SOCIAL PROTECTION

IN FACTS AND FIGURES

NATIONAL AGENCY FOR SOCIAL PROTECTION
UNDER THE PRESIDENT OF THE REPUBLIC OF UZBEKISTAN

2023 - 2024 year



If we want to ensure social justice and respect for human dignity in our society, it is necessary to effectively establish a new system at places, provide support and motivate people in need.

President of the Republic
of Uzbekistan

Sh.M. Mirziyoyev

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INTRODUCTION

One of the key issues on the country's agenda is supporting **socially vulnerable groups** and **improving their well-being.**

Until recently, there was no coordinating body for the social protection system or a unified approach to implementing state policy in this area.

Due to the duplication of responsibilities among various ministries and agencies, it was not possible to maintain a **centralized database** of social protection efforts.

To establish the provision of high-quality and targeted social services and assistance to the population, the National Agency for Social Protection was established on June 1, 2023, at the initiative of the President of the Republic of Uzbekistan.

The establishment of a single body to implement state policy in the field of social protection has been supported by the World Bank, the International Labour Organization, and UNICEF, with the collaboration of experts ensured during the establishment process.

The institutions within the structures of **six ministries and agencies** have been transferred to the jurisdiction of the Agency.

In 2016, 2 trillion UZS were allocated from the state budget for social protection, and by 2024, this figure **increased 9.8 times** to approximately **20.3 trillion UZS**, accounting for **1.4% of GDP.** This significant growth demonstrates the substantial contribution to the development of social protection.

This Factbook illustrates the changes implemented in the field of social protection within a short period and the achieved results through f**acts and figures.** These figures provide insight into the scale and essence of reforms, as well as their positive impact on the population's lives.

JOINT STATEMENT

by the International Labour Organization, the United Nations Children's Fund (UNICEF), and the World Bank

The International Labour Organization, UNICEF, and the World Bank welcome the establishment of the National Agency for Social Protection under the President of the Republic of Uzbekistan.

As the leading agencies supporting the reform of social protection reform globally and in Uzbekistan, we believe the establishment of the Agency is a critical step for advancing social protection in Uzbekistan.

This newly established Agency provides a clear and authoritative focal point for the development of social protection policy which brings together social security and social services and linkages with other services.

We hope that the Agency will steer the overall national social protection policy framework, lead in the design of individual programmes, and ensure coherence while overseeing evidence-based implementation and delivery of interventions.

ORGANISATION OF SOCIAL SERVICE DELIVERY

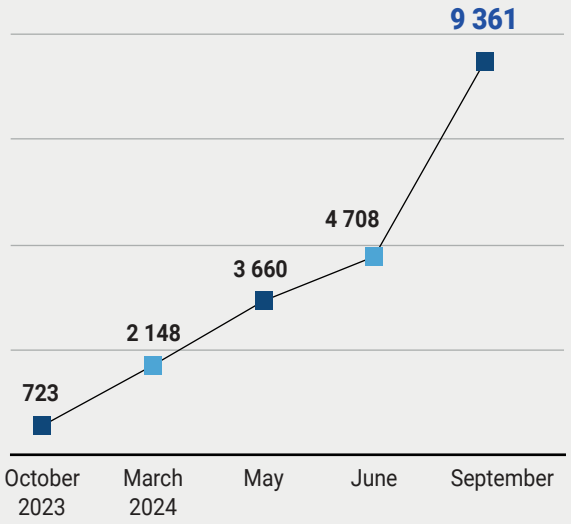
Until recently, the vulnerable segments of the population had to contact various agencies and organizations to access social services. This, in turn, led to unnecessary time and financial costs as well as inconveniences.

For the first time, a system was established that enables individuals needing social protection to access social services and solve their problems through a single state body across all districts, cities, and neighbourhoods.

In all districts and cities, 208 "Inson" (Human) Social Service Centers were established, providing the following conveniences for the population

- Inclusive environment
- Front Office
- Psychological and legal assistance
- Sign language interpretation
- Communication standards and scripts
- CRM system
- A mechanism for assessing service quality and customer (feedback)
- Legal consultant
- Psychological groups were established

Additionally, the activities of a total of **9,361 social workers** have been established across all communities (mahallas) in the Republic



72% of **social workers are women**

Service delivery has been established through the "**Unified National Social Protection**" information system, which is based on the "Single Window" principle

The types of services have increased **4-times**



Nearly **2.0** million individuals **were provided with social services** from January to December.



- Through social workers - **1 196,6** thousand
- Through Inson Centers - **462,4** thousand
- Online - **320,4** thousand

A social work approach based on the **"case management" method** has been implemented to conduct comprehensive assessments of families in difficult social circumstances, **identifying their strengths and opportunities.**

Case management was applied for **151.8** families, covering them with over **328.1** services and assistances aimed at helping them overcome difficult life circumstances, and also, further individual plans for them were developed.

In neighbourhood surveys, **123.9** thousand individuals were identified as **not covered by social services or assistance**.

61.8 thousand individuals have not been assigned a disability group

A total of **26.1** thousand individuals require prosthetic and orthopaedic devices

Guardianship and sponsorship have not been assigned to **17.3** thousand children

4.2 thousand individuals require care from others

A total of **6.4** thousand individuals with disabilities have not been enrolled in education

A total of **4** thousand individuals in need of care are not being provided with services

A total of **5.4** thousand children diagnosed with 34 types of severe illnesses are not receiving caregiving benefits.

A total of **2.7** thousand families are not receiving survivor's benefits

As a result of a comprehensive approach and the assessment of needs and strengths of a family, individual service plans were developed, ensuring an average of **1.9** services (assistances) are provided per request (social work case) for each 1 type of service.

This indicator reached **2.4** services per case in December.

As a result of the activities of social workers, **74%** of the population's requests for services and assistance were processed t**hrough community social workers**, resulting in savings of **50 billion UZS** in expenses associated withaccessing these services by the population.

Although appeals to the President's virtual reception increased by **1%** compared to 2023, the above-mentioned reforms have resulted in a **10%** decrease in social protection-related appeals, a **33%** decrease in appeals to regional administrations, and a **46%** decrease in appeals to district (city) administrations

Citizens' satisfaction with the review of appeals has reached **86%**. Repeated appeals decreased by **58%** compared to the beginning of 2024.

> *"Umidjon Turaev, a resident of the "Shifokor" community in Vobkent district (a person with a disability) :*
> ***"I was provided the opportunity to transition from distance learning into traditional education!"***



> *The President of the Republic of Uzbekistan, Sh.M. Mirziyoyev,* ***emphasised the importance of promoting achievements in social protection*** *for all segments of the population and ensuring demographic stability on the international stage, made possible through his political will;* ***he recommended highlighting such outcomes*** *in the State Leader's addresses at international events.*
>
> *It was noted that, in the current era,* ***many countries need political leaders like Sh.M. Mirziyoyev,*** *the President of the Republic of Uzbekistan,* ***who prioritises "making practical results"*** *over "eloquent rhetoric."*
>
> ***Diene Keita, Deputy Executive Director of the United Nations Population Fund (UNFPA).***

To facilitate the retraining social protection system employees and their continuous in-service training without interrupting their workflow, the **e-learning.istc.uz** online education platform has been established.

12,2 thousand users

13 courses

Over **200** video tutorials

Employees with enhanced qualifications

6,1 thousand employees providing comprehensive social services in communities

2 323 social worker assistants

The main directions of training

- Introduction to Social Work
- Information about the services provided by the Agency
- Communication skills
- Case management practice
- Household entry and service delivery

The "Inson" Social Services Center staff have received retraining and in-service trainings.

208 Directors

204 Supervisors

307 Psychologists

416 Operators

199 Legal Consultants

429 Specialists of the Department for Social Protection of Children

The number of scholarship-funded quotas for Bachelor's Degree programs in the "Social Work" studies at higher education institutions increased from **75** to **80**

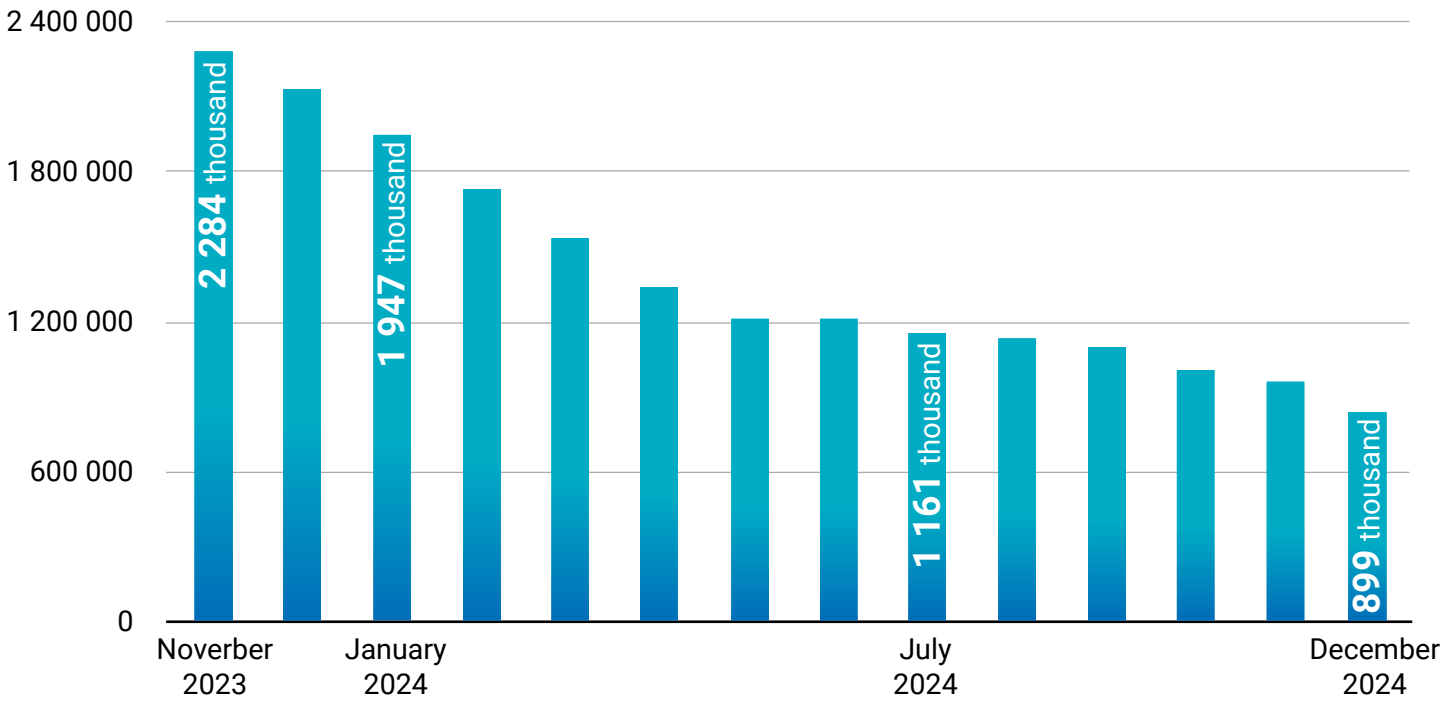
LIFTING FAMILIES OUT OF POVERTY

One key objective of the New Social Protection System is tthat while lifting the families out of poverty, simultaneously address both their economic and social problems as well.

As of December 2024, the number of low-income families in the "Unified Social Protection Registry" amounted to **960.8** thousand. The following socially vulnerable members of these families have been provided social protection services.

A person with a disability in the family	**153** thousand families
Engaged in the care for a person with a disability	**14,4** thousand families
Single-parent families (mother or father only)	**170,5** thousand families
Pensioner and benefit recipient	**36,3** thousand families
A family member is in migration.	**184,4** thousand families
Engaged in caring for a child under the age of 3	**574,7** thousand families

This indicator has decreased by **2.5** times (**-1.4** million families) compared to the same period last year and by **2.2** times (**-1.0** million families) compared to the beginning of the year.



Electronic data from **16** agencies, encompassing **56** types of information, have been integrated. As a result of the automated monthly verification of eligibility criteria for benefit allocation, **521.4** thousand **families with improved economic conditions** were removed from the registry.

During awareness campaigns to ensure the targeted allocation of benefits, **140.4** thousand families **voluntarily requested the termination of benefit** payments.

In 2023

2.2 million families

12.3 trillion UZS was paid as social benefits

In 2024

1.3 million families

7.4 trillion UZS was paid as social benefits

3 trillion UZS saved.

In addition, during the energy resource tariff reform, one-time financial assistance totaling **295.0** billion UZS was paid to **1.1** million low-income families during the heating season to mitigate the impact on low-income families.

Compensation was also provided for expenses exceeding the basic limits of energy resources for low-income families (***12.7*** *thousand* families received compensation totaling ***6.4*** *billion UZS for october and november).*



As part of the "From Poverty to Prosperity" program, aimed at encouraging every citizen to take responsibility for their future and that of their children while creating opportunities to realise their potential:

A survey comprising **120** questions was developed in collaboration with the World Bank, the United Nations Development Programme (UNDP), and partner ministries and agencies to identify low-income families

349.4 thousand families were assessed based on poverty indicators through a survey, and **147.8** thousand were included in the "Registry of Low-Income Families"

Individual service plans were developed and necessary services provided for **82,9** thousand families included in the registry

1. **43 921** people were provided with employment



9 332 individuals were placed in permanent employment.



1 842 individuals were assigned to to home-based work and entrepreneurs.



5 983 individuals were involved in entrepreneurship



Effective use of household plots was established in **17 791** households.



Greenhouse farming was established in **666** households.



1 505 individuals were provided with equipment.



Livestock farming was established in **746** households.



Poultry farming was established in **1 414** households.

2. Education and skills training



Measures were taken to enrol the children of **4 186** needy families in preschool educational institutions.



2 448 young people were enrolled in IT, foreign language, and other training programs



14 017 children were engaged in school clubs



2 513 households were provided with conditions for children to prepare for lessons.



317 individuals were provided with laptops (computers).



347 students' tuition fees were paid.

3. Access to guaranteed state medical services

24 030 individuals underwent medical examinations and were assisted in receiving treatment.

9 902 individuals were provided with free medications.

319 individuals underwent complex surgeries.

142 individuals restored their health at central hospitals of the republic

1 148 individuals restored their health at regional hospitals

22 327 individuals restored their health at district-level medical facilities.

4. Access to Social Services

“During the reporting period, **1 167** individuals were assisted in determining or changing their disability status. **601** of them received Assistive Products (AP) and prosthetic-orthotic devices (POD).

446 children underwent psychological, medical-pedagogical commissions (PMPC)

265 children were assigned guardianship

673 individuals received rehabilitation

7 929 low-income families were assigned financial aid

3 313 families received financial aid from "Sakhovat va kumak" (Generosity and assistance) fund

133 elderly individuals were assigned old-age pensions

5 477 families received psychological support

2 283 individuals received legal services

134 individuals were assisted in restoring their official documents

5. Improvement of the Living Conditions

Repairs and construction were carried out in **3 621** households, including roofing, doors, windows and frames, flooring, and facades. Additionally, heating systems were installed or repaired in **1 709** households, toilets in **558**households, and bathrooms in **430** households.

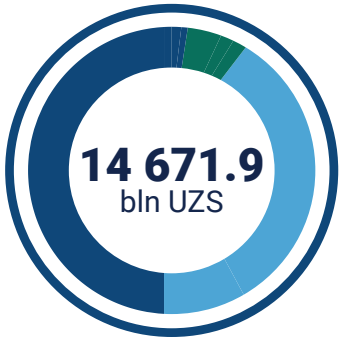
161 households were assisted in formalizing cadastral documents.

Through sponsorships, **16 278** families were provided food products, and **1 901** families received clothing.

Throughout 2025, around **1** million families registered in the "Unified Social Protection Registry" will undergo assessment, with individual service plans developed accordingly.

SOCIAL BENEFITS

During the **2024, a total of 14 671.9 billion UZS was paid to citizens to ensure timely and scheduled delivery of benefits.** The allocation was as follows:



- **7 379.9** billion UZS for child allowances and financial assistance to low-income families
- **6 720.8** billion UZS for benefit payments to individuals who do not not have the required work experience to receive pension
- **571.3** billion UZS for one-time benefit payments

Starting from October 1, 2024, the monthly amounts of social benefits have been increased by 15% and set at the following levels.

The disability benefit for citizens unable to work and for persons with disabilities from childhood - 920,000 UZS (71.9 USD).

The survivor's benefit for one dependent family member – 745,000 UZS (58.2 USD), with an additional 244,000 UZS (19.0 USD) for each subsequent family member.

The benefit for elderly citizens who do not meet the required work experience - 745,000 UZS (58.2 USD).

The one-time funeral allowance provided for burial expenses - 1,712,000 UZS (133.8 USD).

The benefit for the legal guardian who is in the care of a child under 18 with a disability in need of care - 745,000 UZS (58.2 USD).

Starting from November 1, 2024, the one-time "Suyunchi" benefit granted upon the birth of a child has been set at 811,900 UZS (63.5 USD).



Through social benefits, **2,6** million people in need of social protection have been covered.

"PROSPEROUS FAMILY" PROGRAM

To enhance the socio-economic activity of members of low-income families, trainings on interpersonal relationships, overcoming social isolation, self-assessment, communication skills, and identifying internal resources (cognitive-behavioral therapy) have been launched. In the initial phase, 30 residents from the communities of Kuyichirchiq district participated.

During the training, the following issues faced by members of low-income families were identified:



Additionally, it was identified that 3 women had suicidal tendencies, 1 woman was inclined to abandon her two children, and 1 participant had experienced domestic violence.

During the training, positive changes were observed among participants: **12** individuals demonstrated improved self-confidence in communication, **8** showed progress in active listening, **8** improved their conflict resolution skills, and **13** individuals enhanced their ability to express their thoughts.

Based on the training results, employment opportunities and social support services were determined in collaboration with **20** participants to increase family income and address social issues.

As a result of the training, U. Daulbaeva assessed her internal potential and resolved domestic conflicts, which enabled her to secure employment at the "YUSTEX" LLC sewing workshop. Additionally, her child with a disability was enrolled in the kindergarten affiliated with the company.

U. Berkinbaeva regained her existing sewing skills and, due to her disability, was provided with a sewing machine by sponsors, enabling her to earn income from home.

> *The preparedness of the Social Protection National Agency to adapt social protection programs to any situation and ensure their rapid implementation is specially acknowledged.*
>
> ***Rekhina Maria Castijo,***
> ***Head of the UNICEF Country Office in Uzbekistan***



SERVICE DELIVERY FOR PERSONS WITH DISABILITIES

Determination of Disability

In 2023, the Agency managed 130 medical-social expert commissions (MSEC), comprising 14 regional, 19 pediatric, 14 specialised, and 83 inter-district and district (city) commissions.

Since the beginning of 2024, **33** specialized and pediatric medical-social expert commissions (MSECs) were discontinued based on workload considerations, and in their place, inter-district and district (city) MSECs were established.

A pediatrician positions has been introduced in all inter-district and district (city) MSECs, and 168,858 minors have been transferred to MSECs.

As a result, the average daily workload of the 116 MSECs decreased from 15 to 12 people.

150,000 persons with disabilities no longer need to travel long distances for medical examinations.

The number of rehabilitation and prosthetic devices provided to those in need has doubled, and the types of these devices have been expanded from **18** to **30.**

The average amount of funding allocated to purchase prosthetic and rehabilitation devices has increased from threefold to tenfold.

In 2024, the funding allocated for prosthetic and rehabilitation devices for persons with disabilities was increased by 1.5 times (100 billion UZS).

The WHODAS 2.0 scale, which assesses disability based on persons' daily activity and participation (functionality), has been introduced on a pilot basis in Tashkent city and Navoi region.

Additionally, 27,000 persons with disabilities have received rehabilitation services in specialized centers this year, which is 2,000 more than the previous year.

Following rehabilitation courses, 801 individuals were removed from disability groups due to improved health—100 more than last year.





“The National Agency for Social Protection plays a crucial role in providing opportunities for all citizens, especially the most vulnerable segments of the population, to access the necessary conditions for a stable and dignified life.

The UN Development Programme supports Uzbekistan's efforts to develop and strengthen the social protection sector. We are proud to assist in fostering inclusive growth and will continue collaborating to build a more just and sustainable future for everyone.

The primary mission of the UN Development Programme is to consistently reduce inequality and ensure that the needs of the most vulnerable segments of the population are addressed at the highest level.

The National Agency for Social Protection is a key partner in this shared vision, working to provide timely assistance to those most in need and to ensure their equitable inclusion in society. This includes addressing the urgent situations individuals face requiring support and responding effectively to their needs.”

Akiko Fujii, UNDP Resident Representative in Uzbekistan

A system based on vouchers was established to provide Assistive Products through "The Uzum Market" and Prosthetic-Orthopedic Devices through "The POM Market."

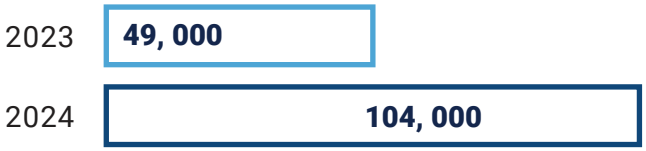
The Timeframe for Obtaining POMs:

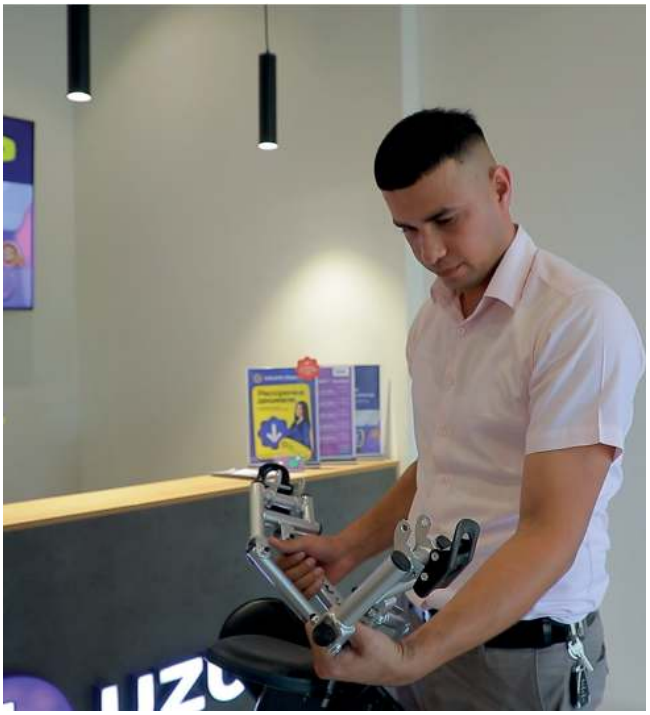


The Timeframe for Delivery of AP:



Number of Persons Received POMs and APs:



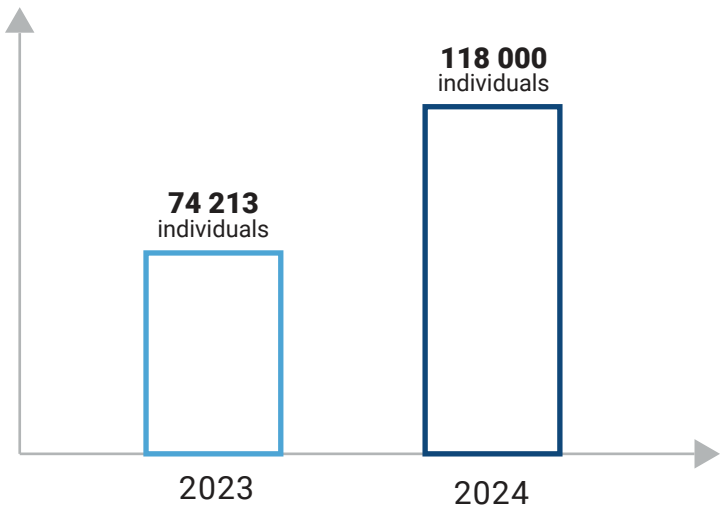


Murodullo Begaliev, Kattakurgan District, Samarkand Region (PWD)

"The National Agency for Social Protection provided me with a great support. Within 40 days, I received a prosthetic device. Now, I can attend weddings and ceremonies."

- Mobility was improved for 20,000 individuals at home.
- 15,000 individuals have gained access to education and vocational skills development.
- Over 12,000 individuals have been employed.
- 11,000 people were given opportunity to participate in sports activities.

Ensuring Employment for Persons with Disabilities:



> ***Nasiba Khusanova, "Surkhon Sohili" community, Kumkurgan District, Surkhandarya Region:***
>
> *"I do not want to be dependent on others – I have many skills. If I had received my current prosthetic 8 years ago, my life would have been completely different..."*

Additionally, in collaboration with tax authorities, the usage rate of income tax privileges for employed PWDs have been increased **2.4** times (from 18,100 in January to 43,500 PWDs in September).

All legal entities and individual entrepreneurs whose workforce consists of at least **50%** PWDs and whose wage fund is at least **50%** allocated to PWDs were granted the opportunity to sell goods and services to state entities through direct contracts.

The National Agency for Social Protection organized the “Inson uchun” (For the People) trade exhibition at "UzExpocenter" on May 1-2, 2024. More than **250** entrepreneurs, including individual producers and craftsmen with disabilities, participated in the event.

Around **900** contracts worth **440** billion UZS (four times more than the previous year) were signed between entrepreneurs and state entities.

- The **Adaptive Sports Association** of Uzbekistan has been established under the National Paralympic Committee of Uzbekistan
- Adaptive sports groups will be organized in **254**sports schools across the republic, and coaches will receive a **50%** salary supplement.
- A target has been set to increase the number of local adaptive sports competitions to **40** , including: (**20** Paralympic games, **7**competitions for the Deaf, **5** for the Blind, **6** Special Olympic games, the "Five Initiatives Paralympics").

"Muruvvat" Residential Care Homes:

There are **29** "Muruvvat" residential care homes in the Republic.

The total capacity these homes is **9 103** beds.

The number of persons with disabilities who have been reintegrated into their families from "Muruvvat" homes:





I am convinced that the Republic of Uzbekistan places significant emphasis on the social protection sector and is moving in the right direction.

Including social protection in the Constitution demonstrates Uzbekistan's commitment to strengthening its social protection system. The President of the Republic of Uzbekistan's initiative to establish the National Agency for Social Protection proves that reforms are not only declared on paper but also implemented in practice.

Uzbekistan has achieved remarkable progress in a very short period, and many countries have achieved such indicators in 5 or even 10 years.

Tomas Danestad, Ambassador Extraordinary and Plenipotentiary of the Kingdom of Sweden to the Republic of Uzbekistan.

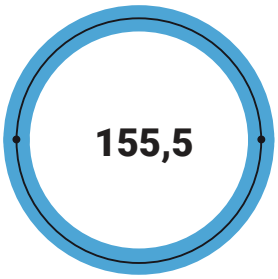
ENSURING THE SOCIAL INTEGRATION OF CHILDREN WITH DISABILITIES

There are a total of **168 858** children under the age of 18 with disabilities in the country.

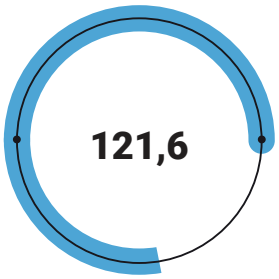
Until recently, services related to directing children with special educational needs toward education and social integration were fragmented, carried out separately by medical-psychological-pedagogical commissions and specialized schools, resulting in various gaps.

At the initiative of the Agency, these commissions were unified, and the activities of Psychological-Medical-Pedagogical Commissions (PMPC) were established and an electronic system for issuing recommendations (with a unique QR code) was introduced.

Throughout the 2024, the recommendations provided assessments for **11 912** children with special educational needs to facilitate their inclusion in education and upbringing.

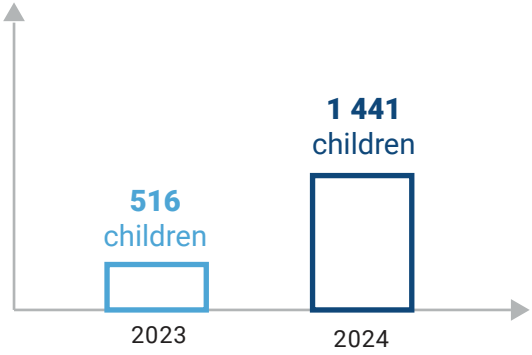


thousand children with disabilities of school age



thousand children (78.2%) were were enrolled in education in 2024 (75.4% in 2023).

Children receiving education in inclusive classes established in general education schools:





This Year:

947 schools introduced inclusive education

1 080 inclusive classes were established

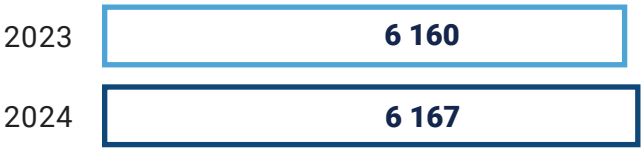
1 901 students were enrolled

In 2023, 2,136 recommendations were issued for the first-grade enrollment in specialized boarding schools. However, this year, due to the placement of children in inclusive or general education classes, this figure has decreased to 1,136.

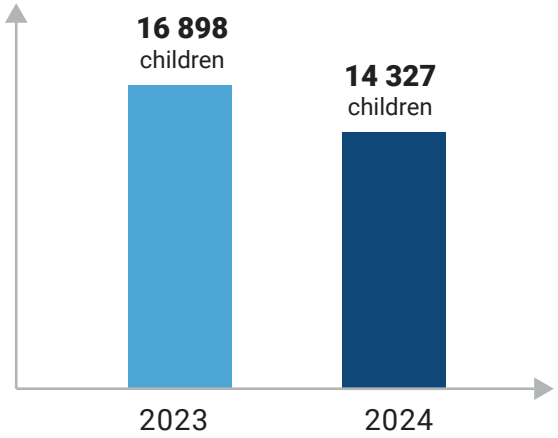
Children in Specialized Schools and Boarding Schools:



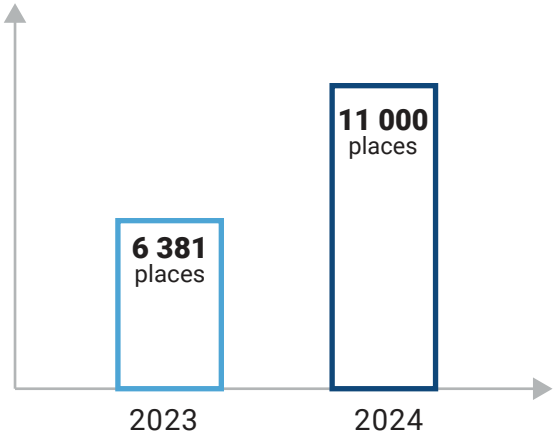
Children in Special Preschool Educational Institutions:



The number of home-schooling conclusions issued by Psychological-Medical-Pedagogical Commissions (PMPK) decreased by **2 571** compared to the previous year due to redirecting children with special education needs to inclusive classes and "Gamkhurlik" (Care) groups.



Additionally, **22** sanatorium-type specialized state educational institutions have been transformed into general education schools, increasing their capacity from **6 381** places in 2023 to **11 000** in 2024.











Additionally, within a year, **71** school-age children with special educational needs, who had not been enrolled in education, were identified and enrolled by social workers in communities.

PMPC provided recommendations for first-grade enrollment for the following children:

S.M., residing in the Khorkash MFY of Shofirkon district, was diagnosed with congenital glaucoma,

B.N., a 13-year-old living in G'ijduvon district, diagnosed with an intellectual developmental disorder (F-70),

T.S., a 15-year-old living in Romitan district, diagnosed with an intellectual developmental disorder (F-70),

T.D., a 15-year-old residing in the Ozod village of the Taraqqiyot MFY, Oqdaryo district, Samarkand region, diagnosed with (F-71),

O.Q., an 11-year-old living in Tashkent city, Chilonzor district, at apartment 42, house 1, block 19, diagnosed with an intellectual developmental disorder (F-70).

To prevent children with severe disabilities from becoming socially isolated, **66** short-term daytime **"Gamkhurlik"** (Care) groups were established across the country.

As a result of directing, **511** children aged **3** to **16** were redirected to "Gamkhurlik" (Care) groups, opportunities were created for their parents to engage in employment and enjoy social respite.

Within **7** "Muruvvat" residential care homes for children with disabilities under the Agency **15** "Day Care Groups" have been created, ensuring the provision of qualified social services.

Out of **292** children previously directed to "Muruvvat" children's residential care homes, **128** children (**43,8**%) have been placed in "Day Care" groups, enabling them to remain with their families.

A total of **188** children have been enrolled in these groups, allowing them to receive specialized services without being separated from their families, while also enabling their parents to pursue employment.

Additionally, "Parent-Child Meeting Rooms" have been established in "Muruvvat" homes, and online communication with parents via tablets has been introduced.



GIZ has been supporting the National Agency for Social Protection since the early days of its activity in areas such as the development of social protection policies, the creation of an inclusive environment, and enhancing the qualifications of personnel.

This support, along with contributions from the World Bank, UNICEF, the International Labour Organization, and other partner organizations, provides Uzbekistan with experiences and advanced practices to strengthen the social protection system. These efforts ensure a comprehensive approach to achieving established goals.

From the perspective of long-term cooperation, we express our hope that the National Agency for Social Protection will successfully achieve its objectives of creating a sustainable, inclusive, effective, and adaptive social protection system in Uzbekistan, contributing to the country's progress.

Joachim Fritsch, Director of the German Agency for International Cooperation (GIZ)

SOCIAL SERVICES PROVISION FOR ORPHANS AND CHILDREN DEPRIVED OF PARENTAL CARE

As a result of transferring institutions for orphans and children deprived of parental care, **("Mehribonlik"** homes, children's homes, family-based children's homes, "SOS" children's villages), along with juvenile support sectors and family-style children's homes under the Agency's supervision unified system has been established.

Additionally, the "vasiy.uz" electronic platform has been upgraded, and currently **78 000** orphans and children deprived of parental care, (including youth over 18 years old enrolled in the "Youth Mentorship" program) have been registered in the system.

For the first time, the "Yoshlarga khamrokhlik" ("Mentorship for youth") service was introduced to monitor and support the social integration of over **26 000** children orphans and children deprived of parental care aged 14-23.

As a result of survey among the children, the following support services have been designated for them:

16,5 thousand children to be directed toward vocational training and employment

13 thousand children to be enrolled in sports clubs

2 thousand children to be enrolled in higher education

500 youths to be directed towards military service

5,1 thousand children to be supported in securing employment



Over the course of the year, **470** orphans and children deprived of parental care have been returned to their families or placed into family-based care. Additionally, guardianship and sponsorship have been assigned to approximately **30 000** children.

Nearly **70 000** children being raised in alternative care are now systematically monitored by community social workers to ensure their rights for safety, access to education, healthcare, and fulfillment of their needs through appropriate services.

As part of organised efforts to repatriate children left without parental care abroad, **125** children have been successfully returned to the country this year.

In 2024, the funds allocated for purchasing housing for orphans and children deprived of parental care were increased by twofold.



2023



2024

A total of **790** orphans and children without parental care in need of housing were provided with fully furnished homes in their respective regions.

Additionally, significant measures have been implemented to ensure the social integration of children, their access to education, and provide meaningful engagement in their free time:

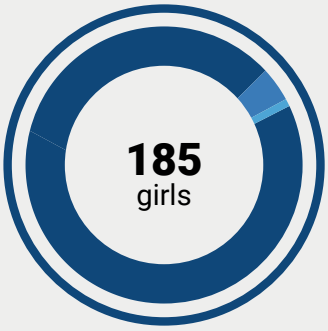
4 891 have been enrolled in secondary specialized and higher education institutions

1 577 in secondary specialized education

3 514 in higher education

964 have secured official income

All **185** students of the Republican Girls' Educational Institution in Chinoz district have been reintegrated laced with families, close relatives, or alternative care arrangements, with their social integration being monitored.



- **180** girls have been placed with legal guardians
- **1** girl has been placed in a family-based children's home
- **4** girls have been placed in "Mehribonlik" homes

A new alternative placement model — **Small-Scale Children's Homes** — has been introduced to provide a family-like environment for orphans, children deprived of parental care, and children with disabilities.

Gatekeeping practices have been introduced to prevent families from abandoning children or placing them in institutional care due to economic and social hardships. These practices aim to provide comprehensive social services to address family challenges.

A resident of "Yangiobod" neighborhood, Bukhara district, Shahribonu Jumaeva (divorced, mother of two, living with her parents, nurse) intended to place her son, Atakulyok Madierbek, in a children's home or "Muruvvat" home due to cerebral palsy and other neurological conditions.

- A social worker in the community explained to her that she could enroll her child in a specialized preschool institution and still have the opportunity to bring him home at night.
- Based on the conclusion of the PMPC, the child was recommended and enrolled in Preschool Educational Institution No. 18, a multifunctional specialized preschool in Bukhara City

Furthermore, the Law of the Republic of Uzbekistan, "On the Protection of Children from All Forms of Violence," has been approved.

The law defines types of violence, mechanisms for reporting violence, procedures for assessing situations, responsibilities of organizations tasked with service delivery, types of services, monitoring procedures, and control mechanisms.



> *"The adoption of the law is evidence of the presence of a clear political will in Uzbekistan."*
>
> ***Munir Mamedzade,*** *head of Representative office of the United Nations Children's Fund (UNICEF) in Uzbekistan.*

The Decree of the President of the Republic of Uzbekistan "On Measures for the Further Improvement of the Social Protection System for Children" introduced the following measures:

- **Expanded the powers** of guardianship and and sponsorship body.
- **Ditized** the guardianship system.
- Introduced services aimed at **preventing social orphanhood.**
- **Launched the "Youth Mentorship" program.**
- Enhanced **training courses** for **foster parents.**



"In Uzbekistan, the issues of providing social protection to the population have been elevated to the level of state policy, which is worthy of recognition. The institutional reforms implemented in the country, particularly the establishment of the National Agency for Social Protection, play a crucial role in addressing issues of global significance."

Marcelo Abi-Ramia Caetano, Secretary-General of the International Social Security Association (ISSA)

SERVICE PROVISION FOR VICTIMS OF HARASSMENT AND VIOLENCE

Every woman who has experienced harassment and violence now has the opportunity to receive support at the community level.

Until recently, there were no services available at the community level for women affected by harassment and violence, and social services were provided only at the regional level.

- From January to December, **52,000 "protection orders"** were issued in cases of harassment and violence, including 5,000 cases in December alone
- A comprehensive social service delivery system based on the **"Family – Community – District and Region"** principle has been introduced
- Information on protection orders issued by law enforcement agencies is now transmitted in real time to "Inson" centers through the information system.

In December, social workers opened 1,000 cases (17% of incidents) related to harassment and violence, providing 3,845 services. Since the beginning of the year, 2,550 cases have been opened, with 9,300 services delivered.

The "Inson" centers and social workers review each case individually and offer individuals the available social services and assistance.

Primary support rooms were progressively established in **192** emergency departments of hospitals across all regions of the Republic.



Number of people assisted in Primary Support Rooms:

Number of people assisted in Women's Rehabilitation and Adaptation Centers:



Additionally, the maximum duration for providing services to victims of harassment and violence in "Inson" centres and Women's Rehabilitation and Adaptation Centers has been extended from 2 months to 6 months.

In rehabilitation centers, dual-education-based courses have been organized for women and girls who wish to acquire vocational skills such as **sewing, carpet weaving, cooking, infant massage, beauty services, computer literacy** (online commerce).



SERVICE PROVISION FOR INDIVIDUALS IN NEED OF EXTERNAL CARE

Previously, identifying, recognizing, and assigning services to individuals in need of external care required up to **50** days, the collection of more than **10** documents, and waiting for decisions from district (city) governors.

This system has now been fully digitized, allowing individuals to be recognized as needing external care and their personalized service plans to be automatically generated within 5 working days based on decisions made by the directors of "Inson" centers .

Throughout the year:

4 000 individuals identified during assessments have been registered in the registry.

3 000 individuals have been removed from the registry according to re-evaluations.

Currently, the registry includes **17 200** elderly individuals living alone and persons with disabilities who in need of external care.

In addition, the types of services have increased fourfold.

2023 **2** types

2024 **8** types



An hourly payment system has been introduced for **2 338** social worker assistants, ensuring equal distribution of workload.

The "Social Companionship" service has been introduced to assist individuals facing difficulties leaving their homes and travelling to and from medical and sports facilities.

In the first two months following the introduction of the service, **1 400** individuals received the "Social Companionship" service.



SERVICES PROVIDED TO INDIVIDUALS IN NEED

Individuals with adapted living conditions	798
Individuals who reestablished contact with relatives and loved ones	1,150
Individuals who underwent in-depth medical examination	1,758
Individuals assisted in receiving discounted medications	1,865
Number of issued certificates of care for individuals Over 80 Years Old	10,205
Individuals who receive monthly financial assistance	7,000

Monthly financial assistance of **648** thousand UZS (increased by 30%) has been introduced instead of two separate compensations for food products, personal hygiene items, and utility services payments.

A system for providing paid services on a contractual basis has been implemented for individuals not included in the registry but requiring social and domestic services at home.

Over **10 000** individuals were covered by these services during the current year.

Rushana Samatova, Kashkadarya Region (visually impaired):

"I used to need a companion to go to the store, the clinic, for exams, and other tasks. Now, this companionship service has been implemented at the "Inson" center. Such a service didn't exist before. Now, it's in place, and it's much better. I don't have to trouble my mother anymore to go wherever I need."

As an experiment, daycare services based on an outsourcing model were introduced for 28 individuals in Tashkent and the Samarkand region.

The "Saxovat" residential care homes were closed, and in their basis, Social Support Centers have been established to provide integration-focused services based on the principle of inclusivity for all categories. Additionally, daytime and mobile services have been introduced.

SERVICES PROVIDED:

on daytime attendance basis - **252**

in short- and long-term inpatient form - **809**

Mobile services: **35** individuals

In the centers:

Over **20** types of professional workshops were organised

181 elderly individuals and persons with disabilities engaged in activities

Workshop products worth **19,6** million UZS, have been sold



Various clubs have been introduced in "Nuroniylar Maskani" centers, and as of today, more than 1,800 individuals have been provided with available services.

The National Social Protection Agency operates a total **11** sanatoriums with a combined capacity of **2 501** beds, of which **1 952** are fully subsidised.

Capacity of sanatoriums:



Number of individuals receiving services in sanatoriums:







The number of admissions per year has increased from 28 to 30 and the **"Check-in – check-out"** system has been introduced.

From January to December, 43,563 individuals received health improvement services in sanatoriums through vouchers program, which is 109% compared to the same period last year or 3,500 more people.



- **1 893** people who are eligible for annual health improvement services (war veterans with disabilities, person with disabilities due to the Chernobyl disaster, and those in need of care). **5,8** times more than last year (329 in 2023).
- **17 343** people who are eligible for health improvement every two years (persons with Group I and II disabilities, and those equated to war participants). **2,8** times more than last year (in 2023, this number was 6,131).
- **24 327** people who are eligible for health improvement every three years (age-related pensioners).

PUBLIC OUTREACH

“Ziyo taratamiz” (We beam knowledge) Project – A new world of audiobooks has been created for people with disabilities, particularly those with visual impairments.

> **A platform has been created featuring more than 20 bestselling works of Uzbek and world literature, as well as 2 theatrical plays in audio format, reaching over 3,500 learners subscribers.**



“Meni eshiting” (Listen to me) PR Campaign – Focused on children's rights and protection from all forms of violence, reaching over 2 million people on social media.

“Chegara bilmassan, inson” (You know no boundaries, human) PR Campaign – Aimed at increasing social integration and motivation among people with disabilities by sharing success stories. A total of 98 video materials were produced, covering more than 200,000 people.

“Men uddaladim, sen-chi?” (I did it, how about you?) PR Campaign – Showcasing success stories of families that have improved their economic situation and overcome poverty. 49 different authors have published posts and materials as part of this initiative.

“Qizimga...” (To my daughter) Media Project – Aimed at promoting the role of girls in society, combating discrimination and violence, and ensuring equal opportunities for their future. The project released 16 videos, reaching a total of 678,000 people and gathering over 2,000 positive comments on social media.

PARTNER NON-GOVERNMENTAL NON-COMMERCIAL ORGANIZATIONS

- “Sharoyit Plus” NGO
- “Mehrli Qo‘llar” Charity Fund
- Uzbekistan Society for the Blind
- “Ana Uyi” NGO of Kazakhstan
- Society of the Disabled People of Uzbekistan
- Association of Disabled People of Uzbekistan
- Uzbekistan Volunteers Association
- “Dialog” NGO
- “Oydin Nur” Center for Social and Legal Protection of Family
- Tashkent City “Nur” Association of Disabled Entrepreneurs
- Republican Center for Social Adaptation of Children
- “Ona” Public Foundation
- Public Charity Foundation “Vaqf”
- Society of the Deaf of Uzbekistan



RESULTS OF COOPERATION

In Jizzakh city, the “Jizzakh Salomat” vocational production enterprise building was renovated and adapted for visually impaired individuals. As a result, 50 visually impaired individuals were employed in the production of electrical equipment.

The “Inson uchun” (For human) platform was launched to provide medical assistance to children of parents who are in difficult life situations. As a result, 201 children with illnesses have successfully recovered. A total of **5.338** billion UZS was raised, with contributions from more than **218,000** compassionate citizens.

The “Ish plus” (Job plus) project was implemented in the Mirzo Ulugbek, Yakkasaroy, and Olmazor districts of Tashkent city, ensuring employment for 152 individuals with disabilities.

For the first time in Uzbekistan, the “Ona Uyi” (Home of mother) NGO was established in Tashkent city and Samarkand region.

> *The "Mother's Home" initiative was established as an institution to support and rehabilitate pregnant women and mothers with young children facing challenging life circumstances. The primary objectives are to ensure that children remain within their families and prevent social orphanhood.*
>
> *In total, **18** women and **24** children applied for assistance. **7** women and their **9** children were reunited with their families as a result.*

For the first time, the volontyor.uz platform was launched at the national level to engage volunteers and state agencies in addressing the needs of vulnerable populations.

To involve volunteers in social services, the work of volunteers have been organized in “Inson” social service centers.



794 volunteers expressed interest in providing services to the population, gained experience at “Inson” centers, and assisted social workers.



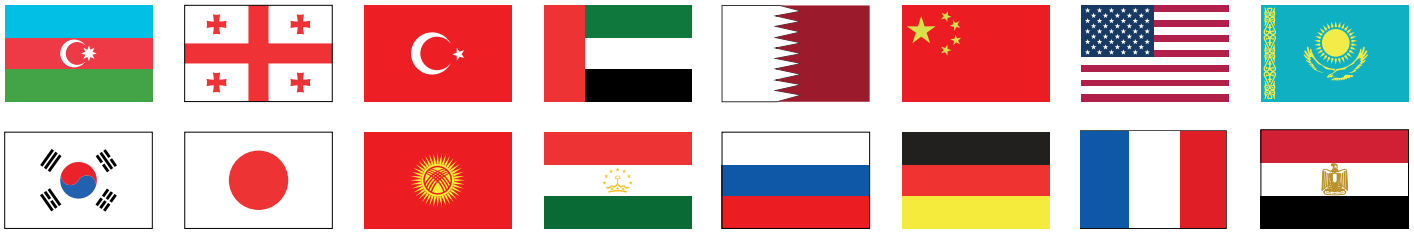
160 volunteers provided technical and organisational support at various events held by the Agency.

INTERNATIONAL COOPERATION

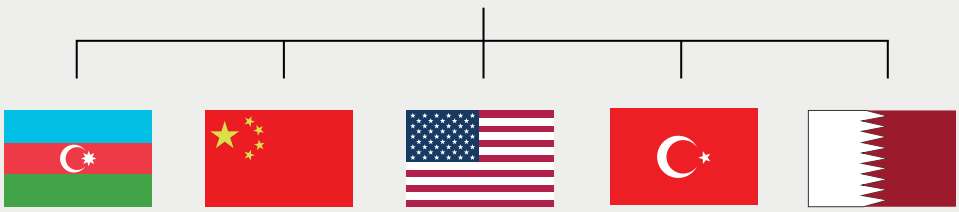
Partnerships have been established with nearly **30** international organizations across various fields.



Cooperation has been established with 18 foreign countries.



5 Memorandums of Understanding at the National Level:



Throughout 2024, delegations from the Agency, (more than 30 staff members) enhanced their qualifications in 15 foreign countries, including the United States, Azerbaijan, Georgia, Switzerland, Italy, Spain, Türkiye, Armenia, Denmark, and Japan. Additionally, several advanced practices have been introduced into Uzbekistan's social protection system.

To introduce new innovative ideas and initiatives in the field of social protection, various events in different formats were held at both national and international levels.



As a result of close cooperation with foreign organizations, the number of engaged experts has increased.





The Agency, in collaboration with UNICEF (United Nations Children's Fund) and the School of Social Work at Columbia University (USA), has launched the “Center for Advancing Community Strength and Social Well-Being.

Based on Georgian experience:

- A professional system for providing and monitoring social services has been established for the elderly living alone, individuals in need of external care, children with disabilities and under guardianship.
- A **24/7** call center has been established to receive public inquiries on social services and assistance.

The National Agency for Social Protection has attracted **$ 158.6** million in foreign investments for **14** projects to enhance the programs for social protection of the population.

$ 100,0 million in loan

$ 58,6 million in grants

The World Bank has allocated a $100 million loan for the “INnovative SOcial Protection System for InclusiON of Vulnerable People (INSON)” Project (2025-2029) and the project’s implementation has begun.



“We welcome the efforts of the Government of Uzbekistan to enhance the capacity of the national social protection system to provide inclusive and effective support to vulnerable people.”

Marko Mantovanelli,
Former Head of the World Bank Office in Uzbekistan (2020-2024).

"CALL CENTER" ACTIVITIES

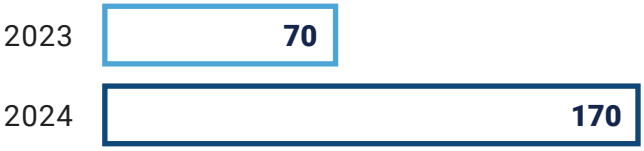
Since the beginning of the year, the "Call Center" has received nearly 840,000 calls, responding to initial inquiries from callers and directing unresolved issues in coordination to the Agency for further action.

After the calls, callers rated the quality of communication and service at an average of 4.8 out of 5.

Number of Operators



Number of call reception channels at a time:



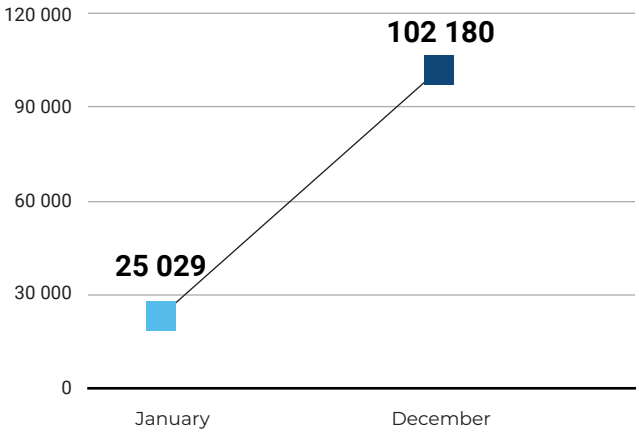
1140
short number for social services and assistance (30 operators).

1146
short number operating 24/7 for services assisting victims of harassment and violence.

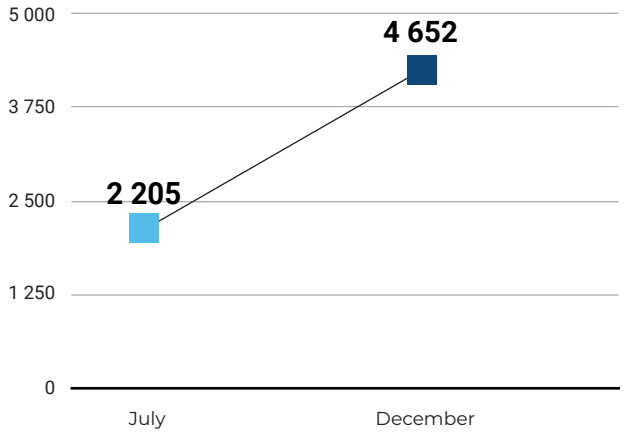
2 operators (Telegram, Facebook, Instagram).

6 operators (professional lawyers and psychologists).

Nearly 82 000 requests since the beginning of the year.



4 652 calls during December.



71-202-06-00
hotline (2 operators)

7 147 requests throughout the year.

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