Talking Interoperability

In Focus | Uzbekistan

Agenda

12:00–12:15	**Welcome**
12:15–13:00	**Presentation**
13:00–13:30	**Discussion**
13:30–13:55	**Audience Q&A**
13:55–14:00	**Closing remarks**

Digital Convergence
USP 2030

Housekeeping rules

- Ask your questions in the Q&A box

- Share any comments or resources in the chat

To: Everyone ⌄

Your text can be seen by panelists and other attendees

- Simultaneous interpretation is available
Select the language in the interpretation icon on control bar

- Session will be recorded

Digital Convergence
USP2030

The Digital Convergence Initiative (DCI)

A joint effort by USP2030 members and non-members, governments, development partners and private sector towards creating a harmonized and interoperable digital ecosystem for social protection

Building consensus-based standards for interoperability to

- **foster an ecosystem for innovation** by ICT solution providers to build products that are interoperable, easy to use, integrate, maintain and scale

- **reduce time and costs** of developing solutions at the country/program level

- enable programs and countries to **mix and match different components** from different suppliers

- **ensure that systems are future-proof by design**, regardless of current levels of policy and information systems maturity
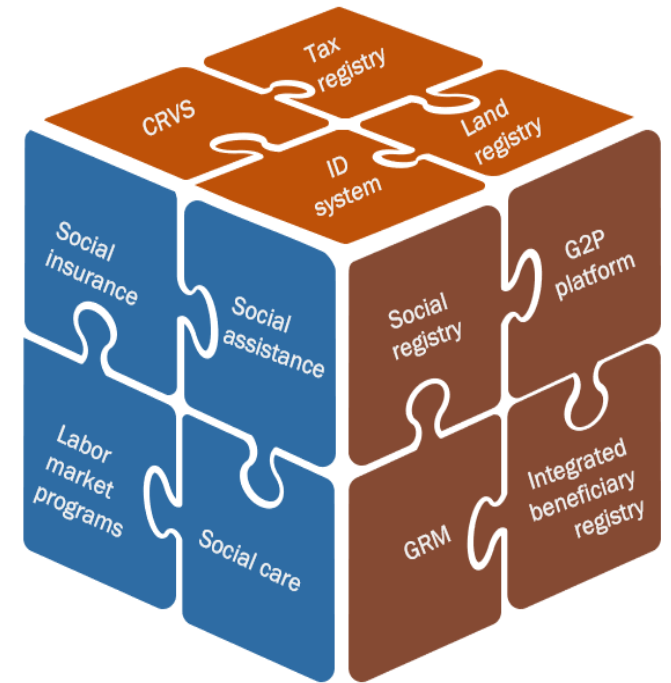
Talking interoperability

A monthly dialogue series by the DCI to facilitate in-depth technical conversations around integrated and interoperable SP information systems across countries

Deep dive into one country-level system per session to...

- share the technical nuts and bolts of how agencies have designed their social protection information systems for interoperability
- understand how agencies have tackled the major challenges to interoperability.
- brainstorm potential solutions to remaining bottlenecks

Recordings of past sessions available

Introductions

Presenters

Umid Aliev

Social Policy Specialist, UNICEF Uzbekistan

Rafael Klivleev

Deputy Director of the Department of Financing Budget Policy in Social Sphere of the Ministry of Economy and Finance of the Republic of Uzbekistan

Otabek Eschanov

Director of the Department of the Development of ICT of the Ministry of Economy and Finance of the Republic of Uzbekistan

Dorcas Wanza

Digital Technology Specialist, Development Pathways

Discussants

Moderator

Nithin Umapathi

Senior Social Protection
Economist, World Bank

Naveed Akbar

Department Lead on
Analysis of Social
Information, Ministry of
Social Development and
Family

Ole Doetinchem

Project Manager, GIZ
Social Protection Project
Uzbekistan

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Department Lead on Analysis of Social Information, Ministry of Social Development and Family Pakistan

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Project Manager, GIZ Social Protection Project Uzbekistan

Reforming Social Protection in Uzbekistan:
digitalization, consolidation, effectiveness, coverage

Umid Aliev (UNICEF), Rafael Klivleev (Mineconfin), Otabek Eshchanov (Mineconfin)

➢ Development of **Single Registry;**

➢ Developing **the mechanisms of interagency coordination** in social protection with determining the state agency responsible for the entire system of social protection.

➢ Developing the **National Social Protection Strategy** for 2022-2030.

➢ Reforming **child benefits**, introducing **allowances for caregivers of children with disabilities** and **state compensations for maternity benefits** for women working in the non-state sector.

➢ Introducing the system of community-level **social work** based on case management.

Key facts of Social Protection Single Registry

Purpose - establishing an effective and transparent system of state social assistance and services delivered via the electronic information exchange.

01

International partnership
- UNICEF – concept, software development, hardware (grant on **$975,000**);
- World Bank – technical assistance, hardware (loan on **$5.0 mln**).

02

Piloted in Syrdarya region in October 2019.

Nationwide roll-out within September-December 2020.

03

Covers programmes for low income families:
1) childcare allowance 2) material support.

04

Nationwide roll-out within September – December 2020
(pilot project started in 2019 in Syrdarya region)

September

Andijan region
Fergana region
Namangan region
Bukhara region
Jizzakh region

October

Khorezm region
Kashkadarya region
Surkhandarya region

November

Navoi region
Samarkand region
Tashkent city

December

Republic of Karakalpakstan
Tashkent region
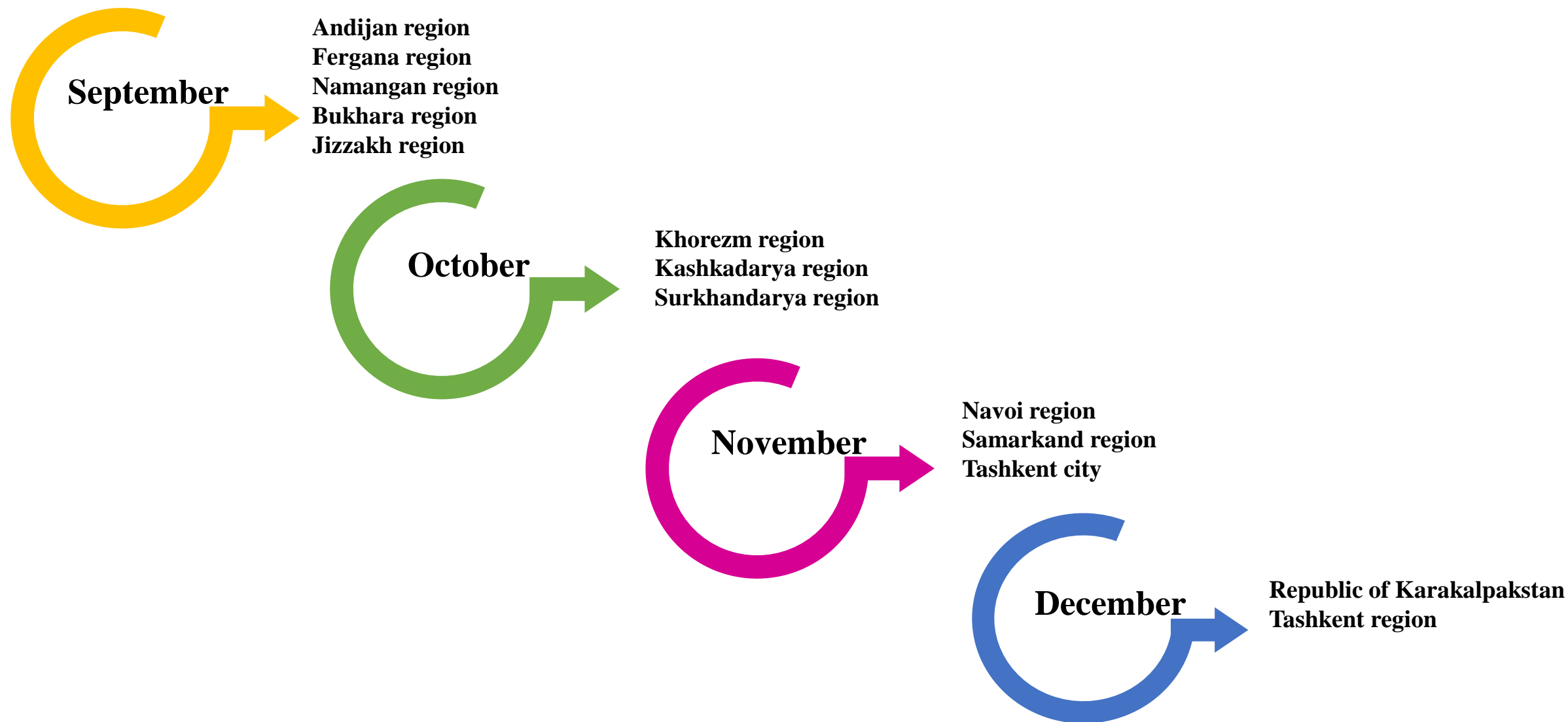
The application process got streamlined

By citizens' self-governance bodies (mahallas)

1 Applicant submits to mahalla copies of passports, metrics, cadastral documents, information on family income and supporting documents - up to the **15th date of month**.

2 A special commission (at least 5 people) checks the applicant's income, compliance with the established criteria - **by the 25th date of the application month**.

3 Based on the conclusion of the special commission, the application is considered by the Commission for the appointment of social benefits (at least 15 people). Applicant's household is visited. A decision on the assignment (rejection) of a social benefit is made, the Protocol is drawn up - **no later than the last date of the application month.**

4 Mahallas prepare pre-payrolls - **by the 5th date of next month**.

5 The pre-payrolls are reviewed and approved by the finance departments. Funds are transferred to a special account of the citizens' self-government body in the JSC "Xalq Bank" - **from the 5th to the 25th date of next month**.

6 Payments of social benefits by the JSC "Xalq Bank" and mahallas are notified of the balances in their special accounts - **from the 5th to the 25th date of month.**

via Single Registry of Social Protection

1 The applicant submits to the Pension Fund through the mahallas copies of the application and family members' passports and metrics - **no later than the 15th date of month.**

2 The Pension Fund enters the applicants' information into **Single Registry.**
Information on the amount of income corresponding to each member of the family and other established criteria is collected automatically by **Single Registry.**
The decision on the assignment or rejection of social benefits is automatically generalized - **within 3 working days.**
Single Registry automatically generates electronic pre-payrolls and sends them to the bank- **from the 5th to the 25th date of month.**
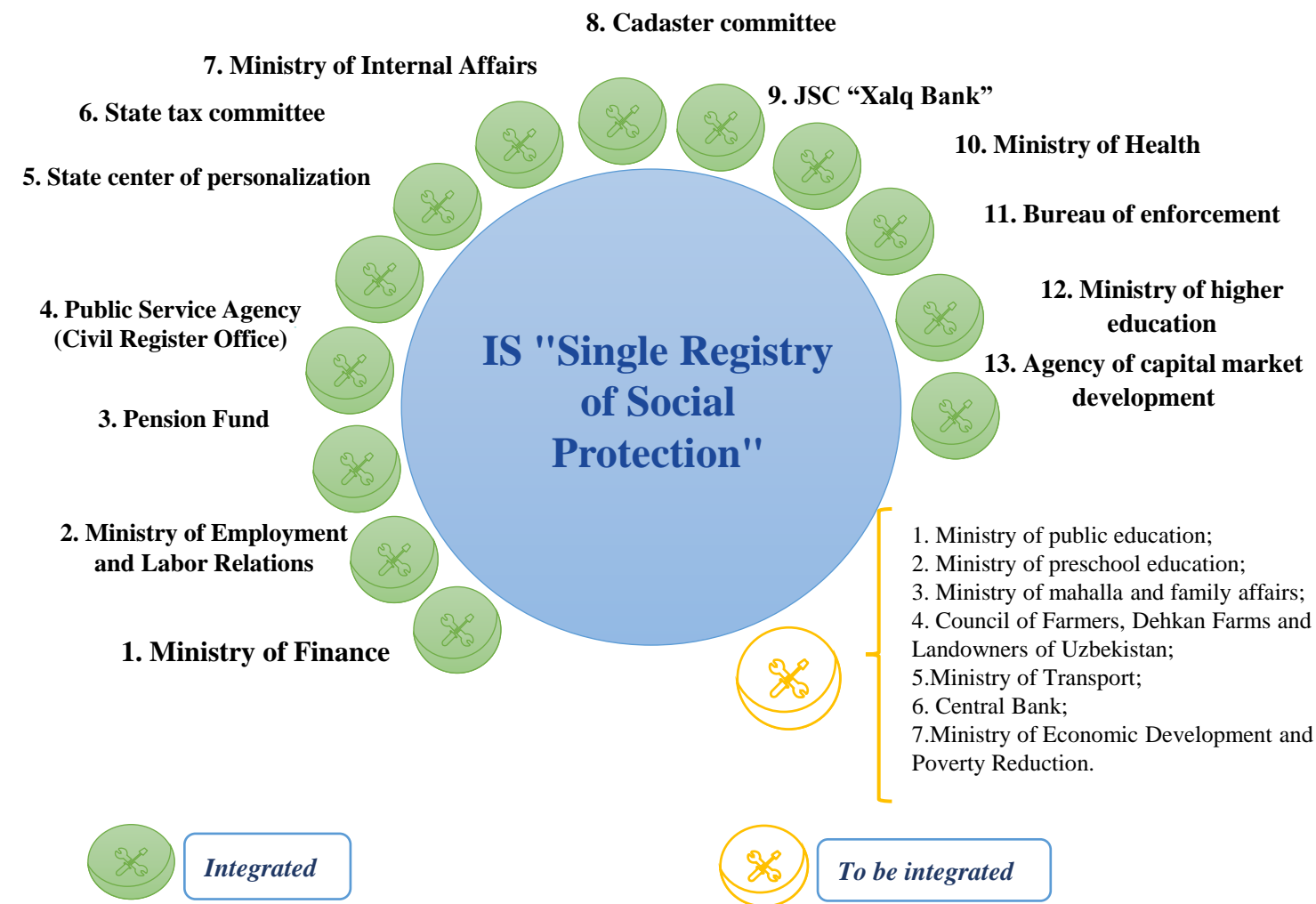
3 The commercial bank pays the assigned social benefits and is notifies the Pension Fund on account balances - **from the 5th to the 25th date of month.**

Single Registry is the 'most linked' system in Uzbekistan

Databases of 13 ministries and departments have been integrated with Single Registry and databases of 7 ministries and departments will be integrated by September 2021

IS "Single Registry of Social Protection"

1. Ministry of Finance
2. Ministry of Employment and Labor Relations
3. Pension Fund
4. Public Service Agency (Civil Register Office)
5. State center of personalization
6. State tax committee
7. Ministry of Internal Affairs
8. Cadaster committee
9. JSC "Xalq Bank"
10. Ministry of Health
11. Bureau of enforcement
12. Ministry of higher education
13. Agency of capital market development

1. Ministry of public education;
2. Ministry of preschool education;
3. Ministry of mahalla and family affairs;
4. Council of Farmers, Dehkan Farms and Landowners of Uzbekistan;
5. Ministry of Transport;
6. Central Bank;
7. Ministry of Economic Development and Poverty Reduction.

Integrated

To be integrated

Data obtained by real time interagency data exchange (overall 40 data types):

1. Income (salaries, property income, other income specified by the legislation of the Republic of Uzbekistan, entrepreneurial activity, including individual entrepreneurial activity);
2. Civil status (marriage registration, dissolution of mirage, information about birth and death);
3. Ownership of real estate;
4. On beneficiaries and amounts of pensions and benefits from the Pension Fund;
5. Sending electronic pre-payroll statements, returning unclaimed funds to the local budget;
6. Vehicle ownership (manufacturing date, plate registration number, technical condition, general power of attorney, type of vehicle);
7. Family members in prisons;
8. Services provided to the applicant/family members by the labor authorities, participation in public works, recognition as unemployed, the amount of unemployment benefits paid, income from participation in public works;
9. Status of family members as students (higher education institution, college, technical school, lyceum, vocational school, field of study, course of study);
10. Paid and received alimonies;
11. Persons with disabilities (disability group and duration).
12. Financial securities (quantity and market value, nominal value is obtained in the absence of market value).

End-to-end digitization of the processes on applying, assigning and paying benefits

1

Application

by the 15th date of month

2

Entering data into the system

by Pension Fund staff

Application information is entered into system in 2 working days

3

Family income calculation and property ownership

Performed by Single Registry using interagency data exchange

6

Forming electronic pre-payrolls

by the 4th date of month

from 5th to 25th dates of month

Payment of allowances

5

Single Registry automatically assigns or rejects provision of social benefits

Applicants are notified by text (SMS) messages on social benefits assignment or rejection
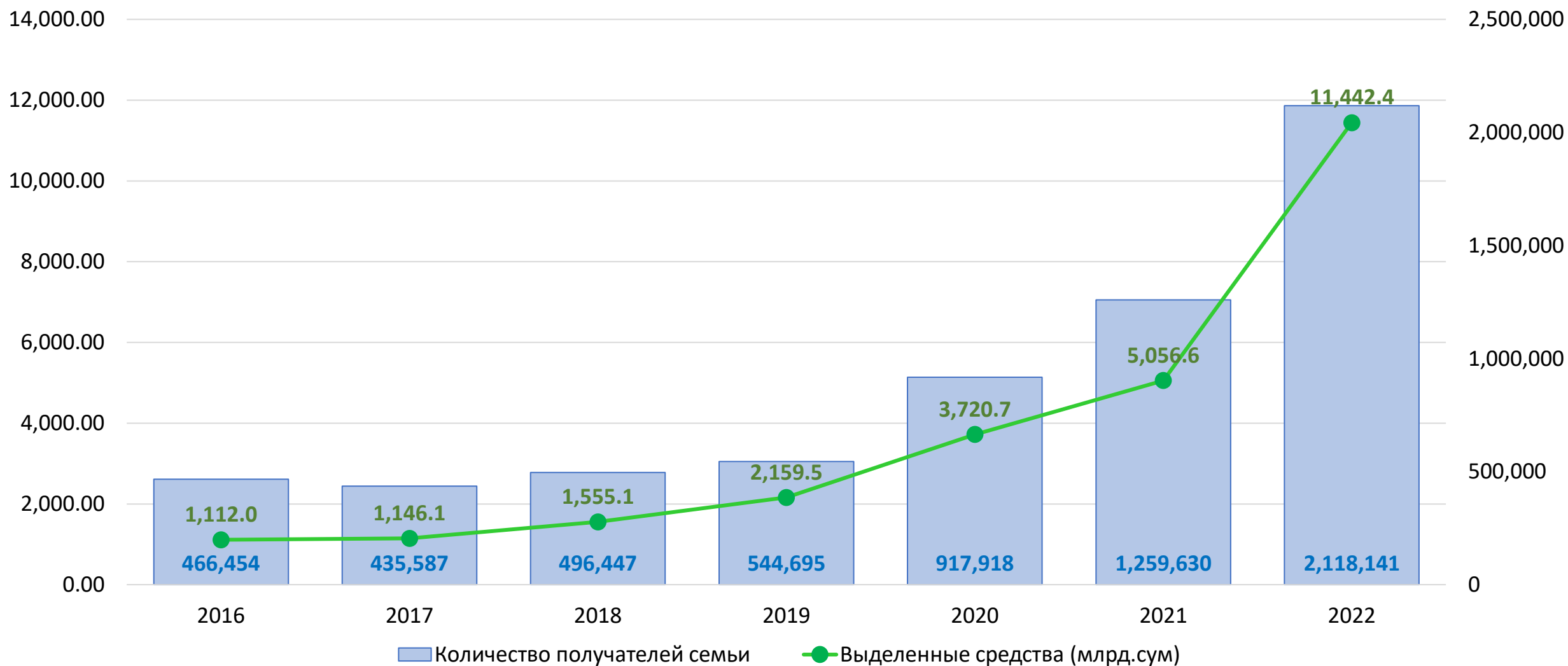
4

Comparing the income per family member with the income threshold

Assessment by additional criteria

Number of families receiving child benefits and State Budget expenditures for this programme in 2016-2022

Issuing a **digital certificate of a low-income family** by Single Registry ensures access to the following services:

➢ Health care;

➢ Subsidies for housing;

➢ Education;

➢ other social protection programs.

Reforming child benefits for low-income families from September 1, 2021

Care allowance up to 2 years +
(12 months; 1 child)
+
Allowance for families with children under 14
(6 months; max 3 children)
=
Child allowance up to 18 years
(12 months; each child)

1st child under 3 years old 325 thousand soums

1st child 3-18 years old 250 thousand soums

2nd child under 18 150 thousand soums

3rd and more, up to 18 years100 thousand soums for each
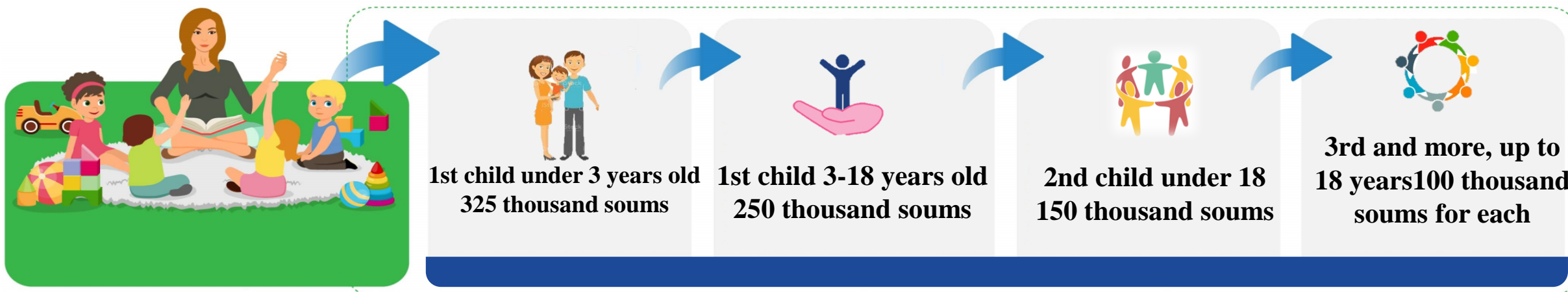
Introduction the allowance to caregivers of children with disabilities

Number of beneficiaries
58,000 people
List of medical conditions qualifying for the allowance consists of **34 titles**

**Since 1 April 2022
a monthly allowance**
500,000 UZS
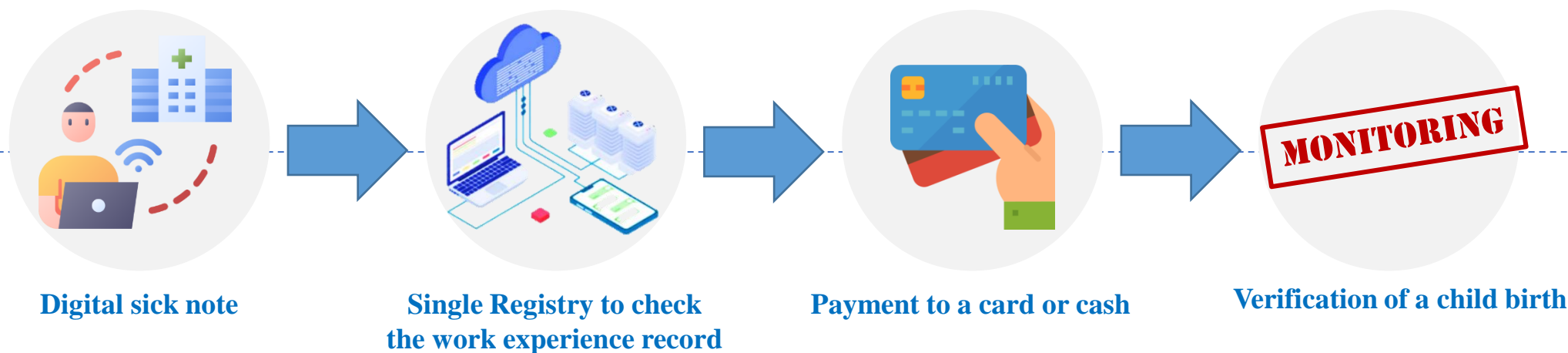*(44 USD)*

172 bln. UZS
(15,3 mln. USD)
been spent in 2022

Paying maternity benefits to women working in the non-state sector

From 1 September 2022:

✓ an allowance was introduced on the amount of **498,000 UZS** monthly with a singe payout for 4 months (**1 994 000 UZS**);

✓ within September-December 2022 more than **4,500** women received the payments in the total amount of **9 bln/ UZS.**

Digital sick note

Single Registry to check the work experience record

Payment to a card or cash

MONITORING

Verification of a child birth

Improving eligibility criteria to minimize exclusion errors

If an applicant's family has a working-age and able member with no reported income, the family still qualifies for the benefits if the member:

- takes care for a child under 3 years old
- is included into the "Iron Pad"
- is on military service on conscription
- has more than 4 children
- is confined in detention of any form
- is registered in the "Single National Employment System"
- studies in an educational institution
- is a single parent/guardian

1 Integrating cash benefits with social work
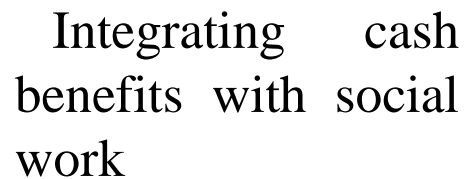
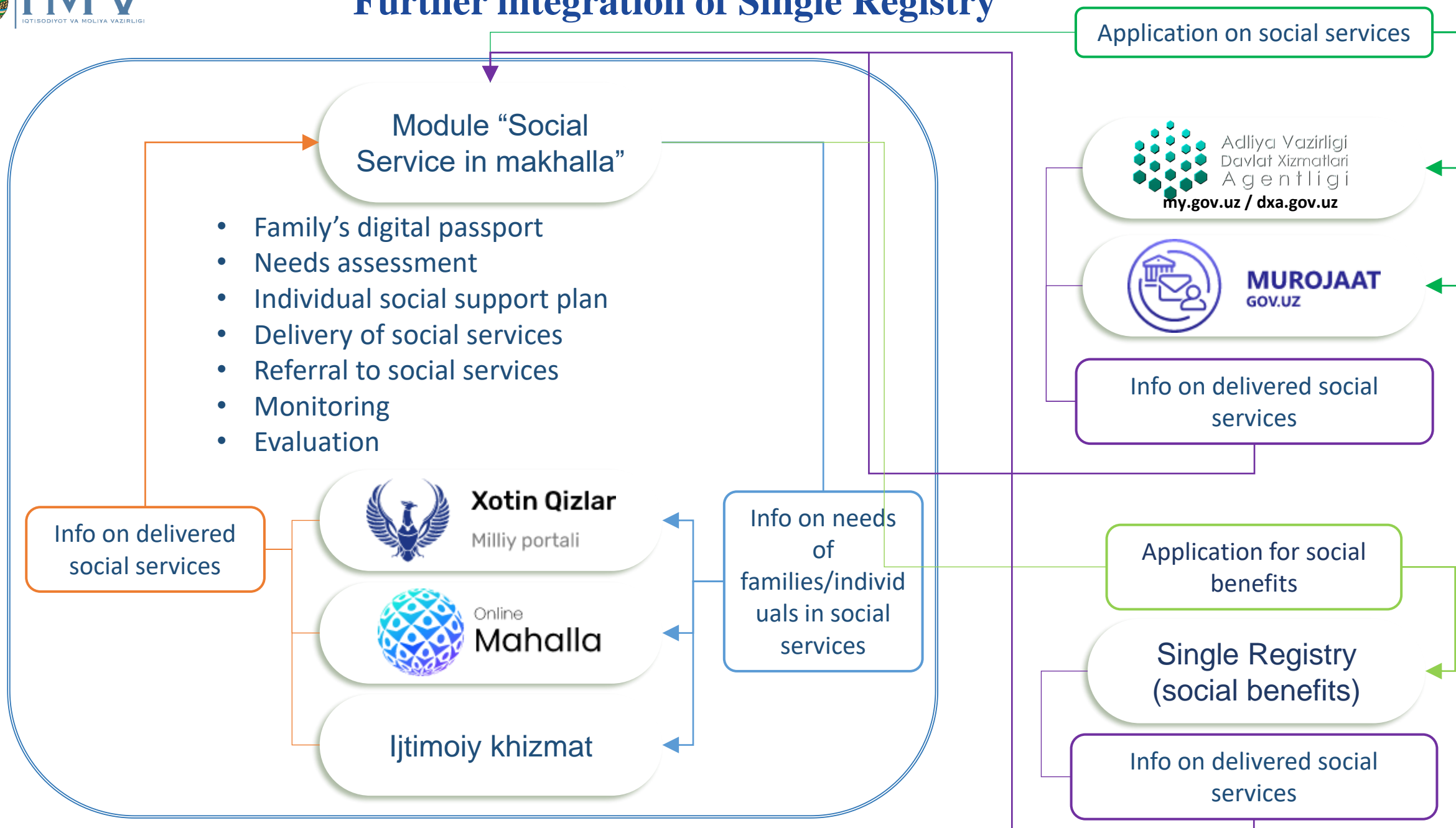**2** Bringing social services to makhallas
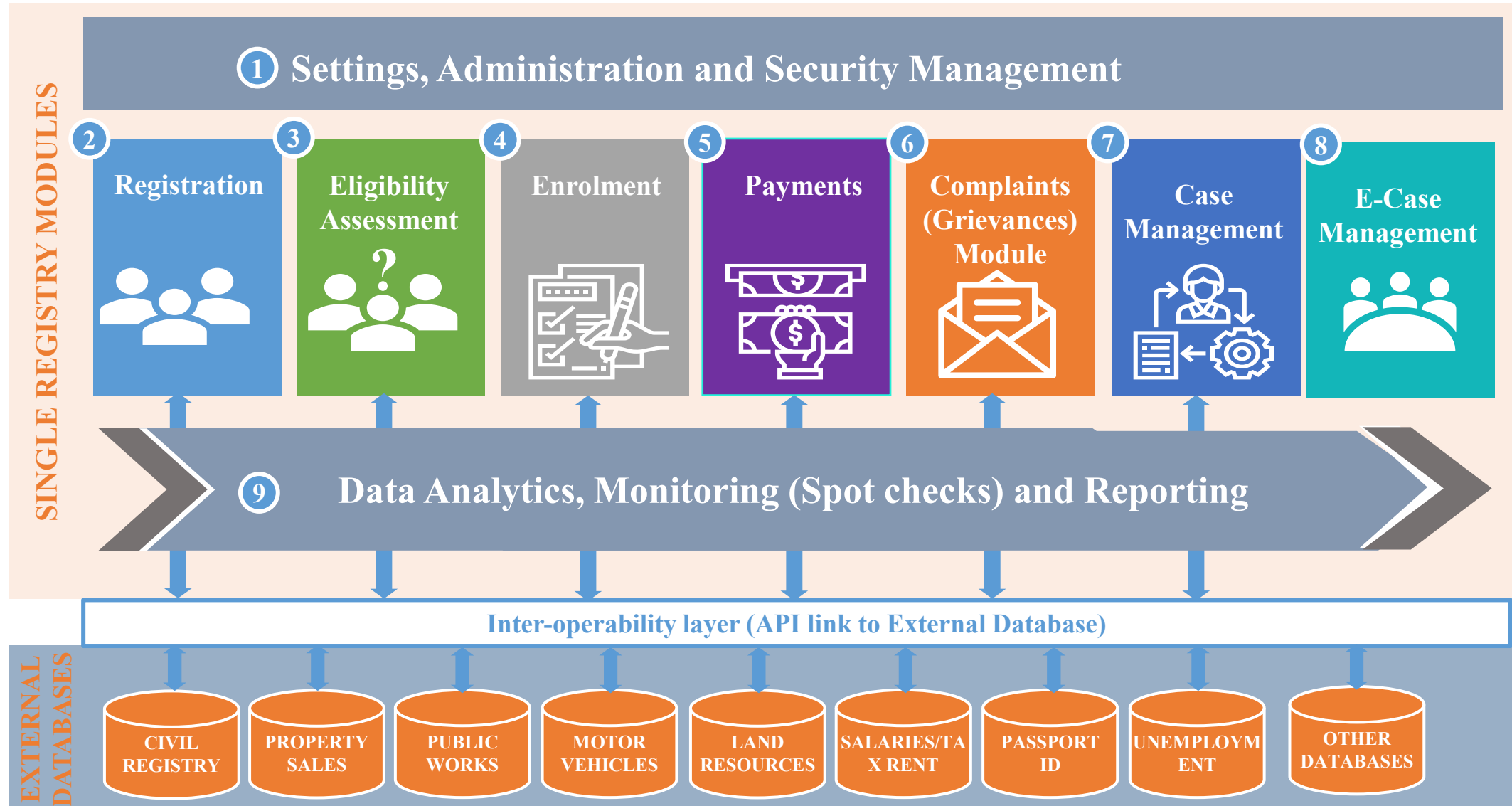
3 Institutional consolidation around Single Registry

4 Single Registry is the main delivery mechanism for the integrated social protection system

Further integration of Single Registry

IMV
IQTISODIYOT VA MOLIYA VAZIRLIGI

unicef
for every child

Application on social services

Module "Social Service in makhalla"

- Family's digital passport
- Needs assessment
- Individual social support plan
- Delivery of social services
- Referral to social services
- Monitoring
- Evaluation

Adliya Vazirligi
Davlat Xizmatlari
Agentligi

my.gov.uz / dxa.gov.uz

MUROJAAT
GOV.UZ

Info on delivered social services

Xotin Qizlar
Milliy portali

Online
Mahalla

Ijtimoiy khizmat

Info on delivered social services

Info on needs of families/individuals in social services

Application for social benefits

Single Registry (social benefits)

Info on delivered social services

SPSR Technical Overview and Onboarding the Government Team

Functional view of SPSR architecture

Technical view of SPSR architecture
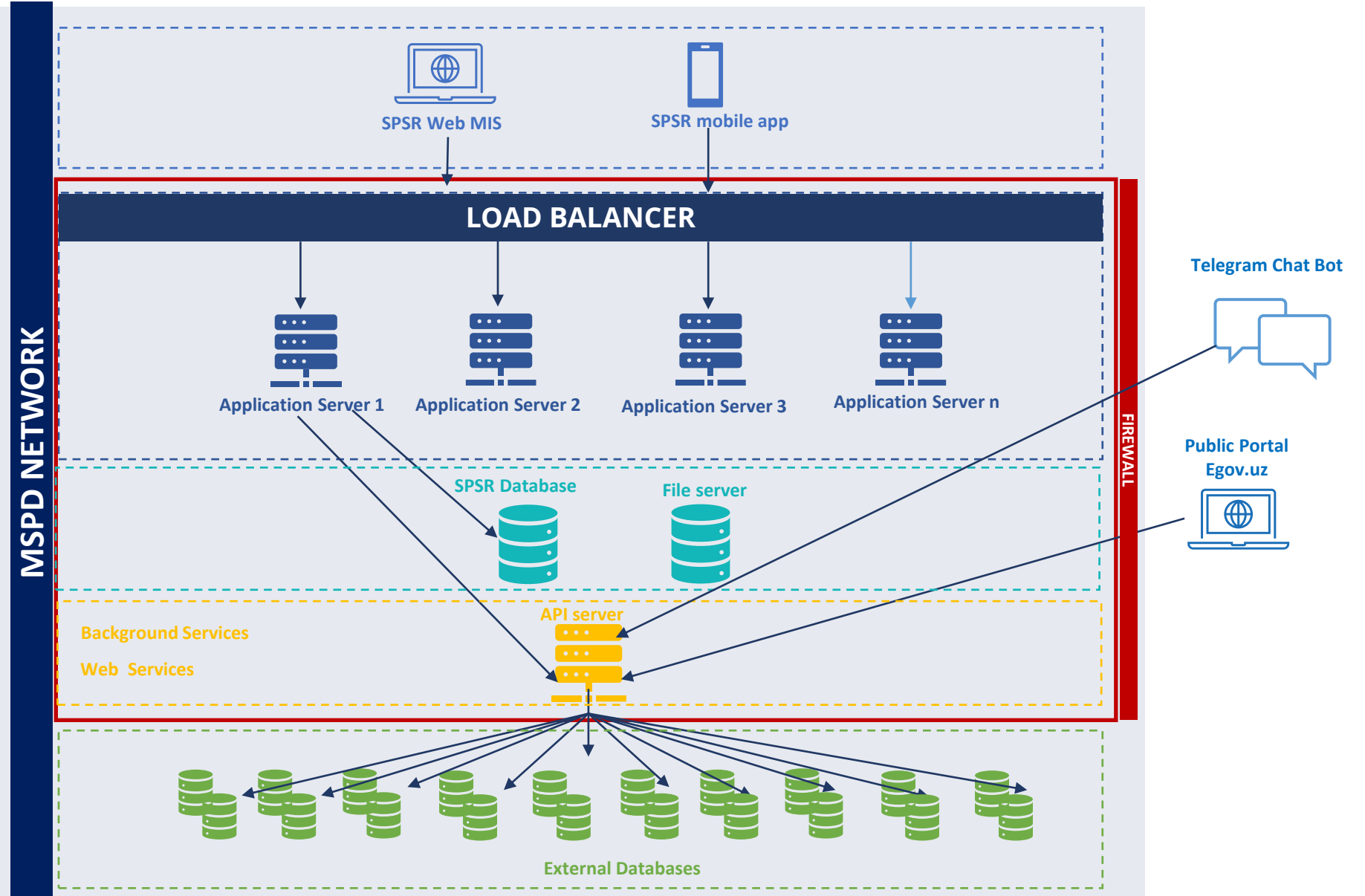
External data sources and consumption in SPSR

STATE CENTRE OF PERSONALIZATION

ZAGS (CIVIL REGISTRY)

PENSION FUND

MIN. OF HEALTH

MIN. OF HIGHER EDUCATION

MIN. OF PUBLIC EDUCATION

MIN. OF INTERNAL AFFAIRS

STATE TAX COMMITEE

BUREAU OF ENFORCEMENT

TASHKENT CADASTRAL

REGIONAL CADASTRAL

GAI (INERNAL AFFAIRS)

MOELR

CAPITAL MARKETS

UZASBO

APPLICATIONS DATA

- Applicant's details (Name, address, etc)
- Information on births, marriages, divorces, death
- Family composition
- Information on all births
- Family members statuses
- Disability
- Family members income sources

ELIGIBILITY DATA

- Real estate information
- The plot of land and / or farmland belonging to the applicant and his family members
- Information on vehicle (date of manufacturing, type, mark)
- Employment history

SPSR data exchange supported by a UNIQUE ID

"Personal Identification Number of an Individual ("PINFL")"

INFORMATION DATA

- Low income family certificate
- Notebooks social program beneficiaries

MINISTRT OF ICT

WOMEN BOOK

YOUTH BOOK

IRON BOOK

PAYMENTS DATA

- Beneficiary bank accounts details
- Account statuses
- Payments and reconciliation files
- Funds requests

ISUGOF (TRASURY)

XALQ BANK

UZCARD through UZASBO

HUMO CARD through XALQ

SPSR data exchange results

SPSR Support Structure

Tier 4: Technical backstopping, maintenance and advisory services

Private Software Developers

Tier 3: National IVC software team

Systems Analyst — System Developers — System Administrator

Tier 2: Dedicated support team

Support Specialists

Tier 1: National Call Centre

Call Centre Staff
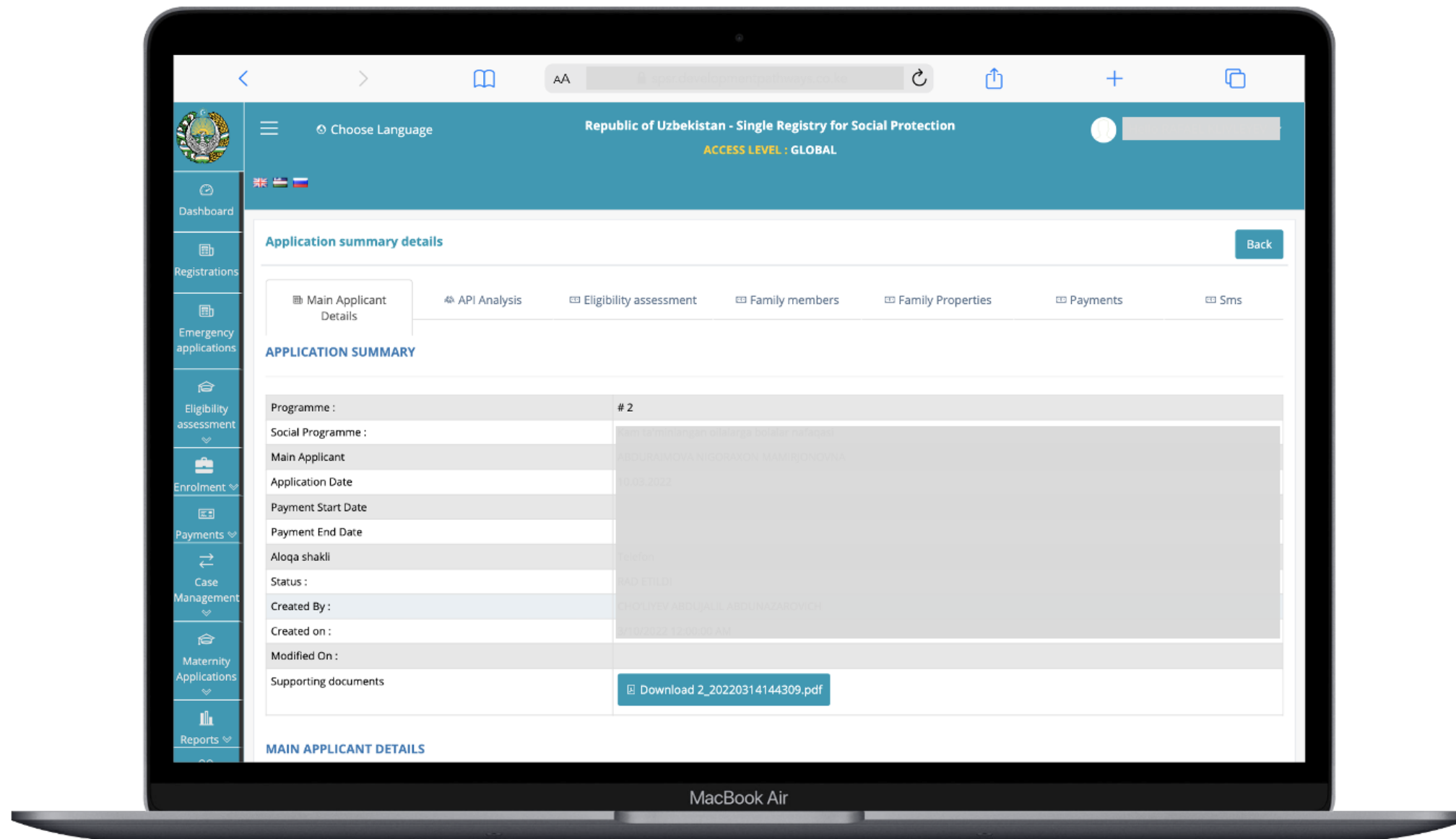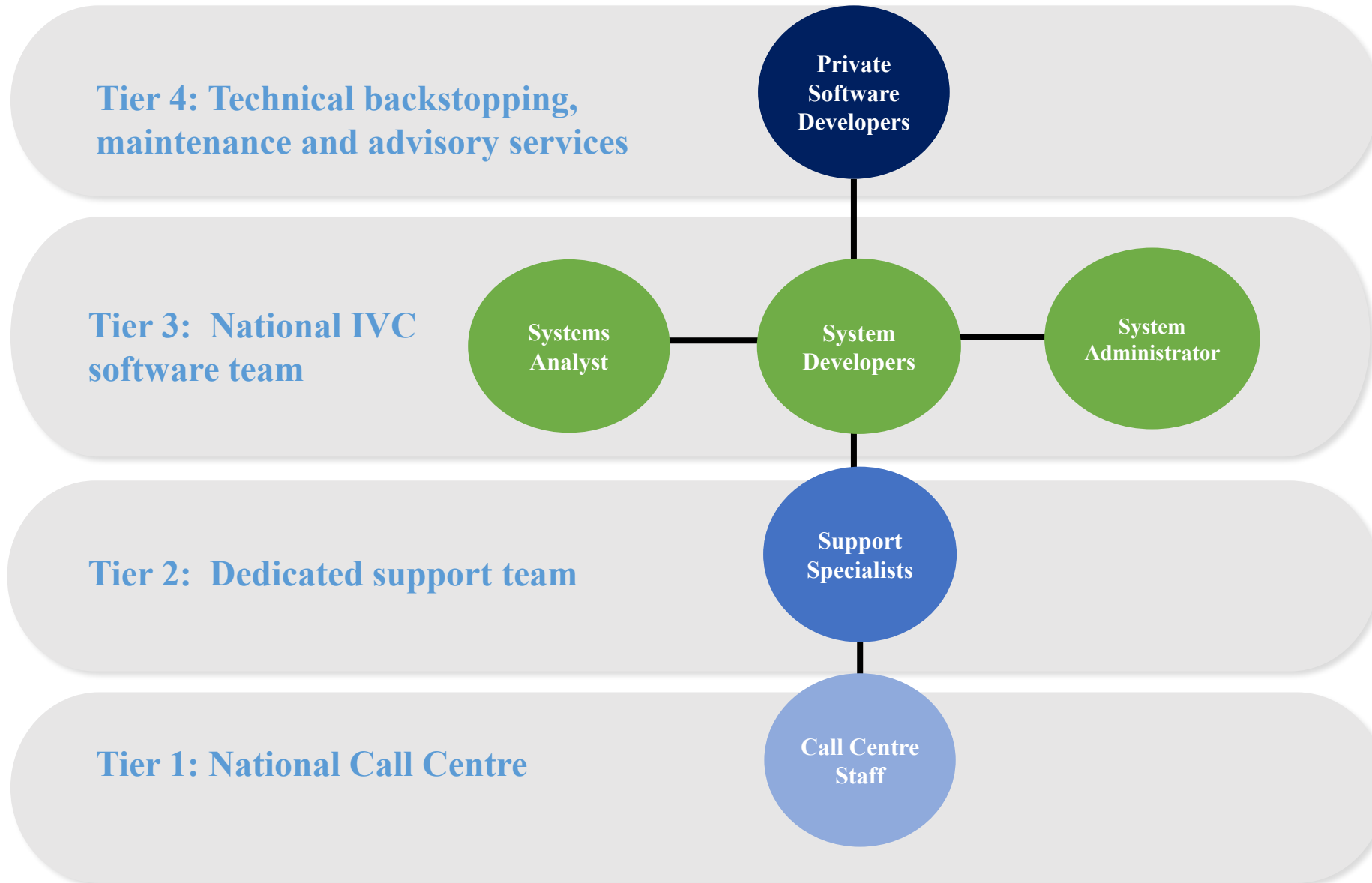
Support the Initiative

- **Support** the process of **consensus building and harmonization of standards**.

- **Spread awareness** about the initiative

- **Promote** adoption of **standards and other outputs**

- **Adopt the standards and other outputs** in your SP projects and share **feedback**

Participate in working groups

Group 1 : Payment layer interoperability

Group 2 : CRVS layer interoperability

Group 3 : identification layer interoperability

Levels of participation

Level 1: Share existing materials

Level 2: Review outputs

Level 3: Join group discussions and validation workshops

Level 4: Drafting standards and guidelines alongside facilitators

Digital Convergence USP2030

New Website!
www.spdci.org

Way Forward

| Interoperability in Action : Workshops | Standards Formulation Committees | More Interoperability interfaces |

Interoperability in Action : Workshops

- *Interoperability of SP systems with Disability Registry*

- *Interoperability of SP systems with Farmer Registry*

Standards Formulation Committees

Standards for Process, Data and APIs :

- SP MIS and CRVS interoperability

- SP MIS and Payment interoperability

- SP MIS and National ID interoperability

More Interoperability interfaces

- SP-MIS and Social Registry

- SP MIS with Integrated Beneficiary Registry

Dialogue Series: Talking Interoperability

Convergence
USP2030

Dialogue series: Talking Interoperability

Next sessions

23 March 2023, 12:00 – 14:00 GMT

27 April 2023, 12:00 – 14:00 GMT

Register: www.socialprotection.org
www.spdci.org

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@sp_dci
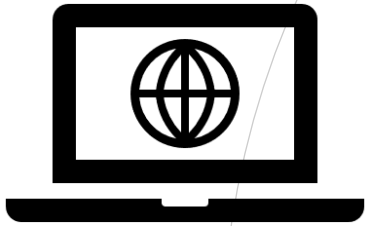
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Thank you

Make sure to answer our survey which will appear on your browser, and join us for the next sessions!

+ know more and become a member of

socialprotection.org