

ESTABLISHING AND DEVELOPING E-GOVERNMENT IN THE REPUBLIC OF UZBEKISTAN

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ABSTRACT

This article explains that the creation of electronic government and its improvement and development is the need of the times. Also, the article explains that it is effective to use the most valuable time for humanity, to do several things at the same time, to reduce bureaucracy, to avoid red tape, and even to reduce or eliminate the human factor in some areas.

Keywords: e-government, legislation, legal documents, information and communication system, Durham County, On-Nara, E-Government Survey, IT, UN, online, unification, identity.

INTRODUCTION

Simply, electronic government is a fast and convenient connection between the state and the citizen, alleviating the problems of the people, exchanging information and communications between government authorities. In addition, this is the best way to get rid of large load duties for the state itself. This process, which has already been polished and developed in the world experience, today encourages the government of Uzbekistan to work on this issue.

Although the law on electronic government was signed by the President of Uzbekistan on December 9, 2015, the actions in this regard began much earlier.

Lex.Uz, which was originally a national legislative database, is a national database of legal documents of the Republic of Uzbekistan. regulatory measures were decided upon.[1] “Lex”- “law” (Latin) “Dura lex, sed lex” – “The law is strict, but it is the law”.

A computer (or other equipment) connected to the Internet is required to use this system, which allows users to obtain regulatory documents over the Internet.

Users of this electronic platform can find normative legal documents in the systems. A number of measures are being taken to increase the role of electronic government in the reforms of the justice system of the Republic of Uzbekistan. In addition to this, the information service provision center of the ministry is working on

the system of newly accepted documents, keeping all the existing documents in the system in “Control status”, adding international documents added or ratified by the Republic of Uzbekistan to the system. This, of course, provides additional convenience to users.

The Ministry of Information Technologies and Communications Development of the Republic of Uzbekistan was established in accordance with the Decree of the President of the Republic of Uzbekistan No. PD-4702 of February 4, 2015.

Further improvement of the state administration system, rapid implementation of modern information technologies and communications, "electronic government" system and information systems, modernization of telecommunication infrastructure and data transmission networks in the branches and sectors of the country's economy was determined as the main task of this ministry.

On November 18, 2015, the Law on “Electronic Government” was adopted by the Legislative Chamber. The Senate approved it on December 3 and the President signed it on December 9.[2] The implementation of the law in practice gave a great impetus to the well-being of the people and, in turn, to the effective implementation of the tasks of the state.

In order to ensure the implementation of the decision of the President of the Republic of Uzbekistan dated June 27, 2013 “On measures to further develop the National Information and Communication System of the Republic of Uzbekistan” PD-1989:[3]

- The decision of the President of the Republic of Uzbekistan dated September 25, 2013 “On measures to implement the investment project “Creation of National Geographical Information System” was adopted.

- In accordance with the decision of the Cabinet of Ministers of the Republic of Uzbekistan No. 250 dated September 16, 2013, the organizational structures of the Center for the Development of the “Electronic Government” System and the Center for Ensuring Information Security were approved;

- In accordance with the decisions of the President of the Republic of Uzbekistan adopted on October 30, 2013, appropriate changes and additions were made to some decisions of the President of the Republic of Uzbekistan and the Government.

- “Electronic Government” system training center was established at Tashkent University of Information Technologies;

- on the basis of advanced international experience, the first version of the draft Law of the Republic of Uzbekistan “On Electronic Government” was developed and submitted to interested ministries and agencies for consideration;

- The website of the Commission was created at www.nics.gov.uz in order to cover the progress of the implementation of projects and activities of the program of

comprehensive development of the National Information and Communication System of the Republic of Uzbekistan in 2013-2020.

The above-mentioned decisions, decrees and laws all indicate the importance of electronic government in modern statehood. We can give several examples about e-government successes.

When the Durham County Council in the UK launched its new strategy for attracting citizens, they had three main goals: to give citizens more choices, to have a better understanding of citizens, and to increase efficiency[4]. Thus, the Durham County Council switched to a digital approach to public services using a digital public service solution called Govservice.

Now more than 90 processes and forms for public services are available online and from one place, which makes it easier for citizens to carry out all kinds of operations with their government. As a result, the number of online applications of citizens has increased. This drastic change in the communication channel has already revealed an annual savings of more than \$ 308,000, which is expected to increase over time.

By 2007, 96.6% of employees of the state apparatus in 55% of the central government in Korea switched to the use of the national electronic system of information processing - the system "On-Nara" (Korean, online country) [5]. As a result, the period for consideration of citizens' appeals is reduced from 30-44 days to 7-13 days.

Innovative system of data processing in government agencies – "On-Nara" has been fully launched in 2007 and has the following objectives:

- Standardization of all management processes in the framework of data processing and exchange;
- Unified management of decentralized operations of government agencies;
- Interaction and integration of various processes that provide the exchange and dissemination of information between the participants of the system.

In South Korea, almost all public procurement is currently carried out using web technologies - 93% of tenders and 99.6% of online purchases. As a result of the transition to electronic form in the supply of goods and services to state instances, it saves \$ 4.8 billion annually. Because all tender offers are reviewed and evaluated through a special computer program on the website, it shows how open and transparent the tender is.

Based on the experience of the above countries, the Republic of Uzbekistan disseminated its Law "On e-Government" states that "e-government" - the provision of public services to individuals and legal entities using information and communication

technologies, as well as the activities of government agencies Introduced an interagency electronic cooperation system

The main principles of electronic government are as follows: - openness and transparency of activities of state bodies; - equal use of electronic government services by applicants; - provision of electronic state services on the “one stop” basis; - unification of documents of state bodies; - use of uniform electronic government identifiers; - regular improvement of the procedure for providing electronic state services; - ensuring information security

The Ministry of Development of Information Technologies and Communications of the Republic of Uzbekistan is the competent body for the introduction of information systems in the field of electronic government and public administration, and is responsible for the development and implementation of a unified state policy in this regard.

The UN Global Index of E-Government Development is a comprehensive index that assesses the readiness and capabilities of state bodies to use information and communication technologies in providing public services to citizens, and it is prepared every two years [6]. The study includes information on the level of development of e-government in different countries, as well as a systematic assessment of trends in the use of IT by public authorities. All countries covered by this study are ranked based on indices calculated on the following three main components:

1. Coverage and quality of Internet services;
2. IT infrastructure development level;
3. Human capital.

In the 2020 UN E-Government Survey, Uzbekistan fell 6 places and took 87th place among 193 countries. In 2018, Uzbekistan took 81st place in this ranking. Despite the slow development of infrastructure, the provision of online services in Uzbekistan has improved over the past two years.

Uzbekistan's E-Government Development Index (EGDI) was 0.66 (0.62 in 2018), which is 0.60 higher than the world average. The leader of this rating is Denmark - 0.97. The leader among Asian countries is South Korea - 0.95. And Kazakhstan became the leader in the Central Asian region - 0.83 (in 2018 - 0.75).

EGDI consists of three sub-indices: telecommunications infrastructure index, human capital index and online services index. In Uzbekistan, these indicators were 0.47, 0.74 and 0.78, respectively.

According to the second main indicator of the review, the E-Participation Index (EPI), Uzbekistan improved its position by 15 points and rose from 59th to 46th place. With an index of 0.80, Uzbekistan entered the group of countries with a high EPI level.

The review of the level of development of e-government is published by the United Nations Department of Economic and Social Affairs every two years. This is the only global report that assesses the level of development of e-governments of all UN member states.

“E-Government allows people living in marginalized or disadvantaged communities to directly interact and help them deliver services. “E-government plays an important role not only in service delivery, but also in strengthening digital literacy, digital integration, digital access and digital identity”, the report said.

In the development of e-government, countries face problems such as limited resources, lack of digital infrastructure and insufficient capacity.

The report states that the COVID-19 pandemic has strengthened the role of e-governments. Because maintaining social distance leads to increased interactive effects, and as a result, digital services are developing widely. E-government platforms can also be used to emerge from crises in innovative ways.

“E-Government tools become vital when remote operations are deemed necessary. Countries with strong and universal e-government systems are able to provide accurate and relevant information to the public, local authorities and health institutions. Also, advanced e-governments have the opportunity to cooperate with service providers to reduce the spread of incorrect information and ensure cyber security and data privacy”, the authors of the report noted.

However, in the 2022 index of this rating, Uzbekistan increased by 18 places and occupied 69th place. Nevertheless, neighboring Kazakhstan occupied 28th place in this rating. Among the Republics of the former Soviet Union, rating of Estonia is still high (the 8th place in the world).

As mentioned above, one of the most advantageous aspects of electronic government is to increase efficiency, that is, to simplify administrative processes, reduce paperwork, and save time and money. However, as they say there is another side to the coin, it also has its own disadvantages. For example, the lack of equality in the use of the public, that is, these services can be used via the Internet, and some citizens cannot use the state services online. In addition, the lack of a system for taking quick measures against cyber attacks encourages further improvement in this area.

In conclusion, e-government can bring great benefits to society by increasing efficiency, improving service delivery areas, and increasing access to public services. It also allows to increase transparency and accountability in state activities

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