



REGIONAL ISSUES OF DIGITAL ECONOMY DEVELOPMENT

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Abstract: *This thesis provides information on the development of the digital economy in the regions, highlighting the importance of developing the digital economy in the regions, the main directions of the roadmap for implementing the "Digital Uzbekistan - 2030" strategy, and the results achieved.*

Keywords: *territorial governance, digital economy, digital Uzbekistan, strategy, roadmap, digital transformation, development, e-government, digital education, smart city, single window, information and communication technologies.*

One of the key documents that defines the organizational and legal basis of digital policy in Uzbekistan is Presidential Decree No. PF-6079, dated 5 October 2020, "Digital Uzbekistan – 2030", which set out priority areas such as expanding digital infrastructure, developing the electronic services ecosystem, interagency integration, and strengthening information security. Within the framework of the Decree, roadmaps were established for the digital transformation of regions and sectors, including tasks such as modernizing telecommunications networks and introducing information systems and platforms—tasks that directly affect the activities of local government authorities.

Resolution No. PQ-4699, dated 28 April 2020, aimed at the broad introduction of the digital economy and e-government, defined mechanisms for creating and conducting expert review of interagency information systems, resources, and software products, and for implementing them through sectoral roadmaps. The provisions of the Resolution serve to digitalize governance processes at the local level, improve service quality, and increase accountability and transparency.

The legal regulation of the Single Interactive Public Services Portal (my.gov.uz)—the foundation of the electronic public services ecosystem—was approved in 2017; a technical upgrade was carried out, and in subsequent years its functionality was expanded. This broadened opportunity for citizens and businesses to receive public services online, track the status of applications, and carry out remote operations without visiting Public Service Centers. This platform enables local government authorities to deliver services promptly at the district and city level in a decentralized manner.

In order to ensure the systematic development of the digital sphere, Presidential Decree No. PF-5349, dated 19 February 2018, set out tasks for modernizing information and communication infrastructure, expanding broadband connectivity, establishing interagency electronic interaction, and introducing "single window" services—measures that fundamentally improve the logistics of service delivery at the regional level.

In the country's strategic development agenda, digital reforms have been firmly **закреплены** as a priority area: Presidential Decree No. PF-60, dated 28 January 2022, "On the Development Strategy of New Uzbekistan for 2022–2026", provides a detailed outline



of such areas as the digital economy, e-government, cybersecurity, and strengthening digital skills. This document sets specific goals, indicators, and accountability requirements for local authorities and serves to enhance regional competitiveness.

Resolution No. PQ-4996, dated 17 February 2021, on the introduction of artificial intelligence solutions in sectors of the economy, provided for measures such as improving the quality and openness of data, developing high-technology infrastructure and training personnel, as well as introducing a special legal regime. This creates an organizational and legal basis for using analytical solutions in local governance for forecasting, resource allocation, and the management of public infrastructure.

In Uzbekistan, an institutional foundation for advancing the digital economy across regions—strategic decrees and resolutions, a project management architecture, and an electronic services ecosystem—has been formed step by step. This foundation creates favorable conditions for local government authorities to develop digital infrastructure, make data-driven decisions, ensure public participation, and improve the efficiency of service delivery. The alignment of political will at the presidential level with the legal framework, in turn, is serving as the main guarantee for achieving territorial executive discipline and tangible results.

As a strategic roadmap for local governance, Presidential Decree No. PF-6079, dated 5 October 2020, “Digital Uzbekistan – 2030”, serves this role. It clearly sets out such priority areas as expanding digital infrastructure, interagency integration, developing the electronic services ecosystem, and information security. The Decree provides for the adoption of practical roadmaps at the regional level and for the formation of a portfolio of digital projects by sector and by authorities, thereby creating an institutional basis for improving the quality of services at the district and city level and ensuring accountability and openness.

In the system of local governance, the practical implementation of digital transformation gained a systematic direction through the “Digital Uzbekistan – 2030” Strategy. This Strategy envisages the introduction of digital technologies across all sectors of the country’s economy, the establishment of data-driven governance, and the automation of processes for providing services to the population. Most importantly, this program is aimed at strengthening the institutional capacity of local government authorities and developing their competencies in information analysis and digital decision-making. As a result, economic activity increased at the regional level, the number of electronic services and the coverage of their users expanded, and the “digital distance” between the state and citizens was reduced.

In the course of implementing digital reforms, the “roadmap” principle was introduced. This approach defined clear stages for developing the digital economy, and as a result, targeted indicators were formed for each region’s digital capacity. For example, specific tasks were set in areas such as e-government, digital industry, digital education, and digital infrastructure, and their implementation began to be monitored on a regular basis. Table 1 below systematically presents the main directions of this “roadmap” and the results achieved in 2021–2024.

Table-1



Main directions of the roadmap for implementing the “Digital Uzbekistan – 2030” Strategy and the results achieved

Main directions	Achieved results and practical outcomes
Development of e-government	<ul style="list-style-type: none"> – From 1 January 2021, within the framework of the comprehensive “Digital Tashkent” program, electronic interaction with government bodies was established in the process of issuing ID cards to individuals, and a personal account system was launched for citizens. – From 1 July 2021, the Open Data Portal (data.gov.uz) ensured the regular online updating of data on public procurement, land resources, transport, and healthcare. – From 2022, in all districts and cities, the option was introduced to pay state duties, fees, and fines online. – In 2023, more than 200 public services were fully digitized via the Single Interactive Public Services Portal (my.gov.uz), and more than 23 million applications were processed.
Development of the digital industry	<ul style="list-style-type: none"> – From 1 November 2020, enterprises operating in software development, IoT, robotics, data processing, and outsourcing services gained the opportunity to obtain IT Park resident status. – In 2023, the number of IT Park residents exceeded 1,650, and export volume reached USD 344 million. – In 2022, fully digital services were introduced in the banking sector (online loans, deposits, and accounts), and as a result, the share of remote services increased to 75%.
Development of digital education	<ul style="list-style-type: none"> – From 2021, a system was introduced to reimburse up to 50% of the costs of obtaining international certifications in the IT sector. – In 2022, “Digital Technology Center” training centers were opened in all districts and cities. – From 1 December 2023, more than 200 specialized informatics schools were established across the country. – In 2024, coverage of digital education reached 70%, and more than 150,000 young people completed online IT courses.
Development of digital infrastructure	<ul style="list-style-type: none"> – From 2021, a system was introduced to reimburse up to 50% of the costs of obtaining international IT certifications. – In 2022, “Digital Technology Center” training centers were opened in all districts and cities. – From 1 December 2023, more than 200 specialized informatics schools were established nationwide. – In 2024, digital education coverage reached 70%, and more than 150,000 young people completed online IT courses.

The results presented in the table became an important factor in increasing the effectiveness of local government authorities.

Through the e-government system, the level of transparency in service delivery increased, and direct communication between the population and public authorities began to be carried out via a digital platform.

In addition, the activities of IT Park residents and the expansion of digital education



centers contributed to the creation of new jobs in the regions, the development of the startup ecosystem, and incentives for local economic growth. This situation is creating opportunities to expand the share of the digital industry in the regional economy and to establish new technological clusters.

At the same time, the work carried out to improve digital infrastructure has been of great importance in ensuring the stability and digital security of the local governance system. Through the interoperability of information systems, data exchange accelerated, and decision-making processes began to be carried out in real time.

The implementation of “smart city” projects at the regional level, as well as the introduction of electronic polyclinic and electronic education systems, demonstrates the social effectiveness of the digital economy.

Thus, the “Digital Uzbekistan – 2030” Strategy has become a foundation not only at the national level, but also within the local governance system, for innovative management and institutional transformation.

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