docs/3891629>:

allocation of investors' funds for the implementation of projects in the field of digital economy development on the basis of public-private partnership, including those related to the implementation of blockchain technologies;

implementation of the strategically important projects for the development of the digital economy on the terms of public-private partnership, including in the field of crypto-assets turnover and the activities of crypto-exchanges, as well as educational and other training events.

5G; link/detail:

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 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. <https://lex.uz/docs/5735280>

Item 5, Annex 24, Decree of the President of the Republic of Uzbekistan No. **6079** dated October 5, 2020 <https://lex.uz/ru/docs/5030957#5032386>:

*application of technological neutrality rules and creation of opportunities for introduction of IMT (International Mobile Telecommunications) technologies (3G, 4G, 5G and next generation);
providing opportunities for joint use of radio frequency spectrum by mobile operators.*

Internet of Things (IoT); link/detail:

Items 7 and 34, Annex 24, Decree of the President of the Republic of Uzbekistan No. **6079** dated October 5, 2020 <https://lex.uz/ru/docs/5030957#5032386>:

*Establishment of measures for the development of "Internet of Things" in the Republic of Uzbekistan:
Creating favourable 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.

Invisible/anticipatory/proactive/seamless services³ [NEW]:

Item 3 of the Decree of the President of the Republic of Uzbekistan No. **113** dated April 20, 2022 “On additional measures to simplify the public services delivery, reduce bureaucratic barriers and develop a national system for the delivery of public services”: *It is envisaged to establish proactive state services, which implies that the state bodies, on their own initiative, offer citizens the use of the necessary service in a specific situation.* <https://lex.uz/docs/6360915>

Paragraph 6 of the Decree of the President of the Republic of Uzbekistan No. **357** dated August 22, 2022 “On measures to bring the field of information and communication technologies to a new level in 2022-2023”: *Starting from November 1, 2022:*

to provide mobile communication operators, commercial banks and operators of payment systems with electronic government services on the Unified portal through their mobile applications in compliance with information security requirements;

to allow the use of electronic government services introduced in the mobile application of the Unified portal through electronic digital signature keys placed on the identification ID card.

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

Others; link/detail: _____

35. Is the national e-government strategy aligned to any regional or global guidelines, recommendations or goals (e.g. United Nations, African Union, European Union, OECD)? Please provide link and detail.

Yes No

“Digital Uzbekistan – 2030” Strategy is guided by the United Nations Sustainable Development Goals and United Nations E-Government Survey (Chapter 1 of this Strategy).

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

Additionally, the “Digital Uzbekistan – 2030” provides the list of countries to cooperated in the field of information technologies.

<https://lex.uz/docs/5030957#5032385>

Agreement on cooperation of the CIS member states in the field of digital development

<https://lex.uz/docs/5440990>

Project in cooperation with the World Bank in the sphere of transformation of telecommunication sector of Uzbekistan.

³ To explain

<https://www.vsemirnyjbank.org/ru/news/press-release/2022/12/16/uzbekistan-s-strategic-reforms-receive-expanded-world-bank-support>

36. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? Please provide link and detail.

Yes No

1. Goals of “Digital Uzbekistan – 2030” Strategy were determined by the Decree of the President of the Republic of Uzbekistan No. 6079 dated October 5, 2020.

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

2. Although the main digital strategy of the country – “Digital Uzbekistan – 2030” Strategy has been designed for 10 years, the roadmaps and programs under the Strategy are to be approved every two years based on achieved results and targets as well as main directions of further development of digital technologies for the next period.

3. In Uzbekistan, visioning the future of digital government is based on assessment of results achieved in digitalization processes in public administration, economy sectors, social life and local authorities within the framework of “Digital Uzbekistan – 2030”.

4. In accordance with the Appendix 2 of the Decree of the President of the Republic of Uzbekistan No. **76** dated May 24, 2023 “On measures for effective organization of public administration in the field of digital technologies in the framework of administrative reforms”, the main directions of digital transformation of sectors and regions have been determined, based on which the full digitalization of activities of state agencies is established. *It is planned to implement the “Digital Region” program, which provides for the transition to the “Digital Government” system and the introduction of modern management methods in the regions based on information systems and resources. It is also decided to provide high-quality digital public services to the population based on the “Digital Citizen” principle taking the provision of public services to the population to a new level.*

37. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? Please provide link and detail.

Yes No

The Government usually practices piloting and policy experimentation in implementation of digital technologies projects.

Decree of the President of the Republic of Uzbekistan on measures to introduce a special regime for the use of artificial intelligence technologies No. PP-**5234** dated August 26, 2021.

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 granted in legal relations arising in the process of testing and putting into practice software products.

<https://lex.uz/docs/5603368>

Paragraph 5 of the Decree of the President of the Republic of Uzbekistan No. **244** dated November 9, 2022 implies the following:

Introduction of the special legal regime “Regulatory sandbox”, which provides for special regulation of the activities of business entities that are legal entities in a controlled limited environment for testing new products and services based on modern technologies or other intellectual activity results.

<https://lex.uz/docs/6279879>

38. Does the Government have any official tool/mechanism to monitor the progress of the

implementation of its e-government strategies? Please provide link and/or details [NEW]

Yes No

ljro.gov.uz - Single interdepartmental monitoring e-system of implementation of acts of the President and Cabinet of Ministers of the Republic of Uzbekistan.

<https://ljro.gov.uz/>

In order to control work and executive discipline in state bodies through digital technologies, to introduce a single electronic document circulation system, a unified electronic system of executive discipline (ljro.gov.uz) was introduced. Today, ministries, agencies and their 30,875 system organizations are connected to this system, and more than 8 million electronic documents have been signed with digital signatures by more than 100,000 users.

nis.egov.uz – National Information System <https://nis.egov.uz/>

In accordance with the Resolution No. **373** of the Cabinet of Ministers of the Republic of Uzbekistan dated June 15, 2021 "On measures to further improve the rating assessment system of the state of development of the digital economy and electronic government" (<https://lex.uz/docs/5458249>), every half year state administration bodies, business associations and local executive authorities and regions are evaluated through the rating assessment of the state of digital transformation rating evaluation interagency information system (<https://nis.egov.uz>).

The rating assessment of the state of digital transformation in organizations is carried out according to the main indices in the following directions:

1. *Openness and E-Participation Index.*
2. *Electronic Services Index.*
3. *Information Security Index.*
4. *Activity Digitalization Index.*

The results of the rating evaluation are discussed at the meetings of the Cabinet of Ministers and at the meeting of the Coordination Commission on the implementation of the "Digital Uzbekistan - 2030" strategy.

E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

39. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind?*

Yes No

If yes, please provide link and detail.

1. 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>.

2. 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>

40. Is there a national e-participation policy/strategy or similar? *

Yes No

If yes, please provide link and detail.

1. <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.

Paragraph 13 of the Law of the Republic of Uzbekistan, No. **445** dated September 11, 2017 "On introducing amendments and additions to the law of the Republic of Uzbekistan "On appeals of individuals and legal entities"

<https://lex.uz/docs/3336171>

2. <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).

Paragraph 1 of the Decree of the President of the Republic of Uzbekistan No. **178** dated July 27 2022 "On measures to introduce an effective system of dialogue with business subjects and further strengthening their legal protection"

<https://lex.uz/ru/docs/-6132678>

3. <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.

Chapter 3 of Order of the Minister of Justice of the Republic of Uzbekistan No. **2565**, dated February 28, 2014 "On approval of the rules for the preparation and adoption of departmental normative legal acts"

<https://lex.uz/ru/docs/2349916#5582413>

4. <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.

Paragraph 13 of the 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>

5. <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.

Paragraph 34 of the Decree of the President of the Republic of Uzbekistan No. **5308** dated January 22, 2018 "On the state program on the implementation of the strategy of actions on the five priority

directions of the development of the republic of Uzbekistan in 2017 — 2021 in the "Year of supporting active entrepreneurship, innovative ideas and technologies"

<https://lex.uz/docs/3516847>

6. <https://project.gov.uz/>

Unified electronic system for the development and approval of draft regulatory legal acts. The portal provides services where state bodies (ministries, agencies, municipalities, etc.) are able to create, discuss, authorize, make additional changes to legal acts (Presidential and Government Decrees, resolutions, Road maps, Strategies, Concepts and other State documents) before they are approved by the government.

Resolution of the Cabinet of Ministers of the Republic of Uzbekistan, No. **284** April 08 2019 "Regarding organizational measures for the implementation of the unified electronic system of development and agreement of draft normative-legal documents"

<https://lex.uz/docs/4276395>

7. <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*

Decision of the President of the Republic of Uzbekistan, dated August 22, 2018 No. **3917** "On measures to ensure open budget data and active participation of citizens in the budget process"

<https://lex.uz/docs/3879207>

41. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and/or other vulnerable groups? *

Yes No

If yes, please provide link and detail.

1. According to the decision No. **507** of the Cabinet of Ministers of the Republic of Uzbekistan dated August 9, 2021, a single interactive national platform "Aziz-ayol.uz" was introduced, and the main tasks of this platform are as follows:

- *effective use of rapid analytical data with the wide use of information and communication technologies and thereby increasing the effectiveness of the activities of state bodies related to the support of women;*
- *support women's education;*
- *preparing women for marriage, forming child-rearing skills in them;*
- *training of women, including women included in the "Women's register", to provide vocational training, to ensure their employment, to help attract them to entrepreneurship;*
- *to increase the social and political activity of women, to help ensure a healthy lifestyle among them;*
- *creating more facilities for women to apply for the protection of their rights;*
- *ensuring stability of families, preventing divorces;*
- *creation of a unified system for ensuring the accuracy of statistical reports on women;*
- *Publicize the activities of republican and regional women's public councils*

<https://lex.uz/docs/5562779>

2. Pursuant to the decision of the Cabinet of Ministers of the Republic of Uzbekistan No. **119** dated March 3, 2023, an electronic application for the allocation of benefits to certain categories of persons in need of social protection has been created on the Unified Interactive State Services Portal:

a) disability allowance for children under 18 years of age with disabilities;
b) maintenance allowance;
c) disability allowance;
d) survivor's allowance;
e) age allowance for those who do not have enough work experience (including allowances for mothers who have (had) a child with a disability from childhood) (<https://lex.uz/docs/6411319>)

3. Resolution No. **182** of the Cabinet of Ministers of the Republic of Uzbekistan dated March 25, 2020 mainly provides social support to families with low incomes and need to improve their housing conditions, women who are in a difficult social situation, young people actively participating in the social life of our country, and In order to provide assistance to other segments of the population and to ensure addressability and transparency in state support for families in need of improving housing conditions, a service for applying for State subsidy for mortgage loans has been introduced on the portal of the Unified Integrated State Services (<https://lex.uz/docs/4774086>)

4. According to the Resolution of the Cabinet of Ministers of the Republic of Uzbekistan No. **693** dated November 19, 2021, an electronic state service for issuing referrals for treatment in sanatoriums to the elderly and disabled has been launched on the Unified Interactive State Services Portal. (<https://lex.uz/docs/5735396>)

5. According to the Resolution of the Cabinet of Ministers of the Republic of Uzbekistan No. **507** of September 16, 2022, on the Unified Interactive State Services portal, it is possible to apply for preferential transport cards, which entitle certain categories of blind persons with disabilities and persons accompanying a blind person with a disability to travel for free in city passenger transport. (<https://lex.uz/uz/docs/6197967#6198231>)

6. According to the Resolution of the Cabinet of Ministers of the Republic of Uzbekistan No. **203** dated April 20, 2022, in order to support the employment of persons with disabilities, an electronic application for allocating subsidies to employers who employ persons with disabilities has been created on the Unified Interactive State Services Portal. (<https://lex.uz/docs/5972535>)

7. In accordance with the decision of the Cabinet of Ministers of the Republic of Uzbekistan No. **341** dated June 21, 2022, in order to provide social support to young people with disabilities, the possibility of applying for subsidies through the Unified interactive state services portal has been introduced.

- Providing subsidies to young people with disabilities to cover tuition, living and transportation costs;
- Allocation of subsidies for the purchase of equipment and work tools for young people with disabilities.

(<https://lex.uz/docs/6076304>)

8. 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.*

Specific measures to ensure meaningful connectivity/access to e-government services by the population including women and other vulnerable groups were determined in “Digital Uzbekistan – 2030” Strategy approved by the Decree of the President of the Republic of Uzbekistan No. **6079** dated October 5, 2020 “On approval of and measures for its effective implementation”.

Part 2.5 “Priorities for education and training in the field of information technology” of the Strategy (Annex 1 of the above-mentioned Decree).

<https://lex.uz/ru/docs/5030957#5032118>

“Women advisory group” - launched in October 2021, the WAG initiative is being implemented in 7 pilot regions of Uzbekistan, focusing on particularly vulnerable communities with multiple geographic, social and economic vulnerability factors. Increasing citizens' access to public services in Uzbekistan, especially for the most vulnerable, has been a key area of reform for the government in recent years. These reforms have helped Uzbekistan move closer to achieving UN Sustainable Development Goals 5, 10 and 16 by 2030.

<https://www.undp.org/uzbekistan/stories/public-services-form-support-women-story-markhabo>

42. Does the Government provide any specific e-service(s) for women and/or other vulnerable groups?

Yes No

If yes, please provide link and detail.

Unified portal of interactive public services (my.gov.uz) provides 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>).

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.

43. Does the Government provide any specific e-participation measure(s) for women and/or other vulnerable groups? *

Yes No

If yes, please provide link and detail.

Every e-participation portal and mobile app is designed for all segments of the population including for women and other vulnerable groups.

Gender-Responsive Online Platform - "Mening fikrim (My opinion)" is an online platform and that was design to be user-friendly, accessible, and inclusive for women and vulnerable groups.

<https://meningfikrim.uz/uz>

The portal for women, helps to women and girls to find their professions, ensure their employment, and involve them in entrepreneurship. Information related to women from ministries and agencies is

quickly collected and analysed in real time. Facilities are created for women to apply for the protection of their rights.

<https://aziz-ayol.uz>

Offline Town Hall Meetings - "IT-Women Gap" project: Organize town hall meetings and webinars where women can directly engage with decision-makers and policymakers. It is a space where women of any age, educational or social background can come together to learn and have a good time. During our meetings, women from all walks of life will have an opportunity to communicate, get an advice or support, learn something new, and realize their potential.

<https://it-gap.uz/>

44. Does the Government provide any specific measure(s) to build digital literacy/skills for women and/or other vulnerable groups? *

Yes No

If yes, please provide link and detail.

The government of Uzbekistan pays special attention to development of IT-education including building digital literacy and skills for youth and women.

"Tumaris.Tech" is a large-scale project in Central Asia supporting women's entrepreneurial initiatives, the purpose of which is to help women's IT startups and realize and develop their own projects. This project was awarded with an international prizes "Tumaris.Tech" was the best international project in the field of "Capacity building" (potential creation) by the ITU.

<https://it-park.uz/ru/itpark/news/tumaris-tech-vpishite-svoe-imya-v-istoriyu-zhenskih-startapov>

Starting from October 1, 2023 expenses for receiving IT certificates will be fully reimbursed by government.

In order to increase the number of innovative youth projects that can compete in the global IT market, the competition "President Tech Award" has been initiated with a \$1 million prize pool.

Additionally, the "Gap" project has initiated by the Ministry of Digital technologies. It is a space where women of any age, educational or social background can come together to learn and have a good time. During our meetings, women from all walks of life will have an opportunity to communicate, get an advice or support, learn something new, and realize their potential.

<https://it-gap.uz/>

"IT-Park University" an online higher education institution was established. Currently 328 students are studying at the ITPU University, 253 of them are boys and 75 are girls.

Womandigital.uz – International women public fund. The general goal of the International Forum is to cooperate in promoting the global integration of women's entrepreneurship using advanced e-commerce technologies, electronic trading platforms, exchange of experience, training programs on the basics of e-commerce and their legal basis, business trainings, start-ups that promote the development of the digital economy of countries with the involvement of international financial institutions, state, commercial and public structures.

<https://womendigital.uz/>

Technovation Girls - this is an international competition, which is coordinated from Silicon Valley (USA). The goal of the project is to develop the skills of critical thinking, entrepreneurship and programming among girls (10-18 years old). This project increases the interest of participants and all involved parties in technical fields, as well as increase the percentage of girls in technical professions

<http://technovation.uz/>

Platform for interactive medical and social services. The Platform contains electronic information about persons with disabilities, increasing their social activity, promoting a healthy lifestyle, and giving opportunity to promptly apply for medical and social services.

<https://ijtimoiy-xizmat.uz/>

45. Does the Government use social media platform(s)? *

Yes No

If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

1. Official accounts of the President of the Republic of Uzbekistan in social networks are as follows:

(i) e-information:

<https://www.youtube.com/channel/UC61Jnumjuz8NXhSuLoZD2xg>

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

https://twitter.com/president_uz

<https://www.instagram.com/sh.mirziyoyev/>

<https://t.me/shmirziyoyev>

<https://www.facebook.com/govuz>

<https://twitter.com/govuz>

https://telegram.me/portal_gov_uz

<https://t.me/MyGovUz>

<link.egov.uz/yt>

<link.egov.uz/fb>

<link.egov.uz/mig>

[https://twitter.com/mygovuz.](https://twitter.com/mygovuz)

(ii) e-consultation:

<link.egov.uz/yt>

<link.egov.uz/fb>

<link.egov.uz/mig>

[https://twitter.com/mygovuz.](https://twitter.com/mygovuz)

(iii) e-decision-making:

<https://www.facebook.com/govuz>

<https://twitter.com/govuz>

https://telegram.me/portal_gov_uz

<https://t.me/MyGovUz>

<link.egov.uz/yt>

<link.egov.uz/fb>

<link.egov.uz/mig>

[https://twitter.com/mygovuz.](https://twitter.com/mygovuz)

If yes, please include any guidelines for government officials/institutions on the use of social media.

Decree of the Cabinet of Ministers on additional measures to ensure compliance with the rules of etiquette by state civil servants. No.595 dated October 15, 2022 which contains the "Rules of ethics of state civil servants"

<https://lex.uz/docs/6236838>

46. Does the Government publish information on how people's voices, including those among women and/or vulnerable groups, are included in policy decision-making? *

Yes No

If yes, please provide link and detail.

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://regulation.gov.uz/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://openbudget.uz/>

Examples:

<https://openbudget.uz/boards-list/1/ca86f281-5965-47ba-9f0a-1cd6a885740b> - *purchasing medical equipment for family hospital No.6 in Bukhara;*

<https://openbudget.uz/boards-list/1/c0a50a19-897a-428b-bece-c1a9da0c0f34> - *constructing the building of the family doctor's office in Fergana;*

<https://openbudget.uz/boards-list/1/97454941-70d6-4c16-b8f4-72d395c5eeb6> - *provision of 4 IT classrooms with modern 4 smart boards and 60 computers to provide quality education to 156 students studying computer systems programming at vocational school of Bekobod city.*

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://meningfikrim.uz/uz>

F. Usage, User Satisfaction and Evaluation

47. Does the Government monitor/collect usage statistics of e-government services? *

Yes No

If yes, please provide link and detail.

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>

48. Does the Government measure usage data with dis-aggregation by gender?*

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>

49. Does the Government measure user satisfaction of e-government services? *

Yes No

If yes, please provide link and detail.

On the unified interactive public services portal, users can rate services online in a 5-point system. Users also have the opportunity to make suggestions on improving the quality of electronic government services. In the course of using electronic government services, if violations of the law are detected, users have the opportunity to send a message about it to the authorized body through the unified interactive public services portal.

In accordance with the Resolution No. **373** of the Cabinet of Ministers of the Republic of Uzbekistan dated June 15, 2021 "On measures to further improve the rating assessment system of the state of development of the digital economy and electronic government" (<https://lex.uz/docs/5458249>), every half year state administration bodies, business associations and local executive authorities (hereinafter - organizations) and regions are evaluated through the rating assessment of the state of digital transformation rating evaluation interagency information system (<https://nis.egov.uz>).

The rating assessment of the state of digital transformation in organizations is carried out according to the main indices in the following directions:

1. *Openness and E-Participation Index.*

2. *Electronic Services Index.*

3. *Information Security Index.*

4. *Activity Digitalization Index.*

In this case, the 2nd index, i.e. the Electronic Services Index, for each of the provided electronic services, at least 5 users will be contacted by phone and a survey will be conducted based on the interview. The user's opinion, suggestions, evaluation of the electronic service through the survey are taken into account in the rating evaluation.

Also, the assessment of the electronic service via my.gov.uz, its ease of use and a number of other indicators are taken into account.

The results of the rating evaluation are discussed at the meetings of the Cabinet of Ministers and at the meeting of the Coordination Commission on the implementation of the "Digital Uzbekistan - 2030" strategy.

Does the Government collect user satisfaction data with dis-aggregation by gender?

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>

G. Partnership and International Cooperation

50. Please provide information about any ongoing global/regional partnership and/or digital cooperation, with United Nations (such as UNDESA, Regional commissions, UNDP, UNICEF ...) focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) * [NEW]

Ministry of Digital Technologies of the Republic of Uzbekistan has been developing international cooperation in e-government and digital technologies on both bilateral and multilateral format.

As for multilateral cooperation, in above-mentioned sector Ministry of Digital Technologies closely cooperates with ITU, UNDESA in assessment project of 14 cities of Uzbekistan according to the LOSI MoU, with UNDP Uzbekistan, UNDP Bangladesh in South-South Network For Public Service Innovation project.

51. Please provide information about any other ongoing global/regional partnership and/or digital cooperation, with other non UN-bodies. [NEW]

Uzbekistan also cooperates on e-government and digital technologies with non UN-bodies such as The World Bank Group as well as Shanghai Cooperation Organization (SCO), Organization of Islamic Cooperation (OIC) and Regional Communication Commonwealth (RCC) regionally.

As for bilateral cooperation, Uzbekistan has established close relations in ICT and e-government with South Korea, Japan, China, India, Germany, the UK, Estonia, Belarus, Russia, Azerbaijan, Kazakhstan, Kyrgyzstan, Tajikistan, Turkmenistan, Afghanistan and others.

In particular, Ministry of Digital Technologies together with the Digital Government Projects Management Center of Uzbekistan have e-government cooperation with a number of well-known foreign organizations such as National Information Society Agency of Korea, Government Digital Service of the UK, e-Governance Academy of Estonia, Zerde of Kazakhstan, National e-Services Center of Belarus and others.

THANK YOU

Please provide any other information that will help us in understanding e-government development in your country.

The number of services provided online increased from 66% in 2022 to 70% in 2023.

The number of e-services on the my.gov.uz portal increased from 370 in 2022 to 446 in 2023.

By the end of 2023, the number of e-services is planned to increase up to 570.

In 2022, 66 percent (14.1 million applications) of the use of state services by citizens and entrepreneurs went to the my.gov.uz portal, and the remaining 34 percent (7.2 million applications) went to local State Service Centers. As of July 1, 2023 the share of applications received through the gov.uz portal is 70.4 percent (16 million). That is, the population began to feel the convenience of using electronic government services.

In order to further increase the scope of use of the single portal, from October 1, 2022, the electronic services of the single portal are provided through the applications of commercial banks, payment systems and mobile operators ("Aloqabank" mobile application "Zoomrad" offers 18 types, "Agrobank" "Agro mobile" " mobile application has 22 types, "Anorbank" JSC "Anor mobile" mobile application has 4 types, Khazna mobile application has 20 types, etc.).

Also, according to the Decree of the President of the Republic of Uzbekistan dated August 22, 2022 "On measures to bring the field of information and communication technologies to a new stage in 2022-2023" No. 357 (<https://lex.uz/docs/6166539>) from the Single portal in order to further increase the scope of use, from October 1, 2022, it is allowed to provide electronic services of the Single portal through the applications of commercial banks, payment systems and mobile communication operators. Currently, "Zoomrad" of "Aloqabank", "Agro mobile" of "Agrobank", "Anor mobile" of JSC "Anorbank", "Khazna" of "Khalq bank", "JOYDA" of "Uzbekistan industrial-construction bank" of ADB, " PayMe", "Uztelecom", "Mobi uz" mobile applications provide 26 types of public services.

These organizations have created additional convenience for their users after providing public services through their mobile applications. That is, they create an opportunity to get some necessary information about themselves through one mobile application.

In order to facilitate the implementation of state duties and other payments in the provision of public services, including electronic services, a unified electronic government billing system has been introduced. Currently, 410 types of fees, duties, and other payments of more than 60 ministries and agencies are being made through the system, 12.5 trillion since 2020 through the billing system, more than 79 million sums, transactions were carried out (2023 - 1.7 trillion sums). As a result more than 250 billion sums of citizens and entrepreneurs savings were achieved.

In order to transfer mutual information exchange of state organizations to an electronic form, based on the developed experiences of Korea and Estonia, the Inter-Departmental Integration Platform was

launched. Today, the number of services connected to this platform is 113, and the number of receiving organizations is 47. Since the beginning of the year, 842 mln. 45 bln. savings of sums were achieved.

The Digital Information Platform was introduced in 2022 in order to make it possible for business entities to use the existing information in the information systems of state organizations. Today, 64 types of data are transferred to 33 commercial organizations through this platform. The average number of daily requests made through the platform is 32,800. Because of the launch of this system, an additional 10 billion will be added to state agencies in 2023.

The introduction of the One-ID system for e-government users made it possible to use all information systems of the government. Today, 8.2 mln. users are registered. 245 information systems developed by state agencies use this identification system.

Electronic Licensing System (license.gov.uz) was launched in order to simplify and digitize the licensing system of business entities, and more than 100 types of licenses and permits are currently issued through this system. Since the beginning of the year, more than 100,000 applications have been received in the system, more than 85,000 of them have been reviewed and licenses and permits issued, more than 12,000 have been rejected for various reasons, and more than 2,500 are in the process of review.

In order to control work and executive discipline in state bodies through digital technologies, to introduce a single electronic document circulation system, a unified electronic system of executive discipline (ljro.gov.uz) was introduced. Today, ministries, agencies and their 30,875 system organizations are connected to this system, and more than 8 million electronic documents have been signed with digital signatures by more than 100,000 users.

Among the CIS countries, the automated system of election process management was launched in order to automate the election process. The system made it possible to automatically distribute voters to more than 10,000 polling stations, based on the address of residence of citizens. As a result, it became possible to implement the principle of "One citizen - one vote" in the referendum and election processes.

Within the framework of the "Digital Uzbekistan - 2030" strategy, more than 450 projects were implemented in state and economic management bodies, and a number of efficiencies were achieved through them.

In particular, 665 information systems and 44 information resources of 148 state organizations are registered in the single register of information systems and resources of electronic government (reestr.uz).

For example, as a result of the measures taken on the basis of the principle of "Digital Customs", 86% of exports and 76% of imports are now subject to a simplified procedure, i.e., the procedure for clearance without customs inspection. As a result, the clearance time was reduced by 4.5 times for exports and 2 times for imports. The number of customs inspections decreased by 1.7 times, and efficiency increased by 41%. 46.2 trillion sums to the state budget in 2022.

As a result of the full implementation of the information system "Unified register of social protection" across the country, the requirement of more than 11 types of documents from citizens when assigning social benefits were cancelled, and this type of financial aid money was automatically allocated to more than 2.2 million families during 2022.

The "Electronic Diary" system introduced in secondary schools of our republic saves up to 20 hours of teachers' time every quarter. After the cancellation of paper dailies and magazines, up to 4.5 billion sums of budget funds are being saved.

The automated information system "E-Fitouz" designed for online control of export-import processes of agricultural products was launched, through which the online exchange of documents for export-import from Uzbekistan to 128 countries was launched. As a result, application review period was reduced from 10 days to 1 day for exporting procedures, and from 30 days to 3 days for importing procedures.

Because of the introduction of the automatic control system of the refrigeration section at "Ozmetkombinat" JSC, the cost of mechanical equipment repair was reduced by 10%, and the Society was able to save 1.2 billion sums.

"Uzbekistan Railways" JSC introduced an information system for formalizing loading operations of cargo transportation services on the basis of the principle of "single window", connecting large shippers and more than 2,000 enterprises to it. As a result, expenses of 6.5 billion sums spent on paper formalization of loading operations were saved.

In addition, the society has introduced the "passenger loyalty" program of the electronic ticketing system, and when purchasing a ticket electronically through the system, passengers are provided with additional points based on the amount of the ticket price purchased online as an incentive for the loyalty program. Currently, an average of 3,000 tickets are purchased per day. Passengers are offered a total of 2 percent points on the total price of the ticket. In turn, users saved more than 9 billion sums. The accounting and reporting system was introduced by "Issiklik Elektrstaniyalari" JSC, and all types of accounting and financial reports were formed in accordance with the requirements set by state standards and other regulatory documents. As a result, the control of the movement of financial flows has increased to 75%, and the efficiency of management of fixed assets has increased to 85%.

"Uzavtosanoat" JSC introduced an ERP system at "Uzavto Motors" JSC. As a result, operational losses in the production process were reduced by 10%, and production time was reduced by 4%.

As a result of the introduction of a single automated information system for the objects of acceptance of fuel and lubricants and distribution to transport equipment at the "Almalyk Mining and Metallurgical Combine" JSC, the service time at gas stations was reduced by 2 times.

In 2022, the Electronic Government unified data storage center, which serves as the foundation of electronic government based on international standards, was established.

In the center, a system with 20 petabytes of memory was established based on the most modern technologies in the Tashkent region, 580 servers, diesel generators with a total power of 5 megawatts ensure continuous operation of the system. The data center has a TIER-III certificate issued by the international Uptime Institute.

This center serves to save the costs of government agencies on data storage and technical support, to improve the quality of services provided to citizens and entrepreneurs, and to ensure reliable protection against cyber-attacks.

Consent to publish this Questionnaire

I/We authorize UN DESA to publish my/our responses as deemed necessary. *

Yes No

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.