

## Current Status of The System of Provision of Digital Government Services to Business Entities in Uzbekistan

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### Abstract

*This study examines the current state of the system for providing digital public services to business entities in Uzbekistan and analyzes the results of ongoing reforms in the context of digital transformation. The research highlights that the introduction of integrated digital platforms, particularly the Unified Interactive Public Services Portal, has significantly simplified administrative procedures such as business registration, taxation, licensing, and customs operations. The digitalization of customs services, including electronic declaration systems and newly introduced digital tools, has improved transparency, reduced processing time, and minimized human intervention. The study also considers the impact of the “Digital Uzbekistan 2030” strategy, which aims at full digitalization of public services and mandatory payments. The findings show that digital public services contribute to improving the business environment, reducing bureaucratic barriers, and increasing economic efficiency. At the same time, the research identifies the need for further improvement in service delivery mechanisms, institutional coordination, and the management of “one-stop shop” centers. Overall, the development of digital public services plays a crucial role in supporting entrepreneurship, enhancing transparency, and promoting sustainable economic growth.*

Keywords: Digital public services, digital economy, e-government, business entities, Uzbekistan, customs digitalization, public service delivery, digital transformation.

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### 1. Introduction

In the context of rapid digital transformation, the development of digital public services has become one of the key priorities of modern public administration and economic policy. Governments around the world are increasingly adopting digital technologies to improve the efficiency, transparency, and accessibility of public services, particularly for business entities. The transition from traditional administrative systems to digital platforms allows for the simplification of bureaucratic

procedures, reduction of transaction costs, and acceleration of service delivery processes, thereby creating a more favorable business environment.

In recent years, Uzbekistan has undertaken significant reforms aimed at modernizing its public service delivery system and supporting the development of entrepreneurship. Within the framework of the digital economy strategy, particular emphasis has been placed on the digitalization of public services, the expansion of online platforms, and the improvement of institutional

mechanisms for service provision. These reforms are closely linked to the implementation of the national program Digital Uzbekistan 2030, which aims to fully digitize public services and create a unified digital ecosystem for interaction between the state, businesses, and citizens.

One of the key directions of these reforms is the development of integrated digital platforms, such as the Unified Interactive Public Services Portal and Public Service Centers operating under the “single window” principle. These platforms enable entrepreneurs to access essential services, including business registration, tax reporting, licensing, customs procedures, and participation in public procurement, in a fast and convenient manner. As a result, administrative barriers are reduced, operational processes are streamlined, and the overall efficiency of public administration is enhanced.

At the same time, the digitalization of sector-specific services, particularly in the customs system, has played an important role in improving the quality and efficiency of service delivery. The introduction of electronic declaration systems and other digital tools has simplified foreign trade operations, increased transparency, and strengthened economic security. However, despite the significant progress achieved, there remain challenges related to the further improvement of service delivery mechanisms, institutional coordination, and the effective management of digital platforms.

Therefore, analyzing the current state of the system for providing digital public services to business entities in Uzbekistan is of great theoretical and practical importance. Such analysis makes it possible to assess the effectiveness of ongoing reforms, identify existing problems, and develop recommendations for further improving the quality, accessibility, and efficiency of digital public services in the context of a rapidly evolving digital economy.

## 2. Literature Review

The development of digital public services and their role in supporting business entities has been widely discussed in academic and policy-oriented literature, particularly within the frameworks of digital economy, e-government, and public administration reform. Scholars emphasize that digital transformation in the public sector significantly improves service delivery efficiency, reduces administrative burdens, and enhances

transparency, which are critical factors for creating a favorable business environment.

According to Richard Heeks, digital government systems are essential tools for modernizing public administration and bridging the gap between governments and service users. He argues that the transition from traditional to digital service delivery enables governments to streamline processes, reduce transaction costs, and improve accessibility for both citizens and businesses. Similarly, Jane Fountain highlights that information technologies transform institutional structures and inter-organizational relationships, allowing for more integrated and efficient public service systems.

The concept of integrated digital platforms is also widely supported in the literature. Miriam Lips notes that unified service portals and “one-stop-shop” systems play a key role in simplifying interactions between business entities and government institutions. These platforms reduce duplication of procedures, enhance inter-agency coordination, and improve the overall quality of service delivery. This is particularly important for entrepreneurs, who benefit from faster access to services such as registration, licensing, and taxation.

## 3. Methodology

The research on the current state of the system for providing digital public services to business entities in Uzbekistan employs a mixed-methods approach, combining both qualitative and quantitative methods to comprehensively analyze the effectiveness, accessibility, and efficiency of digital service delivery.

## 4. Results

The main digital services for entrepreneurs are currently provided through the unified interactive public services portal. This platform enables remote access to services such as business registration, tax report submission, licence and permit acquisition, customs operations and public procurement participation. This significantly reduces the time and costs involved for entrepreneurs, while helping to eliminate bureaucratic barriers. In recent years, Uzbekistan's system of providing digital public services to business entities has steadily developed as a result of consistent reforms. As part of the transition to a digital economy, the key priorities have become transforming public services into electronic form, simplifying them, and creating favourable conditions for entrepreneurs. Consequently, numerous services associated with establishing, operating, and expanding a

business are now conducted via online platforms.

The unified interactive public services portal is the main platform for delivering digital services to entrepreneurs. It provides remote access to vital services such as company registration, tax reporting, licensing, customs procedures and public procurement participation. This has significantly reduced administrative burdens, saving businesses both time and financial resources.

When analyzing the current state of digital public service delivery for business entities in Uzbekistan, the development experience of the customs system plays an important role. The customs system of the country has consistently evolved through stages of formation, modernization, and transformation, and today it has become a modern service system based on digital technologies. This evolution contributes not only to ensuring economic security but also to improving the business environment and simplifying foreign trade processes.

At present, the services provided by customs authorities have reached a new level of quality through digitalization. Digital platforms enable fast and transparent execution of export-import operations, creating significant convenience for entrepreneurs. At the same time, ensuring border security, strengthening customs control, and reducing illegal activities have been effectively implemented through digital systems.

One of the most important innovations for business entities is the transition of customs services to electronic formats. In particular, the electronic declaration system allows entrepreneurs to process their goods remotely. This system has accelerated document circulation, reduced unnecessary bureaucratic procedures, and significantly minimized the human factor. According to statistical data, the majority of customs clearance procedures in recent years have been carried out electronically, confirming the effectiveness of this system.

**Table 1**

**Newly Introduced Services in Uzbekistan (2024–2025)**

Service Name	Description
Customs chatbot service	Provides quick consultations and support via Telegram for users
Remote monitoring through cameras	Enables real-time observation of cargo at checkpoints using video surveillance systems
Electronic queue management system	Allows trucks to pre-book and schedule their entry time at customs posts
RFID-based customs seal	Uses RFID technology for automatic identification and tracking of cargo containers

The introduction of digital services has greatly simplified the business registration process. Previously, this process could take several days or even weeks, whereas now it can be completed in a matter of hours, or even minutes. Additionally, the digitalisation of the tax system has automated processes such as tax payments, electronic invoicing and reporting. This improves financial discipline among entrepreneurs and ensures greater transparency in financial operations.

The Digital Uzbekistan 2030 strategy, approved in 2020, set the task of fully digitalising public services and mandatory payments, implying that all fines and fees must be paid online.

This digitalisation process has also been reflected in public administration and the system of public service delivery. In particular, mandatory payments to the state budget are now accepted electronically. Since 2020, all government agencies have transitioned to accepting fines and fees exclusively through electronic payment systems. For instance, the city of Tashkent launched a special electronic payment portal for fines, enabling citizens to pay fines using QR codes or online databases.

Today, many entrepreneurs are setting up businesses online without leaving their home country. In this context, economies tend to develop in countries that offer business entities high-quality, transparent, convenient

and secure public services. Furthermore, implementing this approach helps to reduce the regulatory burden on entrepreneurial activity and improves the quality of public services provided during the business registration process.

One of the most pressing tasks today is improving the system for delivering public services to the population and business entities. This process should be carried out in several key areas. Digitalising public services and providing them through online platforms makes them faster, more convenient and more transparent for citizens and entrepreneurs alike. This significantly simplifies the procedures for obtaining permits, certificates and other official documents.

Eliminating unnecessary administrative barriers and optimising service delivery processes will make public services more efficient. As a result, the business environment improves and public trust in government services increases. In addition, it is of great importance to enhance the qualifications of public service employees and equip them with modern technologies and service delivery methods. This improves staff performance and the quality of service provision.

Favourable conditions have been created in the country to ensure the reliable protection of private property and promote the rapid development of small businesses and

private entrepreneurship. Comprehensive organisational and legal measures have been implemented to significantly improve the quality and accessibility of public services provided to businesses.

The integrated system for delivering public services is designed to provide convenient, transparent and efficient access to government services for individuals and legal entities, whether they are based in the country or abroad. It simplifies the process of accessing services and improves the overall efficiency of public administration. Individuals and businesses can apply for public services in person at Public Service Centres, via the Unified Interactive Public Services Portal, or through the MyGov mobile application. Those living abroad can also access relevant services through Uzbekistan’s diplomatic missions and consular offices.

In recent years, Uzbekistan has experienced significant growth in the volume, variety and delivery methods of integrated public services. The number of services provided through Public Service Centres has grown from 63 in 2018 to 403 in 2024, marking a 6.4-fold increase. Similarly, the number of services available through the Unified Interactive Public Services Portal increased from 83 to 717 during the same period, reflecting an 8.6-fold rise.

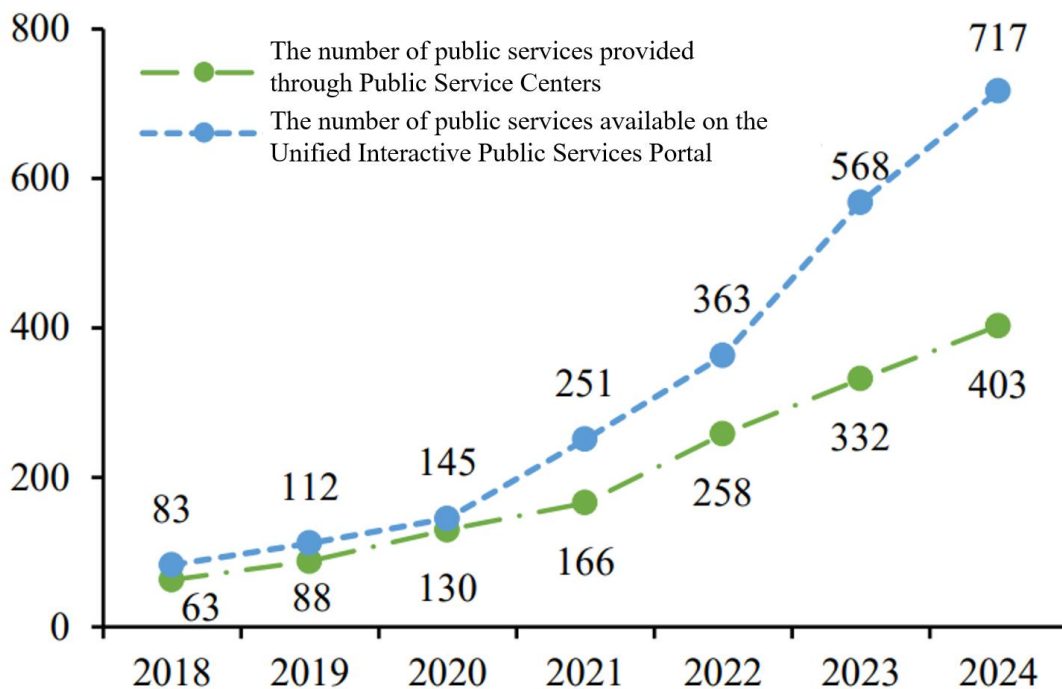


Figure 1. The dynamics of changes in the number of services available in Public Service Centers and the Unified Interactive Public Services Portal

Considerable efforts have been made to ensure transparency in registration, licensing and permitting procedures through the 'one-stop shop' service centres established in districts and cities. These centres provide public services to entrepreneurs based on the 'single window' principle, making extensive use of modern information and communication technologies. However, analysis of the reforms carried out in this area shows that further improvements to the mechanisms for delivering public services to business entities are needed. It is also necessary to strengthen the management of 'one-stop shop' centres, introduce a systematic approach to their organisation, and improve their coordination and cooperation with other government institutions.

## 5. Conclusion

The analysis of Uzbekistan's system for providing digital public services to business entities demonstrates significant progress in modernizing and streamlining government service delivery. The unified interactive public services portal, Public Service Centres, and digital platforms in customs and taxation have created a more accessible, efficient, and transparent environment for entrepreneurs. These initiatives have substantially reduced administrative burdens, minimized bureaucratic barriers, and facilitated faster business registration, tax reporting, licensing, and customs procedures.

The evolution of the customs system, particularly the implementation of electronic declarations, remote monitoring, RFID-based tracking, and queue management systems, reflects a broader commitment to digital transformation and economic security. These innovations have improved efficiency, transparency, and convenience, while strengthening regulatory compliance and border control.

The Digital Uzbekistan 2030 strategy has accelerated the adoption of electronic public services and mandatory payments, fostering financial transparency and promoting online access for both domestic and foreign business entities. Growth in the number of services provided—rising 6.4-fold in Public Service Centres and 8.6-fold on the unified portal—illustrates the positive impact of digitalization on public service delivery.

Despite these achievements, there remains a need for further optimization. Strengthening the management of 'one-stop shop' centres, improving coordination between government institutions, and enhancing the qualifications of public service employees are essential

to maintain service quality and reliability. Continuous improvements in digital infrastructure and service delivery mechanisms will enhance the business environment, increase public trust in government services, and promote entrepreneurship.

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