



MECHANISMS FOR USING INFORMATION AND COMMUNICATION
TECHNOLOGY SERVICES IN THE ELECTRONIC GOVERNMENT
SYSTEM OF UZBEKISTAN AND THEIR EFFECTIVENESS

Boronov Bobur Farxodovich

*Samarkand Institute of Economics and Service, Professor of the Department of
Accounting (DSc)*
bobur-boronov@mail.ru

Rajaboyev Shahboz Shodi o‘g‘li

*Assistant Lecturer, Department of Information Technologies
Samarkand Institute of Economics and Service
ORCID: 000-0002-0997-6689
shahbozrajabboyev@gmail.com*

Abstract

This article analyzes the mechanisms for using information and communication technology (ICT) services in the process of developing the electronic government system in the Republic of Uzbekistan, as well as their legal, organizational, and technological foundations and practical effectiveness. The study widely highlights the digital reforms being implemented in the country, online forms of public service delivery, and the conveniences they create for the population. In addition, proposals are presented regarding the development of digital infrastructure, the growing demand for electronic public services, and existing challenges.

Keywords: electronic government, ICT, public services, digital transformation, effectiveness of electronic services.

Introduction

One of the most effective directions for modernizing public administration worldwide is the electronic government system. It not only ensures the rapid and



transparent provision of public services but also simplifies communication between citizens and the state, prevents corruption, and creates a foundation for economic growth. The electronic government system is one of the main pillars of these reforms and is aimed at ensuring openness, efficiency, transparency, and effectiveness in public service delivery. The extensive use of ICT services serves not only to optimize the activities of public authorities but also to improve the conditions created for citizens and entrepreneurs.

In Uzbekistan, the development of the electronic government system has been one of the priority areas of state policy since 2012. The digital transformation process intensified particularly during 2019–2025. During this period, more than 300 interactive public services were launched, and about 40 state registers were integrated. However, despite the existing achievements, there are still issues that need to be addressed, including technical failures in some services, insufficient inter-agency integration, data duplication, and cybersecurity risks. The relevance of the topic is closely linked to the “Digital Uzbekistan – 2030” strategy, which aims to fully digitalize public administration.

Relevance of the Topic

The electronic government system is globally recognized as an important tool for improving public services. In recent years, significant changes have been implemented in this area in Uzbekistan. In particular, more than 300 public services have been transferred to an online format through the Unified Interactive Public Services Portal (my.gov.uz). The activities of Public Service Centers have been optimized, and unified standards for service delivery to the population have been established. Modern ICT mechanisms such as mobile applications, electronic payment systems, and ID-card-based identification have been introduced. The phased implementation of the “Digital Government” platform has accelerated electronic data exchange between government bodies.



All these measures contribute to ensuring that public administration in the country is open, convenient, and effective. Therefore, this topic is highly relevant not only from a theoretical but also from a practical perspective. Currently, the processes of digitalizing public administration in the Republic of Uzbekistan are consistently continuing. In particular, the “Digital Uzbekistan – 2030” strategy is one of the large-scale reforms aimed at transforming public services, improving inter-agency data exchange, and increasing the reliability and speed of electronic services. This strategy defines the priority directions for the development of the electronic government system, including the full digitalization of all public services, the creation of unified information platforms, the expansion of open data systems, and increasing citizens’ access to public services online.

Research Methodology

In the process of writing the article, various methodological approaches were used, including analysis and synthesis, comparative analysis, analysis based on statistical data, and legal-normative analysis. Using the methods of analysis and synthesis, the existing mechanisms of the electronic government system, their effectiveness, and development trends were analyzed.

Analysis and Results

In recent years, the electronic government system in Uzbekistan has been developing consistently and has become an important direction of public administration. The formation of this system has been carried out in several stages, and at each stage, mechanisms for using ICT services were further improved.

At the initial stage (2013–2017), the legal and regulatory framework of electronic government was created, the Unified Interactive Public Services Portal was launched, and departmental information systems were formed. At the next stage (2018–2020), Public Service Centers and the Public Services Agency were established, and a significant portion of services was transferred to an online format. The third stage, from 2021 to the present, is characterized by large-scale reforms



based on the “Digital Uzbekistan – 2030” strategy, including the digitalization of more than 80 percent of public services, the introduction of unified identification through ID cards, and the integration of data exchange systems.

The effectiveness of electronic government largely depends on the level of ICT service utilization. Today, electronic services in Uzbekistan are widely used through the Unified Portal (my.gov.uz), electronic identification system (OneID), inter-agency data exchange platforms, mobile applications, and electronic payment systems. The availability of more than 300 services through the Unified Portal, the implementation of the “one-stop-shop” principle, electronic queues, automatic monitoring, and online payments significantly increase system efficiency. Through the OneID system, the process of citizen identification has been simplified using electronic signatures, ID cards, and biometric authentication.

In the process of inter-agency electronic data exchange, more than 200 organizations are connected through a unified integration center, which reduces the volume of paper document circulation and simplifies bureaucratic procedures. In addition, the share of obtaining public services through mobile applications is increasing every year, creating convenience for broad segments of the population. Indicators of citizens’ and entrepreneurs’ use of electronic services also confirm the growing effectiveness of the system. In recent years, the number of users of online services has been increasing by 20–30 percent annually.

The majority of users of electronic services are young people, which indicates a growing level of digital literacy. The most demanded services include tax payments, cadastral information, checking fines for traffic violations, civil registry services, and obtaining various licenses and certificates. Transferring these services to an online format has made it possible to significantly save citizens’ time and financial resources.

The practical effectiveness of the electronic government system is manifested in several areas. First, economic efficiency indicators show positive growth:



bureaucratic costs have decreased, paper circulation has been reduced by 60–70 percent, and budget savings have been achieved due to the autom

Main Components of the Electronic Government System of the Republic of Uzbekistan

- ⊕ Unified Interactive Public Services Portal (my.gov.uz)
- ⊕ Unified Identification System (OneID)
- ⊕ Electronic Digital Signature (e-signature)
- ⊕ Unified Payment System (pay.gov.uz)
- ⊕ Public Service Centers (PSC)
- ⊕ Inter-agency Information Exchange Platform
- ⊕ Unified Databases and Information Systems
- ⊕ UZCERT and State Information Security Centers
- ⊕ Digital Literacy and Support Centers

ation of public service delivery.

From a social efficiency perspective, service acquisition processes for the population have been simplified, service delivery time has been significantly reduced, and access to quality services has been ensured even in remote areas. From an administrative efficiency perspective, transparency in the activities of public authorities has increased, corruption risks have decreased, the influence of the human factor has been reduced, and rapid data exchange between agencies has been established.

Nevertheless, some problems still exist. In particular, the level of digital literacy among certain segments of the population remains insufficient. Low internet speed in remote areas and outdated information databases or slow integration processes in some agencies also affect service efficiency.

Ensuring the effectiveness of the electronic government system depends on several key factors. The strength of organizational and legal frameworks guarantees the lawful and systematic implementation of electronic services. In Uzbekistan, the



Law "On Electronic Government" and regulatory legal acts related to information security create a foundation for the stable functioning of the system.

Conclusion

In conclusion, the electronic government system of Uzbekistan has developed significantly in recent years and has created a solid foundation for digital public administration. The development of mechanisms for using ICT services has simplified the activities of public authorities and created conveniences for the population. Electronic services have contributed not only to saving time but also to increasing transparency and efficiency in public administration.

To further enhance the effectiveness of electronic government, the following measures are proposed: wider introduction of artificial intelligence into public services, improvement of digital literacy among the population, strengthening the security of electronic services, integration of all services into a single mobile application, and full implementation of a paperless government system. The development of electronic government will remain an important factor in expanding the digital economy, improving public administration efficiency, and enhancing the quality of life of the population in Uzbekistan.

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