

ELECTRONIC COOPERATION BETWEEN ADMINISTRATIONS IN A UNIFIED SOCIAL PROTECTION SYSTEM

khayriniso khusanova*

*Associate Professor,
Candidate of Sociological Sciences,
National University of Uzbekistan named after Mirzo Ulugbek,
Samarkand, UZBEKISTAN

Email id: husanovahayriniso@gmail.com

DOI: **10.5958/2249-7137.2021.02417.4**

ABSTRACT

The article examines the use of digital technologies to modernize Uzbekistan's social protection system. The "Single Register" information system's concepts for evaluating low-income people's needs and giving material aid are discussed. It was decided that social protection should not be limited to the payment of benefits and should help those in need to "get back on their feet". The straightforward and clear notion of "the individual's interests above all else" was prioritized as a result. It is now critical to make the notion that people should serve people rather than government entities the cornerstone of daily activity. The formed payment sends the "statement" directly to the bank, and submits the payment order to the treasury. After the treasury finances the payment on the payment order, the money goes directly to the "People's Bank".

KEYWORDS: Social Protection, Digital Economy, Single E-Platform, Low-Income Population, E-Government, Inter-Agency Cooperation.

INTRODUCTION

Uzbekistan has constantly begun on a comprehensive reform of all aspects of state and public life in 2018, as well as resolving structural flaws in each. The straightforward and clear notion of "the individual's interests above all else" was prioritized as a result. It is now critical to make the notion that people should serve people rather than government entities the cornerstone of daily activity. The concept of "public receptions" and "single window" was used to build a system for supplying the population with the most basic public services through a single agency.

The United Nations Children's Fund (UNICEF), the World Bank, and the International Labor Organization convened a seminar on "Assessment of the social protection system in Uzbekistan" on November 9, 2018, at the Ministry of Employment and Labor Relations. 75 percent of low-income households in Uzbekistan do not receive social benefits, according to the results of a nationwide study performed in 2018. [1] During the event, it was noted that the lack of necessary departmental information systems, electronic resources and databases, paperwork, and time to deliver public social services or aid is hampered by the buildup of difficulties in the social protection system.

In 2018, 53.4 % of the state budget was allocated to finance this sector, based on a rigorous examination of the current challenges in Uzbekistan's social sphere. This amounted to 19 trillion

soums, with 65.8% of it going toward monthly compensation. The subject of modifying the order of appointment and payment of pensions and benefits in 2018, radical pension reform, social protection for children with disabilities and their families, and the loss of a breadwinner until the age of sixteen were also discussed. The subject of giving a separate social stipend for mothers who devote their lives to caring for a disabled kid has been broached for the first time. [2] In 2019, the rate of social sector financing was 54 percent, and these monies were used to improve the social protection system, social security for the poor, housing, and living standards. Material transfers and compensation to low-income families, in particular, totaled 5.3 trillion soums. In this area, coverage increased by 1.2 percent, with 507,000 low-income households receiving assistance. [3] The allowance was increased by a factor of two. Working retirees' monthly income were fully preserved.

Uzbekistan's President Shavkat Mirziyoyev at a meeting on social protection reform in 2019: "Reducing poverty means awakening the entrepreneurial spirit in the population, realising people's inner strength and potential to the full, and implementing a comprehensive economic and social policy to create new jobs. That is why we propose a Poverty Reduction Programme, in cooperation with the World Bank, the United Nations Development Programme and other international organisations. [4] At this meeting, our head of state stressed that a large part of the rural population, which does not have an adequate source of income, is poor. According to various estimates, the poor make up about 12-15% of the total population of the country, or 4-5 million people.

Based on these circumstances, it is necessary to create a new methodology in accordance with international standards, covering the concept of poverty, its criteria and assessment methods. It has also become vital to define and introduce a "consumer basket" and a "subsistence minimum", which are important in determining the amount of benefits and pensions, to clarify the indicators and standards of these indices, which underlie the domestic policy of each country. It was decided that social protection should not be limited to the payment of benefits and should help those in need to "get back on their feet". By creating appropriate working conditions, 80% of people with disabilities alone can be provided with socially useful work [5]. Due to the positive trends in the policy and measures taken in the country over the past two years in the field of social support, Uzbekistan has become one of the 24 countries whose applications for funding from the Fund for Sustainable Development have been approved [6]. As a result, the Government of Uzbekistan and the United Nations signed a joint program to strengthen the social protection system in the country. This program serves as a guarantee of quality social protection and social services for the citizens of Uzbekistan.

Consistent measures are being taken in our country to further increase the targeting of social services and assistance to the population, the procedures of social protection are gradually being digitized. In particular, the ongoing coronavirus pandemic in the world requires transparent and effective tools to identify the most vulnerable segments of the population in the short term and provide them with targeted support by the state. On this basis, the Resolution of the President of the Republic of Uzbekistan "On additional measures to automate the procedures for providing public social services and assistance to the population" dated August 4, 2020 PD-4797 was developed and the process of digitization of social protection in our country started [7]. The Regulation on the procedure for assigning and paying social benefits and financial assistance to low-income families through the information system "Single Register of Social Protection" was

approved, and the priority in the appointment of social benefits will be given to relatively low-income families.

At the same time, with the involvement of international experts, the introduction of a unified system of public social services and assistance to the population, the criteria for determining the need for social benefits, services and assistance have been improved. In addition, the electronic system of appointment and payment of social benefits and financial assistance has been widely covered in the media and on the Internet, and has become an innovative system that automatically implements the process of providing social services and assistance to the population through interagency cooperation. In our previous research, it was emphasized that institutional reforms are being carried out in the social protection system based on innovative approaches, with the gradual digitization of the industry. Today, these reforms are being accelerated, and work is underway to form and analyze a socio-economic "portrait" of families receiving social benefits and financial assistance through the information system "Single Register of Social Protection". In parallel, work is under way to further improve the mechanism for planning budget allocations for social benefits and material assistance in terms of regional and district (city) local budgets. If a citizen wishes to receive social assistance without having to collect any information under this system, they can go to their mahalla (it is not necessary to go to the regional offices of the district or central pension fund of the city) and submit copies of their passports (marriage and birth certificates). The mahalla, as the body that receives the application and submits it to the district branch of the pension fund, does not make any decision on whether to approve or reject the application.

The convenience of this system is that the Ministry of Finance and the People's Bank automatically create a "statement" of payment and a payment order for the assigned benefits. The formed payment sends the "statement" directly to the bank, and submits the payment order to the treasury. After the treasury finances the payment on the payment order, the money goes directly to the "People's Bank". Excessive paperwork and hassle are not allowed. The main difference between this system and previous social services is that human involvement and decision-making by actors has been minimised.

REFERENCES

1. The social protection system in Uzbekistan is fragmented – UNICEF. <http://gazeta.uz/ru/>
2. A total of 57.8 trillion soums is planned for social expenditure in 2019..<http://gazeta.uz/ru/>.
3. Resolution of the Cabinet of Ministers of the Republic of Uzbekistan No. 229 "On amendments and additions to some decisions of the Government of the Republic of Uzbekistan aimed at social support of mothers of children with disabilities and ensuring the sale of socially important goods (services) at free prices." Available from: <https://cis-legislation.com>
4. Address of the President of the Republic of Uzbekistan Shavkat Mirziyoyev to the Oliy Majlis. 25.01.2020.
5. A memorandum is signed with the UN to establish a joint social protection programme for the country. Available from: <http://uzbektourizm.uz/ru/newnews/view?id=859>.

6. Resolution of the President of the Republic of Uzbekistan dated August 4, 2020 PD-4797 "On additional measures to automate the procedures for providing public social services and assistance to the population".
7. Khayriniso Kh. Institutional bases of social protection of the relevant strata. Society and innovations. 2021;(1):307. DOI: <https://doi.org/10.47689/2181-1415-vol2-iss2-pp302-310/>