




Transition to digital public administration in the Republic of Tajikistan within the framework of the National Development Strategy of the Republic of Tajikistan for the period up to 2030





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National Development Strategy (NDS) of the Republic of Tajikistan for the period up to 2030

OBJECTIVES

- 
Ensure energy security
- 
Break the communication deadlock
- 
Ensure food security
- 
Expand employment

DEVELOPMENT TRAJECTORY

- 
Annual growth rate: 8-9 %
- 
3-fold (and more) growth of the GDP
- 
Improved diversification of the national economy
- 
Reduction of poverty by half



Efficient System of Public Administration outlined in the NDS - 2030

The successful accomplishment of future development objectives is directly relevant to efficient functioning of public administration system



The aim of improving public administration system is the efficient implementation of government functions and provision of high-quality public services

The main challenges of public administration system in specific areas include:



- ❖ Insufficient level of the electronic documentation management system between institutions and low level of electronic communication of state agencies with citizens and businesses;
- ❖ Absence of unified list of the state functions and standards for provision of public services
- ❖ Low quality of public services provided which have weak connection to the implementation of the state social protection program. In particular, the access to services is complicated for persons with disabilities;



Objectives and tasks of the NDS 2030 on achieving digitalization



Development of necessary elements of the “e-government” for implementation of an “open data” policy, including:

- ❖ Installation and introduction of innovative technologies based on advanced ICT in state administration structures;
- ❖ Automatisation of human resources management system;
- ❖ Development of a single “Service Center” for public services and development of standards for provision of public services to citizens and businesses
- ❖ Opening a single government portal and full transition to electronic documentation system.



Strategic documents and institutions responsible for promoting digitalization

- ❖ The concept of E-Government is adopted
- ❖ The ICT Council under the President of the Republic of Tajikistan is established
- ❖ Standards for maintaining the state information resources are adopted
- ❖ Relevant legislation is either adopted or are under development
- ❖ Pilot projects are being implemented in the public service sector



Concept of E-Government

(adopted by Decree of the Government of the Republic of Tajikistan № 643 on December 30, 2011)

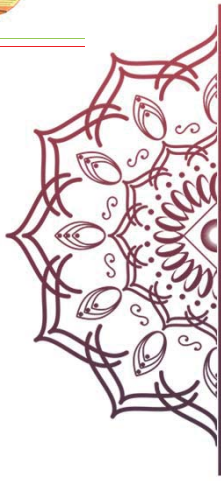
Main goals :

- ❖ Improve efficiency of the state institutions through widespread use of ICT
- ❖ Improve quality and accessibility of public services, simplify procedures, reduce duration and administrative costs of the services
- ❖ Increase availability of information on work of the state institutions
- ❖ Develop unified information exchange system
- ❖ Encourage use of the Internet and modern Information and Communication technologies through economic stimulations



Main directions:

- ❖ Creation of necessary regulatory framework for functioning e-government
- ❖ Establishment of the architecture and basic infrastructure components
- ❖ Establishment and further development of electronic services of the state institutions
- ❖ Creation and development of intra-governmental and standard government information systems, including a protected inter-ministerial system of e-documentation
- ❖ Improving the access to information for citizens
- ❖ Development of the portal and gateways
- ❖ Ensure protection of information infrastructure
- ❖ Improved human capacity of thee-government



Implemented practice of electronic communication and electronic public services



Business registration and electronic tax reporting system

Electronic applications

Personal account of taxpayer and the electronic declaration submission system includes the following functions:

- ❖ Electronic submission of documents for the state registration as taxpayers
- ❖ Submission of tax declarations and invoices in electronic format
- ❖ Obtaining information on personal accounts of taxpayers
- ❖ Completing verification statement with tax authorities.
- ❖ Payment of taxes by banking cards without physical visit to the bank
- ❖ Receiving notification on submission of tax declarations by e-mail or SMS-message

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Electronic customs declaration system

Electronic applications

- ❖ Portal of Department for Foreign Economic Relations – receiving and sending electronic declarations
- ❖ Information portal – access to on-line information
- ❖ Calculator for counting taxes and duties/fees
- ❖ Electronic offices of customs officers responsible for registration and control of cargoes
- ❖ Electronic offices of customs officers responsible for payment control and liabilities
- ❖ Electronic development of Customs Statistics



E-procurement system (test mode)

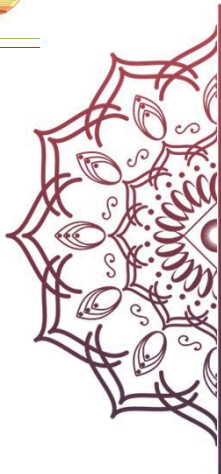
- ❖ The automated system of state procurement allows to considerable reduce negative impact of human factor during the procurement procedures
- ❖ The system automatically compares quotations of participants, which excludes the need for the set-up and functioning of a tender commission.
- ❖ All actions within e-procurement system are carried out from the personal cabinet of users





Electronic Registry of Securing Liabilities (test mode)

- ❖ Obtaining response to an inquire in the real time regime
- ❖ Efficiency and increased processing speed
- ❖ Availability of full information



Implementing and planned projects on
electronic communication and electronic
public services



Initiatives /Projects...

- ❖ Establishment of a Single Window for Import and Export Operations (software is being developed)
- ❖ Establishment of a Single Center for provision services to entrepreneurs and investors
- ❖ Implementation of electronic issuance of permits for business activities
- ❖ Establishment of a unified registry of data of state assets and property
- ❖ Creation of a unified, integrated electronic civil registration system
- ❖ Creation of portal for inspections of business entities



Challenges on the way of achieving “digitalization”

- ❖ Projects are often implemented with insufficient legal framework. It is necessary to improve the legislation, and conduct legal analysis of legislation
- ❖ Insufficiency and low quality of the national content, which leads to cost increase for ICT services and projects, accordingly.
- ❖ High regulatory costs still hamper the development of digitalization. The government is working on simplifying the procedures.
- ❖ Projects implemented by development partners and international organizations often duplicate each other that leads to inefficiency of the funds and knowledge used.
- ❖ The systems are created separately from each other, which subsequently leads to the development of expensive interfaces. Tajikistan is not in a position to create conditions for integration and technical support and it requires considerable investments.
- ❖ Need for improvement of local capacity for development of software products (technical support of the Systems by external companies is highly expensive).



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