# MUHANDISLIK & IQTISODIYOT

ijtimoiy-iqtisodiy, innovatsion texnik,
fan va ta'limga oid ilmiy-amaliy jurnal

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## "GLOBAL RAQAMLI INTEGRATSIYALASHUV: 2030-YILGACHA YASHIL IQTISODIYOTGA O'TISHDA TEXNOLOGIK VA INDUSTRIAL SANOATNI RIVOJLANTIRISH ORQALI MIKRO VA MAKROIQTISODIY BARQAROR O'SISHNI TA'MINLASH DOLZARBLIGI"

## "GLOBAL DIGITAL INTEGRATION: THE RELEVANCE OF ENSURING MICRO AND MACROECONOMIC SUSTAINABLE GROWTH THROUGH TECHNOLOGICAL AND INDUSTRIAL DEVELOPMENT IN THE TRANSITION TO A GREEN ECONOMY BY 2030"

## «ГЛОБАЛЬНАЯ ЦИФРОВАЯ ИНТЕГРАЦИЯ: АКТУАЛЬНОСТЬ ОБЕСПЕЧЕНИЯ УСТОЙЧИВОГО МИКРО- И МАКРОЭКОНОМИЧЕСКОГО РОСТА ЧЕРЕЗ РАЗВИТИЕ ТЕХНОЛОГИЧЕСКОЙ И ИНДУСТРИАЛЬНОЙ ПРОМЫШЛЕННОСТИ В ПЕРЕХОДЕ К ЗЕЛЁНОЙ ЭКОНОМИКЕ К 2030 ГОДУ»

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**Bosh muharrir:**
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05.01.00 – Axborot texnologiyalari, boshqaruv va kompyuter grafikasi
05.01.01 – Muhandislik geometriyasi va kompyuter grafikasi. Audio va video texnologiyalari
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05.01.03 – Informatikaning nazariy asoslari
05.01.04 – Hisoblash mashinalari, majmualari va kompyuter tarmoqlarining matematik va dasturiy ta'minoti
05.01.05 – Axborotlarni himoyalash usullari va tizimlari. Axborot xavfsizligi
05.01.06 – Hisoblash texnikasi va boshqaruv tizimlarining elementlari va qurilmalari
05.01.07 – Matematik modellashtirish
05.01.11 – Raqamli texnologiyalar va sun'iy intellekt
05.02.00 – Mashinasozlik va mashinashunoslik
05.02.08 – Yer usti majmualari va uchish apparatlari
05.03.02 – Metrologiya va metrologiya ta'minoti
05.04.01 – Telekommunikasiya va kompyuter tizimlari, telekommunikasiya tarmoqlari va qurilmalari. Axborotlarni taqsimlash
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05.06.01 – To'qimachilik va yengil sanoat ishlab chiqarishlari materialshunosligi
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08.00.17 – Turizm va mehmonxona faoliyati


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# DIGITAL TRANSFORMATION OF THE SOCIAL PROTECTION SYSTEM IN UZBEKISTAN: CURRENT STATE AND ANALYSIS

**Mukhtorov Ulugbek Khayotjonovich**
Head of the Career Development Center
Tashkent International University
E-mail: u.mukhtorov11@gmail.com

**Abstract.** This paper examines the current state and implementation of Uzbekistan's social protection digitalisation policy. Since 2023, the development of the Unified National Social Protection Information System (YaMIH AT) has involved work on over 30 functional modules and interagency integration initiatives involving more than 20 ministries and agencies. The study analyses the system's legal framework, key modules, and digitalisation processes, with particular focus on the module for older adults living alone and persons with disabilities in need of care. The analysis highlights the potential of digitalisation to improve service delivery efficiency, enhance transparency, and streamline administrative procedures.

**Keywords**: social protection, digitalisation, information system, case management, social passport, voucher system, e-government, Uzbekistan.

**Annotatsiya**. Mazkur tezisda O‘zbekistonda ijtimoiy himoya tizimini raqamlashtirish siyosatining joriy holati va amalga oshirilish jarayonlari o‘rganilgan. 2023-yildan boshlab «Yagona milliy ijtimoiy himoya» axborot tizimi (YaMIH AT) doirasida 30 dan ortiq funksional modulni ishlab chiqish hamda 20 dan ortiq vazirlik va idora bilan idoralararo integratsiyani yo‘lga qo‘yish bo‘yicha ishlar olib borilmoqda. Tadqiqotda tizimning huquqiy asoslari, asosiy modullari va raqamlashtirish jarayonlari, xususan, o‘zgalar parvarishiga muhtoj yolg‘iz yashovchi keksalar va nogironligi bo‘lgan shaxslarga mo‘ljallangan modul faoliyati tahlil qilingan. Tahlil natijalari raqamlashtirishning ijtimoiy xizmatlar ko‘rsatish samaradorligini oshirish, shaffoflikni ta’minlash va ma’muriy tartib-taomillarni soddalashtirish imkoniyatlarini ko‘rsatadi.

**Kalit so‘zlar**: ijtimoiy himoya, raqamlashtirish, axborot tizimi, keys-menejment, ijtimoiy pasport, vaucher tizimi, elektron hukumat, O‘zbekiston.

**Аннотация.** В данном тезисе рассматриваются текущее состояние и процессы реализации политики цифровизации системы социальной защиты в Узбекистане. С 2023 года в рамках Единой национальной информационной системы социальной защиты (YaMIH AT) ведётся работа по разработке более 30 функциональных модулей и организации межведомственной интеграции с участием более 20 министерств и ведомств. В исследовании проанализированы правовые основы системы, её основные модули и процессы цифровизации с особым вниманием к модулю, предназначенному для одиноко проживающих пожилых людей и лиц с инвалидностью, нуждающихся в постороннем уходе. Результаты анализа показывают потенциальные возможности цифровизации для повышения эффективности предоставления социальных услуг, обеспечения прозрачности и упрощения административных процедур.

**Ключевые слова**: социальная защита, цифровизация, информационная система, кейс-менеджмент, социальный паспорт, ваучерная система, электронное правительство, Узбекистан.

## INTRODUCTION

The digitalization of social protection systems has become a global governance priority. The OECD (2024) highlights that digital technologies can improve the coverage and efficiency of social protection programmes by facilitating beneficiary identification, simplifying enrolment, and streamlining benefit delivery [7]. Evidence from India's Direct Benefit Transfer (DBT) system indicates that linking beneficiaries through the Aadhaar biometric infrastructure has helped reduce duplicate and ineligible beneficiaries. According to government estimates cited by Alonso et al. (2023), the DBT system and related governance reforms generated cumulative fiscal savings equivalent to approximately 1.1% of GDP by March 2021 [4]. Similarly, Lowe et al. (2023) highlight that digital approaches can strengthen crisis resilience by enabling faster benefit delivery, real-time decision-making, and reduced transaction costs [5].

Uzbekistan has embarked on a large-scale digitalization of its social protection system, establishing a dedicated legal and institutional framework. Presidential Decree No. PF-82 (1 June 2023) provided for the establishment of the Unified National Social Protection Information System (YaMIH AT) and created the

National Agency for Social Protection (NASP) as the responsible institution. The decree required the system to be launched by 1 October 2023, marking an important step towards the systematic digitalization of the country's social protection services [1].

Legal Framework and System Architecture

The primary objective of YaMIH AT, as outlined in its technical documentation, is to reduce reliance on manual administrative procedures through interagency integration, automate social service delivery, enhance transparency in application processing, and streamline documentation requirements. The system also aims to introduce social passports that reflect each citizen's socioeconomic status, needs, and available resources based on data from integrated government databases [6].

Between 2023 and 2025, over 30 functional modules were developed and deployed within YaMIH AT, each grounded in a specific Presidential Decree or Cabinet of Ministers Resolution. The system's architecture is based on a microservices approach designed to facilitate data exchange between integrated information systems. When a citizen's Personal Identification Number of an Individual (PINFL) is entered into the system, relevant information can be retrieved from authorised databases, facilitating data verification and reducing the need for repeated manual data entry by social workers.

Under Cabinet of Ministers Resolution No. 539 (14 October 2023), a list of electronic databases subject to integration with YaMIH AT was approved, encompassing over 20 ministries, agencies, and organisations — including the Ministry of Internal Affairs, Tax Committee, State Customs Committee, Ministry of Health, Xalq Banki (People's Bank), and utility providers [3].

Case Study: The ELD Module for Older Adults Living Alone

Among the first modules implemented within YaMIH AT is the module for "elderly persons living alone and persons with disabilities in need of care" (eld.ihma.uz). Developed under Presidential Resolution No. PQ-410 (27 December 2023), this module serves as a registry system: eligible individuals are assessed electronically and, upon meeting the criteria, enrolled in a dedicated state registry entitling them to targeted social services [2].

Prior to the module's introduction, the assessment process was conducted entirely manually — social workers visited households, completed paper questionnaires, and submitted findings to local commissions. This approach involved several administrative challenges:

- potential inconsistencies in data collection;
- challenges in maintaining and coordinating paper-based records across agencies;
- limitations in monitoring assessment outcomes and service delivery.

Following the module's deployment, the process was digitalised across the following stages: upon entry of the PINFL, relevant citizen data are automatically populated from integrated databases; the social worker completes an electronic questionnaire, and the assessment result is generated algorithmically; the commission confirms enrolment; and an individual service plan is created digitally, with real-time tracking of implementation deadlines.

Table 1 presents a comparative analysis of the assessment process before and after the implementation of the ELD module:

Table 1. Comparative Analysis: Before and After ELD Module Implementation[1]

| Indicator | Before ELD Module (Manual System) | After ELD Module Implementation |
|---|---|---|
| Assessment method | Paper-based questionnaires, in-person home visits | Electronic questionnaire with automatic data retrieval via PINFL |
| Registry enrolment | Paper-based registers requiring manual verification and record reconciliation | Automated registry, synchronised with integrated databases |
| Decision-making | Manual review by commission members | Algorithm-based automatic categorisation, confirmed by commission |
| Monitoring | Periodic paper-based reports | Real-time monitoring within the system |
| Bureaucratic burden | Substantial reliance on paper-based administrative procedures | Designed to reduce paper-based administrative procedures; quantitative outcomes require further assessment |

1 Source: Compiled by the author based on YaMIH AT project passport and supplementary technical specifications.

## CONCLUSION AND SUGGESTIONS

The digitalization of Uzbekistan's social protection system through YaMIH AT represents a significant institutional transformation. The development of over 30 functional modules, integration initiatives involving more than 20 government bodies, and the introduction of mechanisms such as case management, electronic vouchers, and social passports collectively demonstrate the scope of this reform.

The ELD module illustrates a practical outcome of this process: the transition from manual, paper-based assessments to an algorithm-driven, database-integrated workflow has created opportunities to reduce administrative burdens, minimise data errors, and improve the timeliness and transparency of service delivery. These developments are consistent with international evidence on the potential benefits of social protection digitalization.

To sustain and further enhance these improvements, continued investment in digital literacy, data quality assurance, staff capacity development, and cybersecurity is recommended. Regular monitoring of service delivery outcomes and system performance would also contribute to assessing the effectiveness of digitalization initiatives and identifying opportunities for further improvement.

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