# SIGNATURE PAGE

Country: __Uzbekistan__

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| UNDAF Outcome: | **Outcome 5**: Government and civil society capacity and partnership strengthened for more effective governance |
| Expected Outcome: | **CP Outcome 5**. Enabling environment for civil society to participate actively in development processes |
| Expected Output: | **CP Output 5.1** Awareness raised and capacity strengthened of Government and CSOs on participatory/ inclusive policy processes and the role of civil society |
| Implementing partner: | Coordination Council for development of computerization and information and communication technologies |
| Responsible parties: | UNDP, Uzbek Agency for Communication and Informatization |

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| **Programme Period**: Country Programme 2005-2009<br>**Programme Component**: MYFF Service line 2.5. E-Governance and access to information<br>**Project Title**: Assisting the Government of Uzbekistan in the formulation and implementation of ICT for development policy<br>**Project ID**: 00044565<br>**Project Duration**: 1 May 2005-30 April 2009 (5 years)<br>**Management Arrangements**: NEX | Budget        USD 475,000<br>GMS Fee     n/a<br>**Total budget:**   **USD 475,000**<br>Allocated resources: _____<br>• Government<br>_____<br>• Regular-TRAC  USD 475,000<br>• Other:<br>    o Donor _____<br>• In kind contributions _____<br>Government:   **Office premises** |

Agreed by: _____  Mr. Abdulla Aripov   Date: 22.04.05
                                     **Deputy Prime Minister**

Agreed by: _____  Mr. Fikret Akcura   Date: 18 April, 2005
                                     **UNDP Resident Representative**

# COVER PAGE

Government of Uzbekistan

United Nations Development Programme

# Assisting the Government of Uzbekistan in the formulation and implementation of ICT for development policy

**Proposal ID:00039651**
**Project ID:   00044565**

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**Brief description**

Two major interlinked objectives of the project will be: (1) to support the development of ICT in Uzbekistan and (2) to facilitate use of ICT by Government for achieving specific development goals in (a) poverty reduction, (b) public governance, (c) health care, (d) education, (e) environment and (f) gender areas. To reach the first objective, the project will pursue a wide range of activities aimed at triggering and supporting: (a) ICT friendly policy, (b) development of infrastructure for internet connectivity, (c) human resource development, (d) new technology, (e) development of partnership, and (f) awareness of benefits of ICT. The second objective will be achieved through both upstream advice and pilot projects to demonstrate benefits for ICT for development in specific areas.

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# SECTION I.

## PART I. SITUATION ANALYSIS

Information-communication technologies (ICT) are being more and more widely used as a tool to reach goals of sustainable development by most of developing countries. Since becoming independent in 1991, Uzbekistan has also demonstrated its commitment to using ICT for development and has made strong efforts to build up legal and regulatory framework for promoting various aspects of ICT. In 2002 according to Decree of the President of Uzbekistan the Coordination Council for the Development of Computerization and ICT (ICT Council) has been established to spearhead the formulation of ICT enabling policy and pursue inter-agency coordination. Same decree transformed Agency of Post and Telecommunication into Communication and Information Agency of Uzbekistan and tasked it to also work as an executive body of the ICT Council. New Complex on ICT Issues has been established within the Cabinet of Ministers. Head of the Complex on ICT ( Deputy Prime Minister) heads the ICT Council as well. In late 2004 the Secretariat of this complex has been scaled up to form the Department with additional responsibilities including the coordination of mass media and development of information resources.

Over the last three years the Government has made considerable progress in promoting ICT for development. Laws on informatization, electronic digital signature, electronic document flow and electronic commerce were developed and adopted by the Oliy Majlis supporting Government's commitment to ICT and laying grounds for wider application of ICT tools. As a specific example, the Cabinet of Ministers ordered all governmental institutions to open up active websites by the end of 2002 and currently almost all major ministries, committees, agencies and regional administrations have their websites. Number of internet users in the country currently exceeds 700,000 and has been doubling over the last two years whilst the number of mobile phone users is on average increasing 50% per annum. The total bandwidth of external connections to the Internet backbones out of Uzbekistan increased from 18 Mbit/s in 2002 to 53 Mbit/s in 2004 with number of licensed ISPs increasing from 135 in 2002 to 477 in 2004. Growing competition among ISPs pushed down the Internet access prices from 1,000 soums in 2002 to around 400 in 2004 making access to internet more widespread. By a special decree the President of Uzbekistan provided strong incentives for local hardware and software producers exempting them from custom duties as well as providing serious tax concessions. As a result, a recently held survey showed that over the past year the number of computers in Uzbekistan has grown from 400,000 to almost 600,000. Educational entities are also placing greater emphasis on using ICT in education: last year the Government reported 100% Internet access for higher education institutions.

However, along with these positive achievements, a number of problems remains. There are no really "online" governmental services for citizens and businesses in place. For example, most of the governmental websites are not updated on regular basis and do not contain adequate information. The level of equipping regional branches of governmental institutions, primary schools with modern PCs and getting them connected to the Internet remains insufficient. Cost of the Internet connection remains high in relation to average income and, as a result, large numbers

of people cannot afford using Internet. This is especially acute in rural areas where high access costs are coupled with insufficient infrastructure and a lack of ICT awareness. ICT industry remains largely informal and contributes a negligible fraction to GDP. Despite all the pro-activeness of ICT Council, the implementation of ICT in education and healthcare services is not systematic due to the absence of established targets and indicators. E-business is still in its very initial stage and requires more efforts to realize its potential. Uncompetitive levels of salary and benefits still lead to migration of skilled workforce from ICT field. Despite adopting important legislative acts, their realization has been slow, partly due to the inefficient follow up through sub-legislative acts, new standards and procedures.

In view of the above, there are two aspects of ICT policy that need to be addressed to unleash the full potential of ICT in Uzbekistan. The key strategic document of the Government in ICT area "The Programme on development of computerization and ICT for the years of 2002-2010", sets ambitious substantive and quantitative targets. However, this strategy is not supported by a comprehensive Action Plan outlining how those targets would be achieved. In the meantime, action plans in important ICT development areas such as e-governance, e-commerce and infrastructure development were formulated but not adopted. This, as well as insufficient human resources and expertise of ICT Council Secretariat and executing body staff hinders implementation of ICT policy. Therefore, there is an acute need for further ICT policy formulation and capacity development.

Another aspect absent from the ICT policy is any direct linkages to Uzbekistan's specific development goals in poverty reduction, education, health care, etc. Strategic documents including National Programme on Human Resources development, National Programme on Reforming the Healthcare, National Programme on Protection of Environment, programmes on export promotion, etc. that set out these goals do not fully account for ICT as a powerful instrument that facilitates their achievement. As a result, the benefits of ICT for increasing employment, income generation, more efficient governance and a number of other goals are not captured in a comprehensive manner.

UNDP is well positioned to assist the Government to further enable main drivers of ICT policy and link ICT policy to the achievement of specific development goals. During the previous Programme cycle UNDP has been one of the main supporters of ICT policy formulation in Uzbekistan through its Digital Development Initiative Programme, Projects "Capacity Building for Internet Technologies Development and Promotion in Uzbekistan (UzSciNet)" and "Promotion of ICT Units in Rural Areas to Foster SME Development projects". In contrast to other donors involved in ICT development of Uzbekistan, UNDP has been closely involved with ICT policy formulation. As an active member of the ICT Council, UNDP has made a significant contribution into policy development through participation in its meetings and working groups, funding study tours of government officials and preparing research papers. Through its DDI Programme, UNDP helped to create an enabling environment for ICT development, prepare ICT development monitoring reports and policy papers, built capacity of key institutions and implemented pilot projects. It has accumulated knowledge and experience in Uzbekistan's ICT development area, which is very valuable in further formulation of and support to ICT Policy in Uzbekistan.

They key lessons UNDP learned from its past cooperation in ICT area can be summarized as follows: 1) Government of Uzbekistan is committed to the development of ICT, but often focuses on its technological rather than developmental aspects; 2) Focus of ICT development assistance should be both on ICT policy formulation and its implementation; 3) Potential of partnership with both local and international private companies is strong and needs to be tapped in future projects.

## PART II. STRATEGY

The project contributes to meeting the objectives set out in the United Nations Development Assistance Framework for Uzbekistan and will be implemented within the Country Programme Action Plan for Uzbekistan for the period 2005-2009.

Two major interlinked objectives of the project will be: (1) to support the development of ICT in Uzbekistan and (2) to facilitate usage of ICT by Government for achieving specific development goals in (a) poverty reduction, (b) public governance, (c) health care, (d) education, (e) environment and (f) gender areas.

To reach the first objective, the project will pursue a wide range of activities aimed at triggering and supporting: (a) ICT friendly policy, (b) development of infrastructure for the Internet connectivity, (c) human resource development, (d) new technology, (e) development of partnership, and (f) awareness of benefits of ICT. The second objective will be achieved through both upstream advice and pilot projects to demonstrate benefits for ICT for development in specific areas.

Consequently, the project will produce the following main output:

*PROJECT OUTPUT:* Enhanced capacity of the Government of Uzbekistan to use ICT as a policy instrument for the reducing poverty, better governance, environmental sustainability, higher education and health care standards, as well as gender equality.

*INDICATORS:*
- Growth of a number of web-sites, Internet users and PCs
- Increase of a number of software and hardware producers, ICT industry as a percentage of GDP
- Penetration of ICT into government, business, health care and education

The following activities will be undertaken to produce the final project output:

Activity 1: Assisting the Government in enabling major drivers of ICT development

Sub-activities will include:
- Support to the formulation of ICT policy
    - Advocacy and assistance to the Government on the preparation of comprehensive national program linking ICT with concrete development goals

- Preparation of annual publication assessing the status of ICT development and its potential for growth
- Holding annual ICT conferences on the status and prospects for ICT development in Uzbekistan
- Facilitation of Uzbekistan's participation in World Summit on Information Society issues
- Assistance in development of copyright adherence strategy in ICT field.

- Assistance in development of infrastructure for more universal Internet connectivity
  - Support to the technological development of Tas-X peering center to increase the number of participating ISPs, training of system administrators
  - Research paper on the status of the market of Internet Service Providers in Uzbekistan and main barriers for the reduction of costs of the Internet connection and expansion of coverage
  - Review paper on the best international practices of establishing rural telecenters to help regional authorities to define the most suitable model
  - Realization of Pilot projects to support the establishment of one telecenter per region in Namangan and Karakalpakstan

- Increasing the awareness of the Government on latest ICT development trends and decisions
  - Research paper, study tour and workshops on international practices of using the open source software based solutions in Government information systems
  - Piloting open source software based system with assigned Government agency

- Assisting the training of ICT specialists
  - Developing the curriculum, bringing new teaching methodologies and material to Professional Lyceum of New Computer Technologies and Tashkent University of Information Technologies
  - Training of trainers at the Professional Lyceum of New Computer Technologies and Tashkent University of Information Technologies through tailor made courses as well as financing their participation in Cisco Academy and similar courses
  - Assistance in arranging and holding the trainings in the Center of young programmers education
  - Support to the activities of ICT volunteers

- Facilitation of private and public partnership for the development of ICT
  - ICT donor coordination meetings
  - Annual forums of ICT policy makers and private companies to facilitate the dialog on ICT development issues

- Raising awareness on ICT and their benefits
  - TV and radio shows on teaching ICT basics to broader audience and youth

**<u>Activity 2: Assisting the Government in using ICT as an instrument for development and achieving MDGs (Millennium Development Goals)</u>**

<u>Sub-activities</u> will include:

- ICT for the reduction of poverty
    - Assistance in development of official document on measures required for the development of e-commerce (jointly with Uzbekistan Development Gateway and private companies)
    - Assistance in development of the Law on e-Payments
    - Assistance in developing of regulations and standards for the application of the Law on e-Signature
    - Publication on Requirements for a Sustainable ICT Industry in Uzbekistan
    - Assistance in development of Strategy for Uzbekistan's software and hardware industry
    - Conferences and travel for exploring outsourcing opportunities for Uzbekistan
    - Preparation of review paper of best international practices on establishing free scientific zones for the development of ICT industry
    - Developing and maintaining a portal on Uzbekistan tourism opportunities
    - Review of best international practices and pilot project on application of ICT in tax administration (within tax administration project)
    - Support to the Ministry of Economy in development of the database on monitoring of investment projects

- ICT for better governance
    - Publication on the Status and Prospects for e-Governance in Uzbekistan
    - Establishment of free online database of legal documents
    - Assistance in development of Concept and action plan for the establishment of Government Intranet, databases of Government agencies and a system of electronic document flow
    - Assistance in development of Concept of National Information System of Uzbekistan
    - Assistance in development of Concept of Information Security of Uzbekistan
    - Support to the establishment of One-Stop-Shop for Government Information service
    - Introduction of ICDL for governmental employees and its usage at the pilot Government agency
    - Supporting the establishment of e-Governance center at the Academy of State and Social Construction under the President of the Republic of Uzbekistan through working out the curriculums and training of trainers
    - Assistance in establishing the Security Threat Alert Center (viruses, hacker attacks etc.) in ICT field
    - Assistance to SEMRC in establishing the E-Signature Certification Center

- ICT for the protection of environment
    - Assistance in realization of pilot project (database of environment indicators and the portal)

- ICT for education
  - Assistance in working out of the Program of development of distance education
  - Publication on Using the Internet for Access and Quality of Education
  - Management of RE.UZ portal

- ICT for the promotion of gender equality
  - Monitoring of the project on Introducing ICT in Women's Committee

- ICT for healthcare
  - Publication of the book on "Potential of Tele-Medicine in Improving Rural Healthcare"
  - Assistance in preparation of the Program of the Development of e-Medicine in Uzbekistan
  - Pilot project on telemedicine (jointly with UzSciNet) on connecting Center for Emergency Medical Assistance and its regional branches

## PART III. MANAGEMENT ARRANGEMENTS

The project will be implemented jointly with the Coordination Council for development of computerization and information-communication technologies (ICT Council). The project management will be facilitated from ICT Council side through the National Project Coordinator, representative of ICT Council executive body, at the level of Deputy General Director (UzACI). His/her terms of reference are included in the Annex I of this project document. He/she will work closely with the UNDP Programme Officer heading the Good Governance Team of the UNDP Tashkent Office.

The following staff will be hired to undertake project activities:
1. Project Manager
2. 2 National Consultants on e-governance
3. 2 National Consultants on ICT policy
4. National Consultant on ICT training, partnership and outreach plus 2 assistants (outreach and volunteers)
5. System Administrator/Developer
6. Project Assistant
7. Driver/Logistics
8. Cleaner/Caterer
9. Security team (3)

The UNDP country office will provide the following support services for the activities of the project:
a) Identification and recruitment of the project personnel;
b) Identification and facilitation of training activities;
c) Procurement of goods and services, subcontracts
d) Project coordination
e) Financial management and direct payments.
f) Technical reporting

g) Monitoring and evaluation

At the end of each calendar year, the UNDP will submit request for cost-recovery for provided services (ISS), based on the latest Universal Price List.

The Government of Uzbekistan will provide in-kind contribution towards project costs in the form of office premises.

## PART IV. MONITORING AND EVALUATION

The project will be subject to monitoring by the UNDP Country Office in accordance with UNDP monitoring and evaluation guidelines.

Annual Project Work plans will be prepared and agreed by the project stakeholders. Such work plans will basically serve as a planning, coordination and monitoring tool.

Regular UNDP-ICT Council Secretariat working meetings will be organized to monitor project progress and implementation of project activities. Other parties may participate in the working meetings, as applicable. In addition monitoring visits by UNDP programme staff will take place at least once a year.

At the end of the project, an evaluation will be undertaken by local or international consultant to assess the project impact and lessons learnt.

## PART V. LEGAL CONTEXT

This Project Document shall be the instrument referred to as the project document in Article 1 of the Standard Basic Assistance Agreement (SBAA) between the Government of Uzbekistan and the United Nations Development Programme (UNDP), signed by the Parties on 10th June 1993.

The following types of revisions may be made to this project document with the signature of the UNDP Resident Representative, under the condition that the other signatories of the project document have no objection to the proposed changes:

a. Revision of, or addition of, any of the annexes of the project document;
b. Revisions which do not involve significant changes in the immediate objectives, outputs or activities of the project, but are caused by rearrangements of inputs agreed to or by cost increases due to inflation.
c. Mandatory annual revisions which re-phase the delivery of agreed project inputs or increased expert or other costs due to inflation or take into account agency expenditure flexibility.

# SECTION II - PROJECT RESULTS AND RESOURCES FRAMEWORK

**Intended Outcome as stated in the Country Programme Results and Resource Framework:**
**Expected UNDAF outcome #5:** Government and civil society capacity and partnership strengthened for more effective governance

**Country Programme expected outcome 5.** Enabling environment for civil society to participate actively in development processes

**Outcome indicators as stated in the Country Programme Results and Resources Framework, including baseline and targets.**
*Indicators:* Existence of mechanisms for consultations between government and CSOs on reform issues and programmes.
*Baseline:* Weak mechanisms for dialogue and consultations with civil society during policy making process
*Target:* CSO consultation mechanisms launched
**Applicable MYFF Service Line:** 2.5. E-Governance and access to information
**Partnership Strategy:** Coordination Council for development of computerization and information and communication technologies, UNDP, UzACI
**Project title:** Assisting the Government of Uzbekistan in the formulation and implementation of ICT for development policy, **Project ID:** 00044565

| Intended Outputs | Output Targets for (years) | Indicative Activities | Responsible parties | Inputs |
|---|---|---|---|---|
| Enhanced capacity of the Government of Uzbekistan to use ICT as a policy instrument for the reducing poverty, better governance, environmental sustainability, higher education and health care standards, as well as gender equality | *Annual targets 2005:*<br><br>3rd Nat. ICT Summit is conducted; Uzbekistan's contribution to World Summit is made; Awareness raising and great demonstrated interest among people towards ICT from various regions of Uzbekistan and neighboring countries (PR activities); research paper on the status of the market of ISPs in Uzbekistan is prepared; Preliminary research on international best practices on using the open source software based solutions in Government information systems is prepared; Increased activities of ICT volunteers and their free and valuable contribution towards ICT development in the country; In detail review paper of best international practices on establishing free scientific zones for the development of ICT Industry is prepared; 1st phase of free online database of legal documents is successfully established; Professional guidance in ICT is provided to Women's Committee | **Activity 1:** Assisting the Government in enabling major drivers of ICT development<br><br><br><br>**Activity 2:** Assisting the Government in using ICT as an instrument for development and achieving MDGs | Coordination Council for development of computerization and information and communication technologies (ICT Council) | **UNDP**<br>➤ Subcontracts<br>➤ Travel<br>➤ Project staff<br>➤ Short-term consultants<br>➤ Workshops<br>➤ Equipment<br>**Total: USD 475,000**<br><br>**ICT Council (in-kind contribution)**<br>➤ Office premises |

# SECTION III—THE TOTAL WORKPLAN AND BUDGET

| Activities | Sub-activities | Total in USD |
|---|---|---|
| **Activity 1:** Assisting the Government in enabling major drivers of ICT development | • Support to the formulation of ICT policy<br>  - Advocacy and assistance to the Government on the preparation of comprehensive national program linking ICT with concrete development goals<br>  - Preparation of annual publication assessing the status of ICT development and its potential for growth<br>  - Holding annual ICT conferences on the status and prospects for ICT development in Uzbekistan<br>  - Facilitation of Uzbekistan's participation in World Summit on Information Society issues<br>  - Assistance in development of copyright adherence strategy in ICT field. | $45,000 |
| | • Assistance in development of infrastructure for more universal Internet connectivity<br>  - Support to the technological development of Tas-X peering center to increase the number of participating ISPs, training of system administrators<br>  - Research paper on the status of the market of Internet Service Providers in Uzbekistan and main barriers for the reduction of costs of the Internet connection and expansion of coverage<br>  - Review paper on the best international practices of establishing rural telecenters to help regional authorities to define the most suitable model<br>  - Realization of Pilot projects to support the establishment of one telecenter per region in Namangan and Karakalpakstan | $50,000 |
| | • Increasing the awareness of the Government on latest ICT development trends and decisions<br>  - Research paper, study tour and workshops on international practices of using the open source software based solutions in Government information systems<br>  - Piloting open source software based system with assigned Government agency | $20,000 |
| | • Assisting the training of ICT specialists<br>  - Developing the curriculum, bringing new teaching methodologies and material to Professional Lyceum of New Computer Technologies and Tashkent University of Information Technologies<br>  - Training of trainers at the Professional Lyceum of New Computer Technologies and Tashkent University of Information Technologies through tailor made courses as well as financing their participation in Cisco Academy and similar courses<br>  - Assistance in arranging and holding the trainings in the Center of young programmers education<br>  - Support to the activities of ICT volunteers | $25,000 |

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| | • Facilitation of private and public partnership for the development of ICT<br> - ICT donor coordination meetings<br> - Annual forums of ICT policy makers and private companies to facilitate the dialog on ICT development issues<br><br>• Raising awareness on ICT and their benefits<br> - TV and radio shows on teaching ICT basics to broader audience and youth | $15,000<br><br><br><br><br>$20,000 |
| | **SUB-TOTAL FOR ACTIVITY 1 :** | **$175,000** |
| **Activity 2:**<br>Supporting the Government in using ICT as an instrument for development | • ICT for the reduction of poverty<br> - Assistance in development of official document on measures required for the development of e-commerce (jointly with Uzbekistan Development Gateway and private companies)<br> - Assistance in development of the Law on e-Payments<br> - Assistance in developing of regulations and standards for the application of the Law on e-Signature<br> - Publication on Requirements for a Sustainable ICT Industry in Uzbekistan<br> - Assistance in development of Strategy for Uzbekistan's software and hardware industry<br> - Conferences and travel for exploring outsourcing opportunities for Uzbekistan<br> - Preparation of review paper of best international practices on establishing free scientific zones for the development of ICT industry<br> - Developing and maintaining a portal on Uzbekistan tourism opportunities<br> - Review of best international practices and pilot project on application of ICT in tax administration (within tax administration project)<br> - Support to the Ministry of Economy in development of the database on monitoring of investment projects | $100,000 |
| | • ICT for better governance<br> - Publication on the Status and Prospects for e-Governance in Uzbekistan<br> - Establishment of free online database of legal documents<br> - Assistance in development of Concept and action plan for the establishment of Government Intranet databases of Government agencies and a system of electronic document flow<br> - Assistance in development of Concept of National Information System of Uzbekistan<br> - Assistance in development of Concept of Information Security of Uzbekistan<br> - Support to the establishment of One-Stop-Shop for Government Information service<br> - Introduction of ICDL for governmental employees and its usage at the pilot Government agency | $150,000 |

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| | | - Supporting the establishment of e-Governance center at the Academy of State and Social Construction under the President of the Republic of Uzbekistan through working out the curriculums and training of trainers<br>- Assistance in establishing the Security Threat Alert Center (viruses, hacker attacks etc.) in ICT field<br>- Assistance to SEMRC in establishing the E-Signature Certification Center | |
| | | • ICT for education<br>- Development of the Program of development of distance education<br>- Publication on Using the Internet for Access and Quality of Education<br>- Management of RE.UZ portal | $25,000 |
| | | • ICT for the protection of environment<br>- Assistance in realization of pilot project (database of environment indicators and portal) | $10,000 |
| | | • ICT for the promotion of gender equality<br>- Monitoring of the project on Introducing ICT in Women's Committee | $0 |
| | | • ICT for healthcare<br>- Publication of the book on "Potential of Tele-Medicine in Improving Rural Healthcare"<br>- Assistance in preparation of the Program of the Development of e-Medicine in Uzbekistan<br>- Pilot project on telemedicine (jointly with UzSciNet) on connecting Center for Emergency Medical Assistance and its regional branches | $15,000 |
| | | **SUB-TOTAL FOR ACTIVITY 2:** | **300,000** |
| | | **TOTAL BUDGET:** | **475,000** |

# National Project Coordinator

## *Background*

*The National Project Coordinator (NPC) is the focal point for responsibility and accountability in a national executing agency for a UNDP-funded technical cooperation project. The NPC should be a staff member of the executing agency. While the NPC has many duties and responsibilities, his/her primary function is to ensure the provision of the Government contribution and thus the achievement of the project objectives.*

## Duties and Responsibilities

1. Acting as the focal point and responsible part for the project in the Government executing agency;

2. Ensuring that all Government inputs committed to the project are available to the project;

3. Selection and recruitment or appointment of the Project Manager;

4. Ensuring that the Project Manager is empowered to carry out the management of the project;

5. Supervision of the work of the Project Manager;

6. Acting as the authorising officer for all project expenditures according to the procedures in the NEX operational guidelines;

7. Representing the project at meetings of the parties to the project agreement;

8. Providing assistance in the coordination of project activities that involve other agencies of Government.