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

SOCIAL PROTECTION

Facts and Changes in People's Lives

A Human-Centred Social Protection Model

2025



We have established an entirely new model of social protection policy in our country. By extending the system to the household level, introducing individualised support for people in need, and establishing the "Inson" Centres, we are contributing to the development of an inclusive society that ensures equal opportunities for all.

SHAVKAT MIRZIYOYEV

President of the
Republic of Uzbekistan

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INTRODUCTION

The year 2025 marked Uzbekistan's transition in the social protection system from institutional reforms to practical results. The new social protection model developed in recent years has become a system of service delivery that is close to the population, digital, and aligned with people's needs.

During the year, more than **3 million** people in need were covered by social protection, and **4,6 million** social services and forms of assistance were provided. The number of types of social services and assistance reached **140**.

Today, the social protection system is evolving beyond the provision of assistance alone. It is becoming a comprehensive mechanism aimed at improving the lives of all family members, strengthening their independence and ensuring their active participation in society.

In 2025, the scale of targeted service delivery to the population expanded significantly. Mechanisms for engaging private social service providers, proactive services, digital case management, individual plans, the social card and voucher-based service delivery were widely introduced into practice.

Uzbekistan's new social protection system is becoming one of the key areas of modern state policy based on the principles of human dignity, social justice and equal opportunities.

This book presents the reforms implemented in 2025, the new mechanisms and services introduced, the results achieved and the positive changes that have taken place in people's lives.



ABOUT THE SYSTEM OF THE NATIONAL AGENCY FOR SOCIAL PROTECTION



OUR MISSION

The Agency serves to put the principle of a "social state" into practice by ensuring guaranteed social support for people in difficult situations at every stage of life, and by effectively consolidating social protection policies, programmes and services.

OUR VISION

We strive to build a fair, inclusive society grounded in human dignity, where every person has the opportunity to demonstrate and develop their abilities and fully exercise their social rights.

The Agency's values are a set of core principles and approaches that guide our engagement with society. These are:

Human dignity justice transparency proffessionalism

Open and fair social protection for all

Transparent and sustainable programmes

Professionalism, accountability and teamwork

The Agency provides social services and assistance to

12 categories

of the population who are in difficult life situations and in need of social protection.

- Persons requiring care from others
- Women in difficult life situations
- Persons with disabilities
- Persons affected by emergencies
- Victims of trafficking in persons
- Persons released from places of deprivation of liberty
- Women who have experienced harassment and violence, and their children
- Children in difficult life situations
- Persons without a fixed place of residence
- Families in difficult life situations
- Persons dependent on psychoactive substances
- Persons experiencing difficulties in finding employment and unable to compete on equal terms in the labour market



The Agency also provides targeted social services and assistance to vulnerable groups through the following organisations under its authority.

- **208** Inson social services centres in districts and cities
- **14** regional departments of the National Agency for Social Protection
- State Social Protection Fund
- Social Policy Laboratory
- Social Inspection
- Centre for Advanced Training of Social Protection System Personnel
- International Inclusive Hub - International Core Centre for Inclusive Vocational Education
- Matonat School
- Adaptive Sports Association of Uzbekistan
- **12** National centres for rehabilitation and prosthetics for persons with disabilities
- **11** Sanatoriums
- **7** Social support centres
- **29** Muruvvat residential care homes
- **90** Specialised schools and boarding schools for children with special educational needs
- **70** State multidisciplinary specialised preschool education organisations
- **4** children's homes

4

Specialised vocational colleges for persons with disabilities

3

Experimental state preschool education organisations

3

State multidisciplinary specialised preschool education organisations with “Imkon” rehabilitation centres

1

State multidisciplinary specialised preschool education organisation with an “Umid” rehabilitation centre

412

family-type children's homes

3

SOS Children's Villages Uzbekistan

The Republican National Centre for Rehabilitation and Adaptation of Women and its

14 regional branches

Republican Rehabilitation Centre for Victims of Trafficking in Persons

130

District and inter-district medical-social expert commissions and 1 Central Medical-Social Expert Commission

14

Unified Psychological-Medical-Pedagogical Commissions

16

small-scale children’s homes

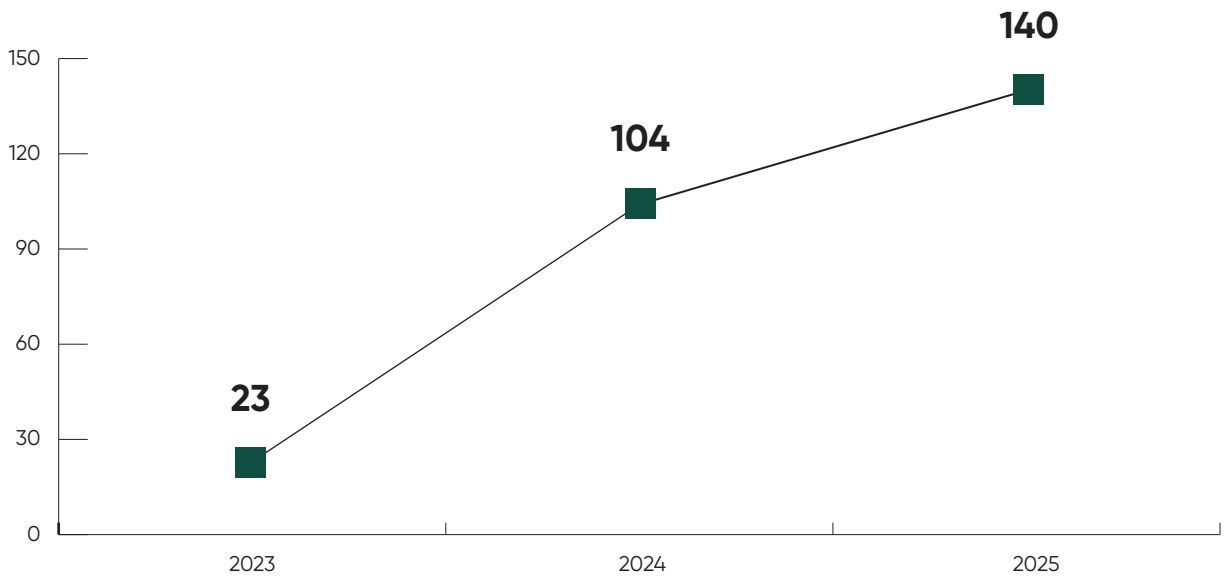


INSON CENTRES AND SOCIAL WORKERS

A SYSTEM OF SOCIAL SERVICES THAT IS CLOSE TO PEOPLE, DIGITAL AND TARGETED

Access to services in the social protection system was simplified, the quality of services and the level of digitalisation increased, and new services were introduced based on the real needs of the population.

Types of social services and assistance



proactive services

4 → 9

2024 2025

In 2025, more than

3 million

people in need were covered by social protection.

Based on citizens' applications,

4.6 million social services were provided.

Of these, 3.3 million services were delivered by social workers operating in mahallas to 1.7 million persons in need,

representing **a *5.5-fold*** increase compared with 2024.

Compared with 2024,
the level of service provision
increased by

↑ 13%

As a result of increased
transparency in the sector,
incorrect applications for
services decreased by

↓ 23%

Across the country,
an average of

20,000

applications are received
daily from

9,000

citizens

Inson centres receive up to

150 applications

per day for services and assistance,
with an average of ***46*** applications.



70% of citizens registered at Inson centres during the first half of the working day, before **14:00**

Dynamics by application working hours

09:00-10:00	38%
11:00-12:00	32%
15:00-16:00	19%
17:00-18:00	11%

By days of the week

Monday	21%
Tuesday	19%
Wednesday	22%
Thursday	20%
Friday	18%



The most requested services were:

Certificate confirming recognition as low-income

668,000

Assistance on legal matters

130,000

Compensation for natural gas and electricity costs

509,000



Certificate confirming recognition as poor

138,000

Obtaining a disability certificate

453,000

Allocation of referrals to sanatoriums within the system of the National Agency for Social Protection for older persons and persons with disabilities

338,000

Certificate on the amount of benefits paid

174,000

Application for the assignment of child benefits and financial assistance to low-income families

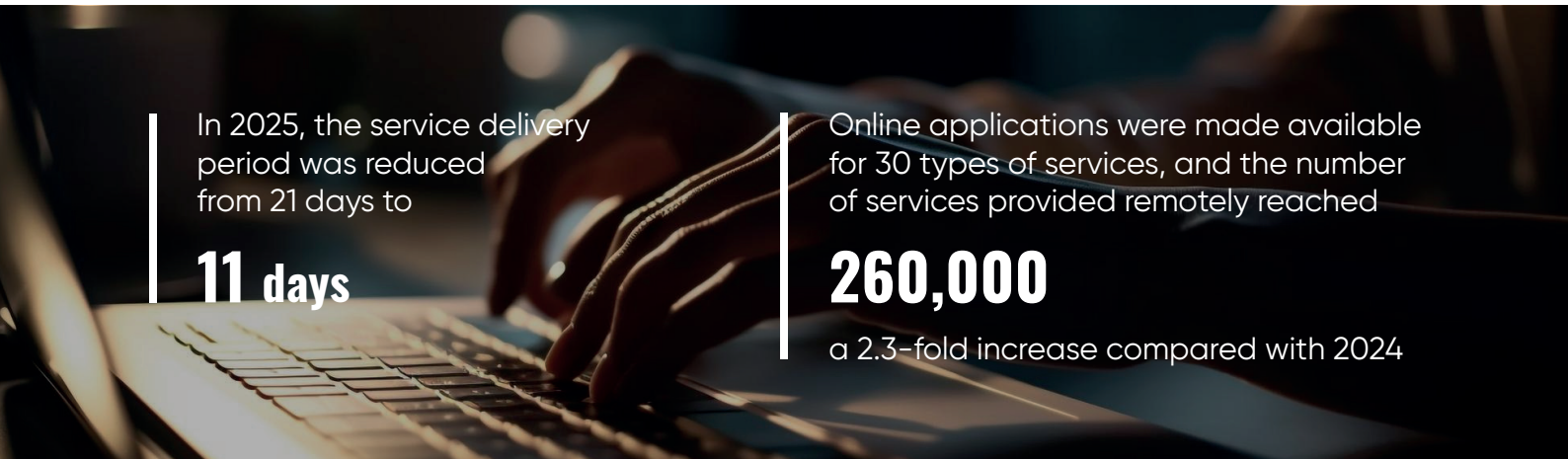
245,000

Application for a pension/benefit certificate

267,000

One-time financial assistance to vulnerable families during the heating season

316,000



In 2025, the service delivery period was reduced from 21 days to

11 days

Online applications were made available for 30 types of services, and the number of services provided remotely reached

260,000

a 2.3-fold increase compared with 2024

CRM and Task digital management: from application to result



For

3.2
million citizens

applications, services and comprehensive assessment results were generated in the **"CRM-Application platform"**

Through the

1140
call centre

5,3 electronic tasks were sent to social workers. Based on these tasks, families were assessed and the necessary social **services were assigned**

In

3,700
mahallas

social workers are implementing initiatives or small projects aimed at increasing community activity based on needs identified in the mahalla

In 2025,

268,000
persons

from the target group were identified by social workers in mahallas, more than twice the 131,000 identified in 2024. This demonstrates the expanded scale of timely identification and targeted support for people in need.
In 2025, social workers identified 268,000 persons in need, compared with 131,000 in 2024

CASE

The Ahmurzayev family faced significant challenges: both parents had disabilities, and one of their children suffered from a respiratory condition. Unsure of where to seek assistance, the family had been living with constant anxiety and uncertainty. Through the intervention of a comprehensive social service worker in their mahalla (local community), the family received the necessary support and assistance.
As a result, the family's social situation stabilized, and their child gained renewed confidence in the future, along with opportunities for personal development through sports.

A NEW MODEL FOR SUPPORTING PERSONS WITH DISABILITIES

SIMPLIFYING AND DIGITALISING DISABILITY DETERMINATION PROCESSES

- The disability determination process was simplified and opportunities for citizens to apply were expanded. Instead of medical advisory commissions, a procedure was introduced for electronic submission of documents through **18,500** family doctors.

- In 2025, the number of persons referred to medical-social expert commissions reached **81,600,** an increase of **10,000** compared with 2024. Some **97.5**% of applications were submitted electronically through family doctors.

- The requirement for **120** days of mandatory treatment was abolished, and a procedure was introduced whereby the duration of treatment is determined on the basis of diagnosis and medical condition. As a result, the number of persons undergoing mandatory treatment decreased from **16,600** to **8,300.**

- The work of expert commissions was optimised, paediatric positions were allocated, and psychiatric and phthisiatric examinations were moved to the district level. The average number of examinations required for assessment was reduced from **12** to **3-4**, and a procedure for free examinations based on referral was introduced.



The number of diseases for which disability is **established** indefinitely **doubled**, from *39 to* ***69***, while the number of diseases for which disability **may be established** in absentia, *without examination*, increased **1.3 times**, from *48 to* ***60***.



As a result of digitalisation, the number of data items generated automatically in the system increased from **6** to **33**. **THE HUMAN** factor has been minimised, and the disability group, duration, rehabilitation and need for care are now generated automatically based on standards, taking into account the type of disease and the patient's condition.

Outpatient rehabilitation services have been launched in

12 centres

across the country, covering

2,300 persons

with medical-social rehabilitation services every day.

A modern

96-bed

rehabilitation centre was commissioned in Kashkadarya region, creating the capacity to serve more than

5,000 persons

per year.

PROVISION OF PROSTHETIC AND ORTHOPAEDIC PRODUCTS AND TECHNICAL REHABILITATION DEVICES

Over the past two years, prosthetic and rehabilitation devices **doubled** in number, while their types increased from **18** to **38**

Through the **Voucher System**, persons with disabilities were given the right to independently choose rehabilitation devices, and services for the delivery of prosthetic and orthopaedic products were launched through **Uzum Market** and **Pom Market**.

The average delivery time for prosthetic and orthopaedic products and technical rehabilitation devices decreased from

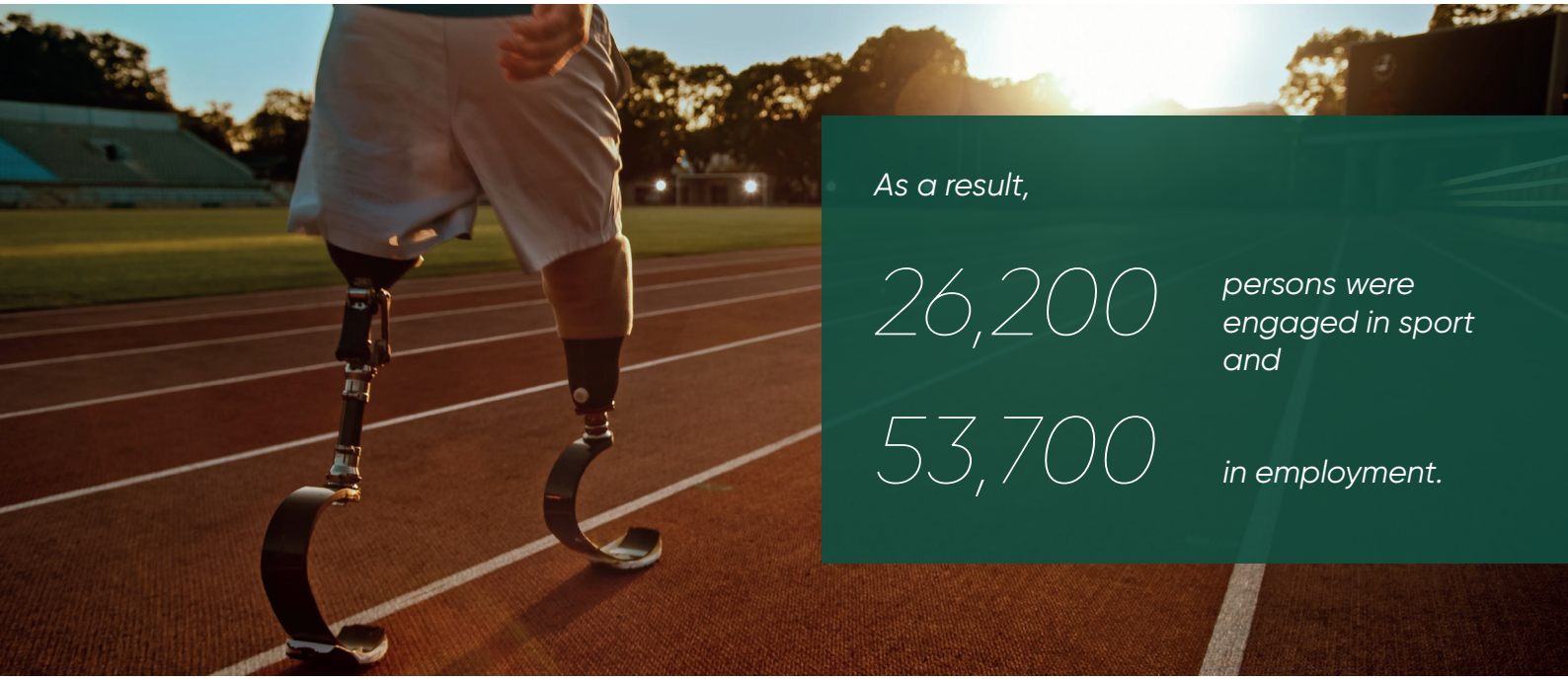
60 days to → **14 days,**

while the number of producers **increased** from

25 to → **176**

Through vouchers, **119,000** persons in need were provided with prosthetic and rehabilitation devices, a **threefold** increase compared with 2023.

A total of **180.1 billion UZS** was allocated to the sector.



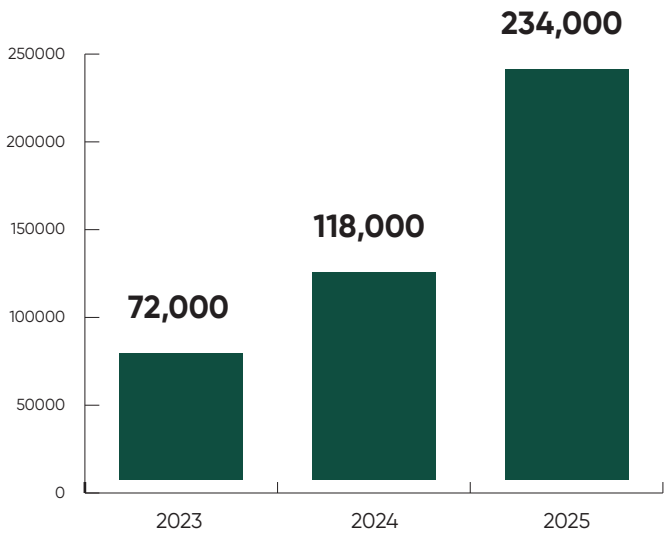
MECHANISMS FOR INCREASING THE ECONOMIC ACTIVITY OF PERSONS WITH DISABILITIES

Nationwide, the number of employed persons with disabilities who have a stable income increased from

72,000 to

234,000 representing almost

threefold growth



A dedicated platform,

www.daw.ihma.uz

was launched to support the employment of persons with disabilities and assist employers.

For employers using the Platform, **two** types of subsidies were established: up to **50** million UZS and up to **500** million UZS



For business entities employing persons with Group I and Group II disabilities:

- A subsidy of up to 50 million UZS is provided to cover the costs of organising sign-language interpretation, psychological support and accompaniment services

For employers or employment organisations that:

- formally employ persons with Group I and II disabilities for at least **three months**
- pay wages not lower than **twice** the minimum wage
  a subsidy of up to UZS 500 million is provided.

ISH TOP

Through the **"Ish Top"** platform and new employment mechanisms,

65,400 persons

with disabilities were placed in jobs. Employment support subsidies amounting to

5.8 billion UZS

were allocated to **297** enterprises, and workplace adaptation subsidies amounting to **700** million UZS were allocated to **97** enterprises

paynet

Assistance was provided to **140** persons with disabilities to open **"Paynet"** points of service and thereby gain a stable source of income.

In 2025, the number of employed persons with disabilities increased from **83,000** to **121,000,** and the number of organisations employing them increased from **27,000** to **38,000.** In the private sector, the number of such organisations increased from **19,000** to **30,000**

CASE

Javohir, a resident of the "Dashyoq" mahalla in Khiva district, is now engaged in his favourite work at his own shoemaking workshop. He is pleased to be providing services to his neighbours and members of the local community. His parents are also happy to see their son employed, working independently, and leading a productive life.

ADAPTIVE SPORT OPPORTUNITIES FOR PERSONS WITH DISABILITIES

- In 2025, new initiatives were implemented to ensure the active participation of persons with disabilities in public life and to engage them in mass sport.
- The register of adaptive sports was launched and included **89 types** of sport. The number of sports increased **fourfold**, by **67 types**.

  *Additional conditions were created for engagement in **22** Deaflympic sports, **21** Special Olympics sports, **8** international sports for blind persons and **9** adaptive sports.*
- In 2025, the number of persons with disabilities engaged in adaptive sport reached **90,000,** an increase of **62,000** compared with 2024.
- In 2025, **72,900** persons with disabilities were engaged in the **"Five Initiatives Paralympiad" 4,300** in the Inson Uchun running marathon, and **9,500** in regular sport for the first time.



More than

7,600 schoolchildren

and students were covered by sports clubs in

554 schools

and higher education institutions

The physical capacities and individual needs of

440,000 citizens

were assessed, creating opportunities to organise targeted sports pathways for them.

Within institutions under the Agency,

9 sports facilities were built,

35 were renovated,

9,900 units of sports equipment in **37** categories were purchased, and nearly

5 billion UZS were allocated for

29 "Muruvvat" residential homes.

In these institutions,

255 adaptive sports

groups were established, around

2,400 service users were engaged

in sport, and **new coach positions** were introduced in **90** schools and boarding schools.

A total of

638 participants

with disabilities took part in international sports competitions and won

628 medals,

*compared with **267** in 2024, including **303** gold, **193** silver and **132** bronze medals.*

*At the 5th Asian Youth Para Games held in Dubai, the national team of Uzbekistan competed in **6** sports and took **first place** in the overall team ranking.*

The Institute for Retraining and Advanced Training of Specialists was launched, and

1,145 coaches
were trained and certified in
47 adaptive sports

At the Uzbekistan State University of Physical Education and Sport, the areas of the "**Faculty of Adaptive Physical Education and Parasport"** were expanded, and master's programmes in this field were established in other higher education institutions.

By 2025,
1,600 coaches had been retrained and upgraded through the existing institute in Paralympic sports alone.

A 50%
salary supplement was established for coaches who organise adaptive sports groups in sports schools, and a procedure Was established for Rewarding winners of international competitions and their coaches from he state budget.

By setting minimum, optimal and maximum standards for admission to adaptive sports groups in sports schools, the number of participants in such groups reached
13,100 an increase of **6,200**





***Karomat Omonova**, who entered sport through the Five Initiatives Paralympiad in 2023, won a gold medal at the World Para Athletics Championships held in India*

***Gulyuz Nematullayeva**, who moved from mass sport competitions into professional sport, became the winner of the World Para Powerlifting Championships held in Cairo*



BARRIER-FREE ENVIRONMENT AND INFRASTRUCTURE

The **practice of mandatory expert review of a separate technical section** of construction projects related to creating a barrier-free environment was introduced.

Through the national information system **"Shaffof Qurilish" 7,000** projects were reviewed for the creation of barrier-free conditions for persons with disabilities.

18 busy intersections located in **14** regions of the country were adapted for persons with disabilities



At busy intersections in the regions,

1,007 traffic lights were equipped with audio devices.



Adaptation works are being carried out on **228 streets** to enable barrier-free movement for persons with disabilities



Warning and guiding **tactile paving was laid** on **161 km** of pedestrian walkways.



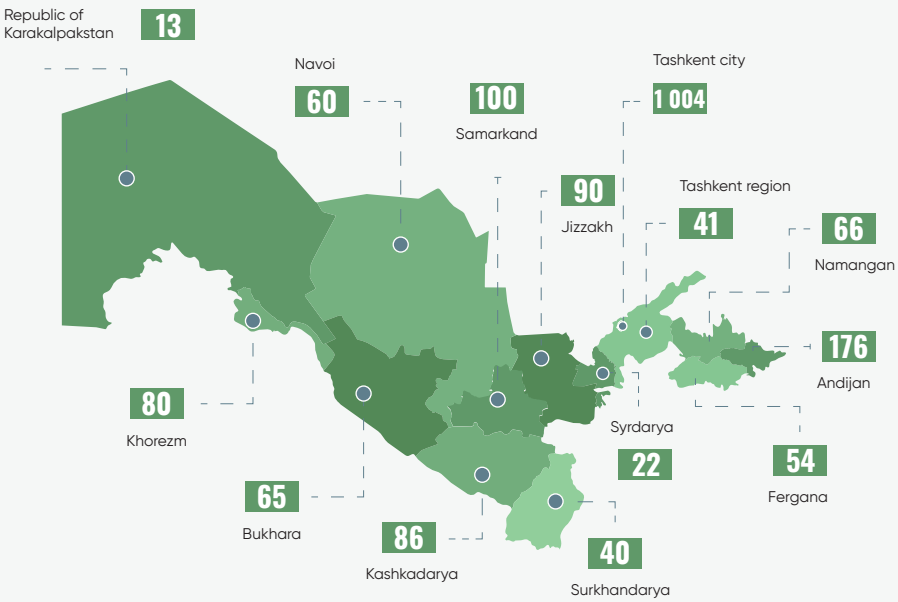


Tashkent and Samarkand International Airports, as well as Kokand Domestic Airport, were adapted to provide a barrier-free environment

The Central and Southern railway stations in Tashkent were also adapted in line with international standards.

At **16 metro stations, 45 special lifting** devices were installed for older persons and wheelchair users.

New modern buses as well as electric buses adapted for persons with disabilities were imported from China and deployed on routes across the country







A total of

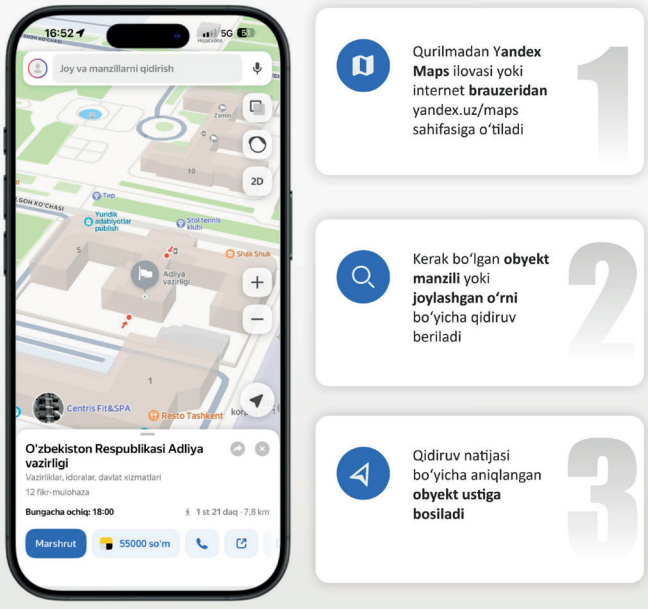
340

buildings and facilities serving the population were adapted for persons with disabilities

Yandex Maps

"The Interactive Map" information system, which generates barrier-free routes, was launched on the "Yandex Maps" platform.

*Information on more than **300** buildings with a barrier-free environment was added to the map.*



CASE

In 2025, concrete practical measures were taken across the country to create a barrier-free environment for persons with disabilities.

ENSURING AN INCLUSIVE SOCIETY FOR CHILDREN WITH DISABILITIES

CHILDREN WITH DISABILITIES

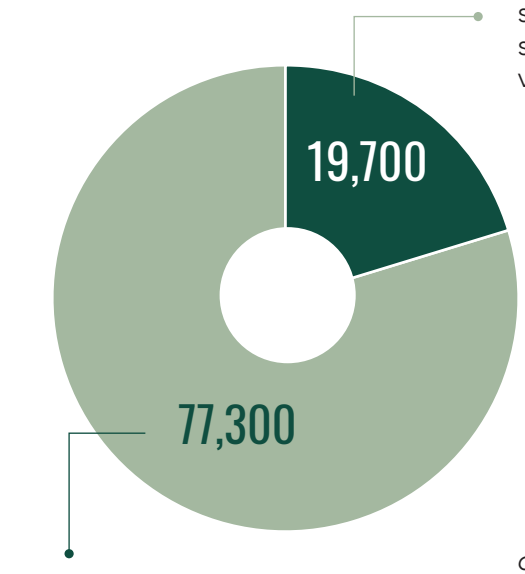


In the child social protection system, the transition from institutional care to a model of inclusive and family-oriented services has continued, with the main focus on ensuring that children develop not in institutions, but in a family and community environment.

Some **30,000** children with disabilities receiving **home-based** education and special educational needs were engaged in education and provided with access to services in the community of their peers.

The number of children with disabilities covered by education and services increased from 102,000 in 2024 to

133,000



study in specialised schools and vocational colleges

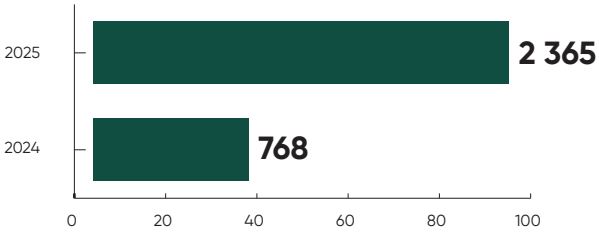
study in general education schools,

*and **5,700** are covered by social services.*

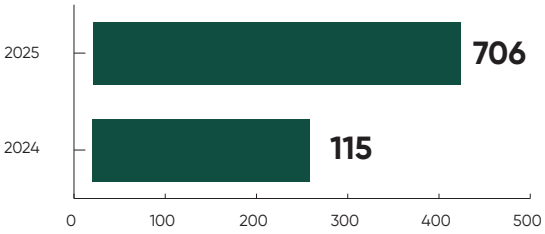
*As a result of the expansion of inclusive education, the number of children with special needs in inclusive classes increased **3,6** times over **two years** and reached **6,100**, compared with 1,600 in 2024.*

*Of these, **3,100** children entered school for the first time, compared with 700 in 2024.*

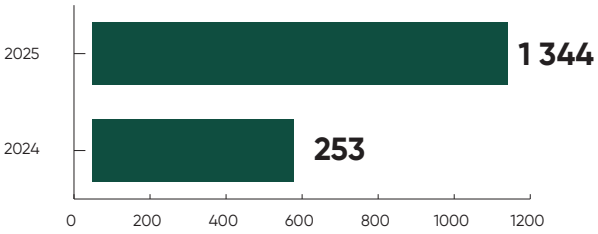
The number of schools providing inclusive education **doubled**.



Barrier-free environment



Specialized support rooms in schools







In cooperation between the private sector and special education institutions, a new **"Business - Special School"**practical education model was introduced. A total of

65 joint projects

were implemented, and training was organised for

1,200 senior pupils

in various professions, foreign languages and adaptive sports.

A total of **1,500 children**

were engaged in correctional, psychological and modern vocational training services

Within the activities of the **International Inclusive Hub**,

962 students

have studied across

17 areas

In the 2025/2026 academic year, **483** students were enrolled, of whom **52%** were persons with disabilities and **61%** were women. In addition, 250 participants took part in the **"Opportunities Olympiad."**

At the Inclusive Development Centre in Urgench, English language, IT, art, defectology and wood carving courses were organised as part of a social project of the Lola NGO. As a result, **130** children gained access to education and opportunities to develop their abilities.

DAY CARE SERVICE

Across the country, day care services comprising rehabilitation, social and medical, psychological, and other social services were established through public-private partnerships with the involvement of

403 business entities.

In 2025

4,500 children

with disabilities, 44% of whom were included in the Social Register, were covered by care services. As a result

2,000 parents

were enabled to enter the labour market.

*For the first time in the country, **small-group homes** were established as a new alternative form of family-like care for orphans and children deprived of parental care.*

As a pilot, children from children's homes were placed first.

In 2024-2025, 18 small-group children's homes were launched across the country.
They currently care for **138** children, of whom ***90*** have mental and physical developmental impairments.

CASE

The day care service in Karmana provides children with care and opportunities for development, while also easing the burden on their parents.
This reflects the effectiveness of targeted social services tailored to each individual's needs.



EARLY INTERVENTION SERVICE

At the Regional Social Services Centre in the Andijan region, an Early Intervention service was launched as a pilot, providing

1,700 social rehabilitation services to **400 children.**

Children under three years of age with signs of developmental impairment received services from special educators and therapeutic physical education specialists, and

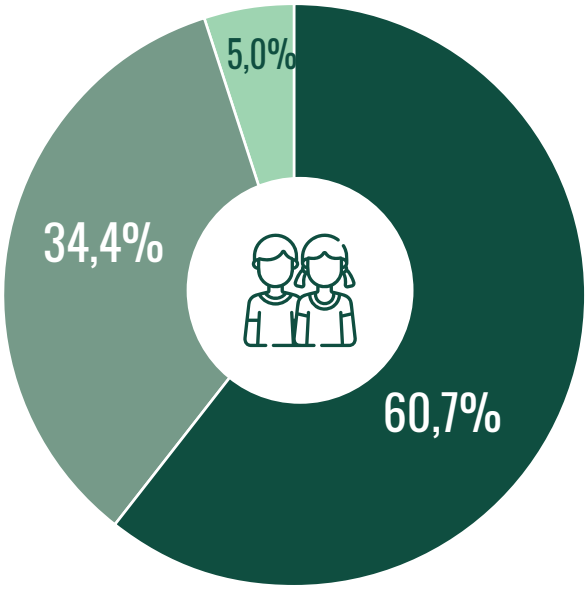
30% of children showed significant positive dynamics in mental and physical development.



FAMILY ENVIRONMENT FOR ORPHANS AND CHILDREN DEPRIVED OF PARENTAL CARE

Information on orphans and children deprived of parental care is maintained on the vasiy.uz platform, enabling continuous monitoring of their living conditions and potential risks.

82,400
were covered.



50,023 *children* ***0-13 old***

28,355 *children* ***14-18 old***

4,090 *persons* ***19+ old***

live under guardianship
52,400
63,5%

under trusteeship
23,300
28,2%

in patronage care
981
1,2%

5,200
(6.3%) through the youth accompaniment service

701
children live in family-type children's homes with foster parents

As part of returning children from institutional settings to a family environment:

The **small-group children's home** form of placement for orphans and children deprived of parental care was introduced:



Family environment

children are raised in conditions close to a family



8-10 children

an individual approach is applied to each child



Individual plan

a separate development programme is prepared for each child



Education and clubs

coverage by school and additional activities.



State support

food, clothing and care.



Socialisation

preparing the child for an independent life



In **16 children's homes, 116 children,**

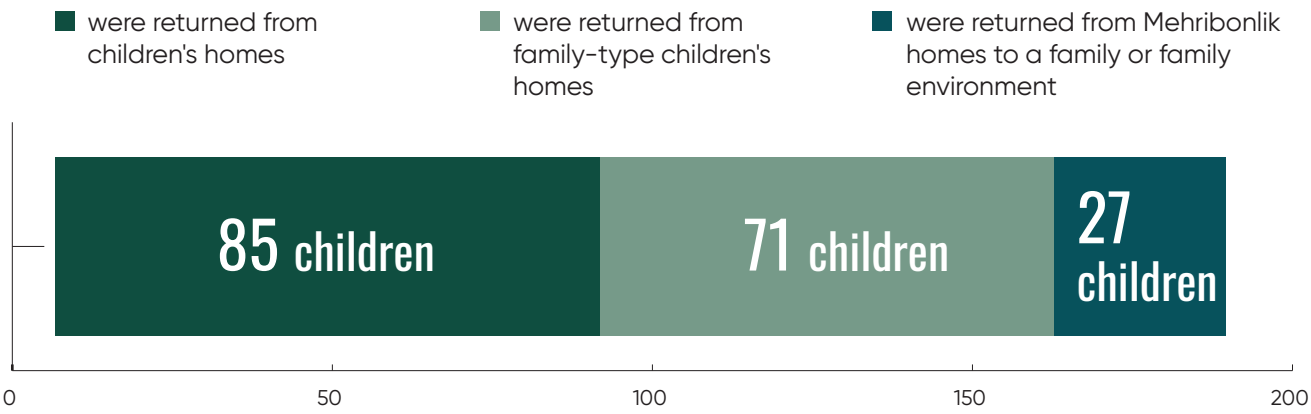
*including **68** children with disabilities, are living and being brought up in a mahalla environment*



As a result of measures to increase the socio-economic activity of families that had placed their children in institutions, establish regular contact with the child, and develop alternative forms of placement,

183 children were returned from institutions to a family environment in 2025,
(compared with 297 in 2024)

Children returned to a family environment:



CASE

Mehribonlik residential care institution. Thanks to the opportunities provided, they were employed as social workers. This marks not only an important turning point in their lives but also a tangible result of the support system for young people transitioning from institutional care to independent living

The **Republican Educational and Upbringing Institution for Boys** in Bakht city was closed. Of **43** children, **41** were returned to a family environment, and **2** children were placed in a Mehribonlik home.

A total of **22 pupils**

continued their education in the system of the Armed Forces and are currently studying at military-academic lyceums, while **7** are studying at state higher education institutions

As a result of the broad development of the Youth Accompaniment programme, **13 types** of social assistance mechanisms were introduced,

11,000 children

were covered, and individual service plans were developed for them

In 2025, under the programme, **1,285** children received social services and assistance totalling

3 billion UZS

Of the **8** children's homes operating at the beginning of the year, **4** were closed.

CASE

Muhammad Alisherov: "I Am Not Alone..." Within the framework of the "Supporting Youth" programme, thousands of orphans and young people deprived of parental care have received designated social services through the "Inson" Social Services Centres.

Mobilisation service costs were covered for

110 young people

584 young people

were covered by driving courses

Costs for preparation for higher education were covered for

465 children

Assistance was provided for contract tuition payments for

126 young people

A total of **662**

orphans and children deprived of parental care who needed housing were provided with fully equipped free housing

In **7 Mother Homes**

(Ona Uyi) - **Two** in *Tashkent city and in Samarkand, Bukhara, Andijan, Fergana and Tashkent region,* social services and assistance were provided to women in difficult life situations and their children

As a result, medical, social and psychological services were provided to **119** mothers and **151** children

Protection of children from violence



The Law **"On the Protection of Children from All Forms of Violence"** was adopted, clearly defining **10** state bodies directly responsible for protecting children from violence and their respective powers

7 individual **protection measures** were introduced to prevent violence against children:

1. Issuing a protection order
2. Providing legal, social, psychological and medical assistance based on a child protection plan
3. Strengthening and supporting families with children at risk
4. Removing the child from a dangerous environment
5. Ensuring special protection measures for children in criminal proceedings
6. Engaging persons who committed violence in correctional programmes
7. Restricting the rights of persons who committed sexual violence

Uzbekistan became the first country in Central Asia to join the international initiative Global Alliance on Ending Violence Against Children, launching the development of child safety, early identification and prevention mechanisms based on international standards

Reports of violence are received through the numbers 1146 and 102, and a mechanism was introduced for Inson social services centres to assess the level of risk within **1 day.**

In **low-risk** cases, social work is carried out with the mahalla and family. In **high-risk** cases, comprehensive protection measures are applied for the child. In cases where there is a threat to life and health, the practice of taking the child under protection and **issuing a protection order within 24 hours** was introduced.



In 2025, **360** reports were received.

Psychological, legal and medical services were provided to children, social work cases work opened for **101** children, protection orders were issued for **76** children, **6** children were placed in safe locations, and **14** administrative and **8** criminal cases were initiated.

VICTIMS OF HARASSMENT AND VIOLENCE



A mechanism was established to provide services to victims of harassment and violence at all levels—family, mahalla, district, and regional—and a system was introduced to ensure their safety and health.



During 2025, applications were received in relation to

97,600

cases of harassment and violence.



Services for persons subjected to harassment were organised based on the **"mahalla-district-region"** principle. As a result, service coverage among women who applied reached **63.8%**,

(compared with 3% in 2023)



Services were also fully digitalised, enabling primary services to be provided to women subjected to harassment at the mahalla level within **24** hours.



Of the **10,300** applications received by the **"Call Centre" (1146),** legal and psychological consultations were provided for **9,100,** or **89%**. In addition, Inson centres provided legal, medical, psychological and social services to **27,800** victims of harassment, and primary assistance rooms provided such services to **8,600** persons.

Positions of lawyer, social worker and educator were introduced in rehabilitation centres, and **10** new types of socio-legal services and assistance were launched for women and children.

The capacity of centres increased from **256** to **451** places, and nearly 2,500 persons, including **1,000** women and **1,500** children, were covered by rehabilitation services.

The duration of rehabilitation was extended from **5** days to up to **3** months, and **147** women used services for more than **3 months**.

To promote employment, cooperation was established with **72** major employers, including

korzinka

Safia café & bakery

akfa

A UN report noted Uzbekistan as a positive example in coordination against child and forced marriage and in supporting girls' education.

- Social and psychological services were provided to **881 women**
- Employment was secured for **250 women**

Within the national information campaign 16 Days Against Violence:

- More than **300** media materials were prepared
- An audience of more than **4 million** was reached
- Preventive meetings were held in mahallas
- Training sessions were organised in educational institutions
- Legal awareness activities were organised

CASE

Beyond the Window:
I do not want my daughter to repeat my fate

SUPPORT FOR OLDER PERSONS IN NEED OF CARE BY OTHERS



STEP TOWARD ACTIVE LIFE

To support persons in need of care by others and expand their opportunities for independent living, 29,500 persons were covered by medical-social rehabilitation services under the Step Toward Active Life (Faol Hayotga Qadam) programme launched in 2025

*As part of the programme, the **"Oila-hamkori"** platform was launched, with more than **5,500** service providers registered and*

4,300

conclusions generated

Social services under the programme were provided by

3,700 *service providers*

The homes of vulnerable persons in the register of single and persons living alone were adapted for barrier-free movement, covering

478 persons

The practice of providing home-based medical-social rehabilitation services through social support centres on a voucher basis was introduced, covering

612 persons.

"Sakhovat" residential homes were closed, and Social Support Centres for all categories of persons were established on their basis, with **additional day** and **mobile** services launched.

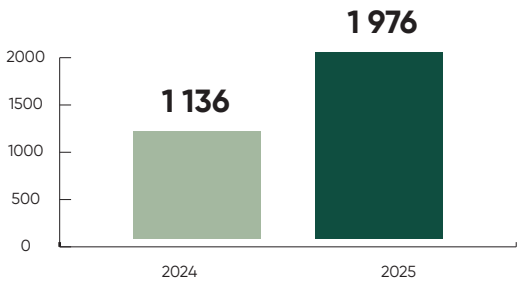
In 2025, services worth UZS 5.9 billion were provided to 2,653 persons under contractual arrangements through residential, day care, and mobile service delivery models, compared with ***1 450*** persons in 2024 (an increase of ***183%***).

CASE

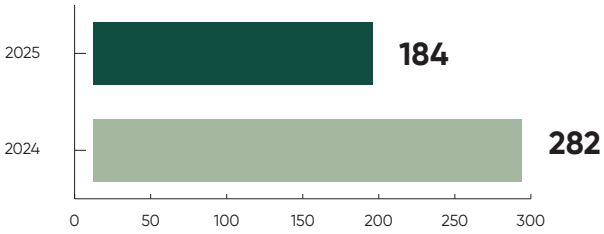
Shoira Nazarova, a resident of the "Jo'ynav" mahalla in Shofirkon district, is the mother of three children. Her eldest child, Bakhtigul, born in 2007, has a Group I disability. Through access to day-care support services, Bakhtigul has been provided with an opportunity to improve her health and overall well-being.



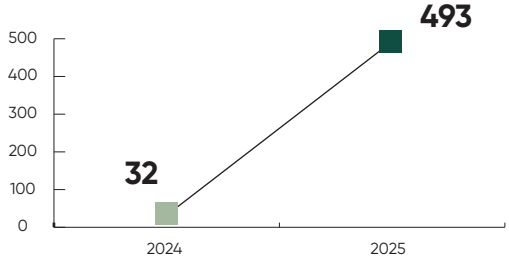
inpatient services



day services



mobile services



Social-labour rehabilitation rooms were established, and

191 older persons and persons with disabilities are engaged in

26 types of labour workshops

Products prepared in the workshops worth

106.1 million UZS were sold through exhibitions and fairs

IMPROVING THE LIVING CONDITIONS OF VULNERABLE AND POOR FAMILIES AND PROVIDING SOCIAL SERVICES

From

23% → to **11%**

Over 4 years, while in 2024 this indicator was reduced to 9%. By the end of 2025, the poverty rate stood at 5.8%

12.3 trillion UZS were paid to 2.2 million families in 2023, 7.4 trillion UZS in 2024 and

4,2 trillion UZS

in 2025 as child benefits or financial assistance to vulnerable families.



5 million people gained income, and the unemployment rate fell from

5,5% → to **4,9 %**

Nearly **1.5** million vulnerable people exited poverty.

For the first time, **1,435** mahallas became areas free of poverty.

*Applications to the Presidential Portal concerning child benefits decreased by **20.4%** in the first **11** months of 2025, from **69,500** in the corresponding period of the previous year to **55,300**.*

A total of **1,7** million families were assessed, **761,000** families (**3,2** million people) were included in the register, individual plans for lifting families out of poverty were developed, and a total of **6,2** million **services were provided**.

In the area of sustainable employment and income, 951,000 services were provided.

368,000 citizens were employed

395,000 were engaged in entrepreneurship

Loans and subsidies were allocated **132,000** to citizens

and **54 000** were trained in vocational skills.

Passive income sources were created for families unable to engage in active work by providing solar panels to **2,900** families and building shops for **562** families.

Medical examinations were conducted for **2,668** million citizens and **304,000** received outpatient and inpatient treatment.

In the area of education, **407,000** services were provided

Natural gas and electricity costs were compensated for **174,000** families; legal assistance was provided to **72,000** citizens;

A total of **166,00** children were placed in kindergartens, **2,200** children were admitted to higher education on grants, and university grants were provided to **308** students studying on a contract basis whose academic performance exceeded **80** points.

A procedure was introduced to cover **80%** of payments for extracurricular clubs, and in the **2025-2026** academic year, from September to December, **88,000** children were placed in additional education clubs.

A total of **2,2** million social services were provided.

- Disability groups were determined for **63,600** citizens; child benefits and financial assistance were assigned to **128,000** families without an employment requirement; and guardians or trustees were appointed for **4,800** citizens.
- **"The Farovon Oila"** cognitive therapy service, aimed at strengthening self-confidence, identifying internal resources and overcoming social isolation, was provided to **71,000** members of poor families.
- Among persons with disabilities, **12,200** were engaged in parasport, **13,700** were employed, and **19,800** citizens were provided with rehabilitation devices and prosthetic and orthopaedic products.



Under the "**Faol Hayotga Qadam"** programme, services were provided to **12,000** citizens, including home-based social and household assistance for **2,300** persons, day attendance care for **1,500,** medical-social rehabilitation services for **2,000,** and home-based care for **6,200** citizens.

As a result of the work carried out in 2025:

1. Of the **761,000** families included in the register, covering **3.2** million people, **472,000** families (**62%**) have so far increased their income and exited poverty. For **180,000** families that had no income at entry, cash inflows began.
2. The income of families included in the register increased on average twofold, from **251,700** to **508,400** UZS.
3. The number of families with per capita income below **300,000** UZS decreased to **161,000** (**53%**), compared with *420,000 on 1 May.*
4. The number of families without income decreased **3.8** times to **61,000** (**26%**), compared with *233,000 on 1 May*.



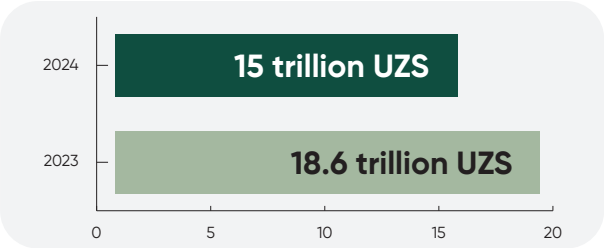
As a result of digitalisation, the number of data items obtained electronically from ministries and agencies reached 85

BENEFITS AND SOCIAL PAYMENTS

In 2025, the Agency disbursed a total of

UZS 14.1 trillion

in social payments.



№		2024		2025	
		Number *(thousand)*	Amount *(billion UZS)*	Number *(thousand)*	Amount *(billion UZS)*
1	Child benefit for low-income families	1 225,9	7 176,7	646,1	4 073,7
2	Financial assistance for low-income families	43,9	202,6	25,0	122,3
3	Old age benefit	84,6	691,8	88,7	851,3
4	Disability benefit	307,7	3 113,3	314,8	3 795,4
5	Survivors' benefit	55,9	543,6	56,7	658,8
6	Disability benefit for children under 18	167,1	1 744,8	169,9	2 035,0
7	Care allowance	74,6	593,0	73,9	710,5
8	Financial assistance for the lone elderly and people with disability	6,7	34,2	7,7	63,1
9	Compensation for housing and communal services	4,8	0,9	5,0	12,4
10	Childbirth benefit	437,5	311,8	242,3	205,5
11	Funeral benefit	155,1	241,6	162,3	290,9
12	Financial assistance for persons leaving prison	0,0	0,0	6,0	14,6
13	Maternity benefit	15,7	38,2	12,3	32,8
14	Energy compensation	13,0	0,5	151,5	64,5
15	One-time financial assistance to needy families in the Republic of Karakalpakstan and Khorezm region	34,4	17,9	9,7	4,9
16	Financial assistance to families with children in foster care and foster parents	0,0	0,0	1,5	30,5
17	One-time financial assistance for winter season	1 073,8	289,9	1 161,5	1 161,5
	TOTAL	**3 700.6**	**15 000.9**	**3 134.9**	**14 127.6**

The decrease in the volume of social payments was influenced by positive factors such as the reduction of poverty, the improved targeting of benefits, and the creation of stable sources of income for families.

While the amount of benefit per child in low-income families increased by **10%**, averaging 214,000 UZS per child compared with 193,000 UZS in 2024, payments of other types of benefits increased by **28%**, reaching 10.1 trillion UZS in 2025 compared with 7.8 trillion UZS in 2024.

The following benefits began to be paid through Inson centres:

- *From 1 January 2025* pregnancy and childbirth benefit for women employed in the private sector
- *From 1 August 2025* financial assistance to persons released from penal institutions, in the amount of **6** times the basic calculation value
- *From 1 June 2025* financial assistance to family-type children's homes and foster parents who take children into family upbringing
- During the autumn-winter season, compensation and financial assistance totalling **1,2** trillion UZS were paid to **1,2** million vulnerable families.

The number of channels for applying for child benefits for low-income families was expanded from 1 to 5:

- my.gov, (electronically)
- social worker
- mahalla chairperson
- public services centre
- application through the Agency's hotline (**1140**).

99%

of families (averaging **300,000** families per month) submitted applications for child benefits online.

As a result of introducing the practice of assigning benefits for up to **6** months without requiring formal employment from unemployed family members, child benefits were paid to **115,000** vulnerable families.

The practice of continuing benefit payments for the first **6** months after family members begin to receive formal income was introduced, providing additional support to **30,000** families for six months.

In addition, through the introduction of the practice of not requiring employment from citizens with mental illness and by recording citizens' deprivation of liberty abroad, state financial support began to reach **30,000** vulnerable families.

Child benefit payments were introduced for nearly **20,000** single women in need of support who, despite not having officially dissolved their marriage, do not actually live with their spouse

During the reform of **energy resource tariffs**, one-time financial assistance totalling **290,3** billion UZS was paid to **1,1** million families for the 2024-2025 heating season, and **1,2** trillion UZS was paid to **1,1** million families for the 2025-2026 heating season



During the 2024-2025 heating season and the remaining months of 2025, compensation payments amounting to

65.0 billion UZS

were paid to more than 562,000 families.

The requirement to submit an application every 6 months for the payment of benefits and financial assistance was abolished; benefits are being paid without interruption to

550,000 families

Information modules were developed for payments related to energy reforms, pregnancy and childbirth benefits, and the provision of clean drinking water to the population.

The application and payment procedure for assigning a one-time allowance to persons released from penal institutions was digitalised. In 2025, benefits were assigned to

5,900 persons.

Monthly compensation payments have been introduced on a proactive basis for persons with Group I visual impairment.
The total number of compensation recipients amounted to

5,200 persons

In the Republic of Karakalpakstan and Khorezm region, **subsidies were introduced for** families included in the Register of Poor Families to cover the costs of **drilling artesian wells** at their homes, **installing water pumps** and **purchasing drinking water filters**

Starting from January 2025, the assignment and payment of compensation for housing and communal services fees through the **"Unified National Social Protection"** information system was introduced

ORGANISING QUALITY NUTRITION

A new system was introduced for organising additional and auxiliary functions, including healthy nutrition services, on an outsourcing basis in organisations within the Agency's system.

A single procedure, unified requirements and a monitoring mechanism were established for

238 organisations

within the Agency's system.

Under the new mechanism, processes that previously had limited opportunities for remote monitoring through a single electronic platform are being digitalised

An information system was developed that covers monitoring of contract implementation, menus, technological cards, product quality, rejection control and daily samples. Through this system, it became possible to conduct remote digital monitoring of nutrition processes.

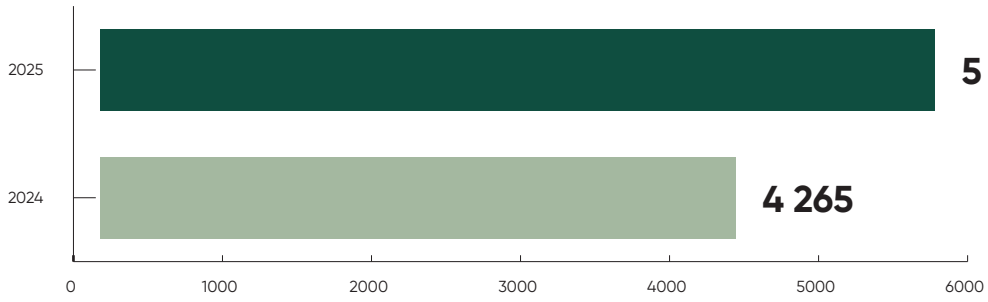
Work was launched to develop a **"Recommended Methodological Guide on Food Preparation Technology"**. Under this guide, **250 types** of dishes are to be developed across **6** age categories

For each dish, the consumption of products, protein, fat, carbohydrates and energy value, as well as mineral indicators, are calculated separately

PUBLIC COMMUNICATIONS

The National Agency for Social Protection regularly provided information to the public on reforms implemented in the field of social protection and on available social services and assistance through television, radio, print and online media

Total number of materials published



540 television programmes

220 radio broadcasts

4 696 online publications

170 print publications

Audience reach

34 million

Television projects

In cooperation with national television channels, the television projects New Social Protection: From Person to Person, Inson Mehri and Ayol Matonati were implemented.

Through New Social Protection: From Person to Person, the social protection reforms implemented at the initiative of the President and their impact on people's lives were presented through real life stories

The Inson Mehri television project promoted the reform of deinstitutionalisation, the upbringing of children in a family environment and the transformation of the system of Mehribonlik homes

The Ayol Matonati television project aimed to reduce social stereotypes and support women and girls who experienced harassment and violence through real stories of their life paths and achievements

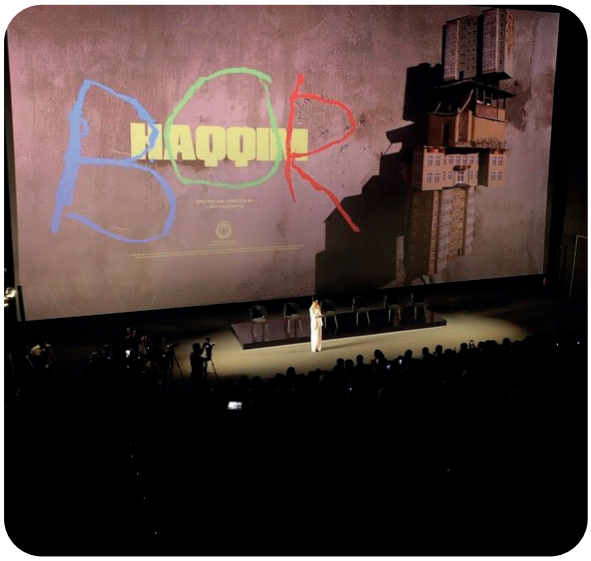
Films and their impact

Communication work turned the field of social protection into one of the open platforms for dialogue with the public through **human stories**. **Films, media products** and **PR campaigns** were implemented to change attitudes toward disability, orphanhood, children's rights and violence, and to build an inclusive and tolerant society.

Through the films "Shamsiqamar" and "Parda", the short film "Haqqim Bor", the PR campaigns "Meni Eshiting" and "Chidama", and the media projects "**2** Years - **2** Million Destinies", "Qizimga" and "NASP Talks", **the ideas of inclusion**, human dignity, children's rights and zero tolerance for violence were widely promoted.

The short film **"Haqqim Bor"**, produced at the initiative of Shakhnoza Mirziyoyeva, raised the issue of violence and neglect against children and called on society to hear every child's voice. The film received awards at the international festivals **Epica Awards, Red Jolbors, Spikes Asia, One Show, Baku Flames and D&AD**, demonstrating **international recognition of approaches** in socially significant communication.





In cooperation with the Cinematography Agency, the feature film **"Shamsiqamar"** and the documentary films **"Tayloq Tajribasi"**, **"Ona Simfoniyasi"**, **"Hamroh"** and **"O'z Chirog'ini Yoqgan Odam"** were created.

The first part of the film **"Inson"** was dedicated to the lives and achievements of persons with disabilities, while the second part was dedicated to the dreams, aspirations and difficulties of orphans, promoting the ideas of compassion, acceptance and support in society.

The film **"Parda"** highlighted the resilience of mothers raising children with Down syndrome and the idea of an inclusive society.

PR campaigns

The PR campaigns **"Meni Eshiting"** and "Chidama" were implemented to change social norms and draw public attention to sensitive issues.

The Meni Eshiting campaign enabled children to communicate their pain and experiences to society and drew broad public attention to the problem of violence and psychological pressure against children.

The Chidama campaign aimed to shape a zero-tolerance attitude toward harassment and violence against women and girls, support victims and reduce negative stereotypes in society.





Media projects

The Agency implemented media projects such as **2** Years - **2** Million Destinies, «Qizimga» and "NASP Talks".

Through the 2 Years - 2 Million Destinies project, real stories of people whose lives changed with the help of the social protection system were communicated to the wider public.



The Qizimga media project was dedicated to girls' dreams, aspirations and place in society, and received a gold award at the Red Jolbors and TAF international festivals.



The NASP Talks platform became an open dialogue space that brought together experts, specialists and the public around current topics in social protection.



Public engagement

- To strengthen open communication with the public, seminars and coaching sessions entitled **"People Helping People"** were held **(Inson - Insonga Ko'makchi)**. More than **100,000 citizens** were covered under these initiatives.
- In addition, surveys were conducted every quarter to study public opinion, and communication approaches and service quality were improved on the basis of public suggestions and feedback.
- Through its communication work, the Agency not only informed the population, but also contributed to shaping compassion, acceptance, inclusion and human **dignity as priority** values in society.

WORKING WITH NON-GOVERNMENTAL NON-PROFIT ORGANISATIONS AND VOLUNTEERS

> ***Projects** aimed at employment for persons with disabilities, **inclusive education,** and **support for older persons** and women were implemented on the basis of state social orders.*



In Tashkent and Jizzakh regions, **840** million UZS were allocated to provide employment for persons with disabilities, and **352** citizens were employed.



In Kattakurgan city, **550** million UZS were allocated to support employment for blind persons, and **50** citizens gained jobs.



In Bukhara region, a social order worth **200** million UZS was allocated to support women affected by violence. As a result, **179** women were provided with temporary shelter and **175** received social services.



New branches of the **Ana uyi** project were opened in Bukhara, Andijan, Chirchiq, Kuvasoy and Nukus, and assistance was provided to **131** mothers and 144 children. Currently, 180 women and **210** children are being supported.



In Samarkand city, **1,7** billion UZS were allocated to organise IT training courses, and **453** young people were trained.



In the Khorezm region, **453** million UZS were allocated for inclusive education services, and **565** children with disabilities were trained in vocational skills.



In Tashkent city, **300,4** million UZS were allocated to provide social services to older persons and persons with disabilities, and **regular clubs were organised** for persons in need of care by others.

In addition, the national **"Best Social Project"** competition was held, **933** million UZS were channelled to the **"Inson Uchun"** platform, and high-technology **surgical operations** were performed on **42** children.

*In 2025, the "Inson Volunteers" project was introduced in **28** districts. A total of **440** volunteers are assisting persons with disabilities, single older persons and people in need of care with accompaniment, document processing and access to social services.*

INTERNATIONAL COOPERATION

The Agency expanded international cooperation in the field of social protection with foreign government agencies, international organisations and research institutions.

An investment portfolio consisting of

16 projects was formed,

with a total value of

USD 113.1 million

including **15** grant projects worth USD **13.1 million.**

The Agency joined **5** international initiatives;

14 memorandums and agreements,

and **10** roadmaps and protocols were signed.

of which **9** were concluded in **2025**.

The Agency participated in global initiatives including the **Bogota Call to Action, Pathfinding 2.0**, **the 16 Days of Activism against Violence campaign, the Global BodyRight campaign, and the Global Charter on Care Reform,** and the Agency became a member of **the International Social Security Association (ISSA).**

More than 20 foreign specialists from South Korea, Germany, Georgia, Russia, Finland and Japan were engaged in the areas of rehabilitation, artificial intelligence, social housing, gender-based violence, progressive patronage and professional development of social workers.



35 professional development programmes were conducted abroad for more than **150** social sector employees.

6 international events were held with the **UN, ADB, GIZ, the World Bank** and other organisations in Tashkent, Namangan and Doha on *combating violence against children, social insurance, social services and poverty reduction.*

UZBEKISTAN – A COUNTRY OF OPEN DOORS

An exhibition titled Uzbekistan - A Country of Open Doors was organised in Doha. It visually presented social sector reforms implemented in Uzbekistan to the international community. Around 1,000 visitors viewed the exhibition.

Through door installations and displays, the exhibition highlighted the principles of openness and human dignity, the inclusiveness of society, the development of quality education, decent working conditions and an enabling environment, support for persons with disabilities and older persons, as well as reforms and transformation results in health care and sport.

The Uzbekistan National Pavilion attracted significant interest from the international community and received broad recognition on the global stage.

More than 150 materials about the Pavilion's activities were published in national media outlets, while nearly 30 publications appeared in international media. In particular, Uzbekistan's reforms in the field of social protection and the National Pavilion were extensively covered by leading international media outlets, including Euronews, The London Post, The Peninsula (Qatar), Gulf Times, Asia Times, Central Asia News, Q8 Press, Kursiv, and Kazinform.



150+
national media publications

30+
international media publications

10+
television reports and feature stories

3,500+
audience reach



Uzbekistan's national stand, titled "Uzbekistan — A Country of Open Doors," was at the center of the Second World Summit for Social Development.

His Highness Sheikh Tamim bin Hamad Al Thani

Amir of the State of Qatar

"The reforms and achievements showcased at the Pavilion are highly impressive. Uzbekistan's large-scale transformations in the social sector deserve special recognition."

DIGITALIZATION



National standards were introduced to improve the quality, transparency and coverage of social services.

National standards were developed for **22** social services, **reviewed** and registered by the state.

As a result, the activities of **624** state social service organisations, **518** business entities, **274** state bodies and more than **1 220** NGOs were systematised under unified rules.

The scientific-methodological manual "**Supervision in Social Work"** was officially published by an international publisher.

A **CRM module** for the use of social services and assistance was launched.

A total of

6.8 million appeals and

5.5 million applications

were received. In addition,

5.5 million citizens were served through the Call Centre.

The short number
1070
began operating 24/7.

Services were provided to
132,000 citizens.

The Task

mechanism for directing assignments to social workers was launched.
A total of
5,300 tasks were created;
applications were received for

4,500 of them,

and services were provided for 1,800.

Online service for citizens was launched through the **Telegram bot @IHMA_1140_bot, Instagram, Facebook** and the Ihma.uz platforms.

www.ihma.uz

A total of **122,600** citizens were served. Of these, **1,156 people were provided with surdo service,** and a further **2,000 people received online legal** and **psychological assistance on social benefits** and protection from violence.

The Inson Uchun platform was introduced and a total of **17.8 billion UZS** in charitable funds was raised through it. With these resources, **cases were opened** for nearly **500 families** in difficult situations and practical assistance was provided.

SYSTEM ORGANISATIONS

SOCIAL POLICY LABORATORY (ISLAB)

In cooperation with universities, international think tanks, experts and young researchers, the Laboratory has formed a **research ecosystem** recognised in Central Asia and beyond.

Key indicators

37 research projects of which **27** are completed, **8** are in progress active and **2** are in the preparation stage

More than **50 information** materials were prepared

News, blogs and research findings are regularly published on the Social Policy Laboratory website, **socialpolicylab.uz**, its Telegram channel with **1,110** subscribers, and LinkedIn page with **2,210** subscribers.

31 research materials are intended for the general public, and **14 materials** for internal use.

Cooperation was established with **6** international organisations:

unicef har bir bola uchun · THE WORLD BANK · giz Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH · ADB ASIAN DEVELOPMENT BANK · AFD AGENCE FRANÇAISE DE DÉVELOPPEMENT · UNDP

Research portfolio

ISLAB analysed barriers faced by youth with disabilities in the labour market, challenges in inclusive education, and goods and services needed for children with disabilities. An analytical dashboard and periodic reports on disability status at the national level are being developed.

For the first time, cases of gender-based violence were analysed at the national level. Challenges in accessing social services, public attitudes and young people's views on violence against children were studied.

Analyses were carried out on the causes of social orphanhood, the impact of labour migration abroad on children, and the problems faced by at-risk population groups.

Researches widely covered in the media included:

DARYO

Materials on poverty and the middle class, links to education, and violence against women.

gazeta

Materials on family size and well-being, and on violence.

In cooperation with the Sigma podcast, 4 podcasts were prepared for YouTube on the following topics:



- research on social protection;
- how poverty is measured;
- economic inequality in Uzbekistan and violence against children;
- the costs of inclusion for children with disabilities.

CENTRE FOR STRENGTHENING COMMUNITIES AND DEVELOPING SOCIAL WELL-BEING

- **The Centre's main objective** is to develop a professional social work system in Uzbekistan and introduce education, retraining, supervision and evidence-based practices grounded in international standards.

- The Centre is adapting 5 **evidence-based interventions in the fields** of social protection and mental health. Special programmes have been developed on **"Mehrli Oila"**,the **"Professional foster family model"** and work with children who have experienced violence.

- **The W.I.N.G.S.** programme is being piloted in Tashkent city and in Khorezm, Navoi and Andijan regions, with participation by **4** partner organisations, **28** facilitators and **4** trainers.

- To strengthen human resources capacity, cooperation was established with 19 higher education institutions. 21 educational programmes in social work are being improved on the basis of international standards.

- The Centre organised supervision, retraining and advanced training programmes for specialists in the social protection system. Under clinical supervision, 105 cases were analysed and 85 specialists were covered. Under retraining programmes, 100 specialists were engaged in 576-hour training courses.

- A total of 90 specialists and 24 TOT trainers were trained to work with children in socially dangerous situations and their families, covering more than 1 000 participants in 14 regions.

- The Centre is also developing a volunteering ecosystem. Under the "Safe Childhood" project, awareness was raised among 1,165 children. Under the We Stop the "Cycle of Poverty project", mathematics, English and financial literacy classes were organised for children from vulnerable families, and the "Finovo" application was developed.

CENTRE FOR ADVANCED TRAINING OF SOCIAL PROTECTION SYSTEM PERSONNEL



"The E-learning online education platform" was launched, hosting **32** online training courses, and the number of users exceeded **30,000.**



More than

14,000

employees upgraded their qualifications on the online platform.



Through the launch of **11** modules of the training course for social workers providing integrated services in mahallas, more than **8,800** social workers were covered, and those who successfully completed the course received certificates.



A total of **290** offline trainings were organised, involving more than **26,000** employees.



In cooperation with international organisations, the qualifications of **14,000** specialists were upgraded.



The **"ariza.istc.uz"** information platforms was launched for citizens wishing to participate in paid training courses and to provide information through a unified system on more than **12,000** social sector institutions in mahallas.

Training professional ToT trainers

A pool of 86 trainers was formed from among system employees, and they were trained in trainer courses in cooperation with UNICEF, UNFPA, GIZ and UNDP.

More than 8,500 social workers, 186 supervisors and 272 psychologists upgraded their qualifications.

Strengthening human resources capacity and digitalising training programmes

- In 2025, training programmes to strengthen human resources capacity in the social protection system and prepare the private sector for service delivery were expanded.
- **10** training courses were launched in areas such as preparation of adoptive parents and foster parents, professional family, day care, **Faol hayotga qadam** and other areas. More than **15,000** citizens and private sector representatives were covered.
- Advanced training courses were also organised for system employees on organising social services at mahalla level, supporting persons with disabilities, protecting children from violence, providing psychosocial support and delivering comprehensive services. More than **30,000** social protection system employees were covered through these training sessions.
- In cooperation with Alpha Education, advanced training courses under the "Modern Leaders Academy" were organised for the Agency's head office and management of regional departments.
- Within the framework of international cooperation with The International Training Centre, an international training course on **"Strengthening the Capacity of Employees of the National Agency for Social Protection"** was organised in Turin, Italy.
- A total of **72** system employees participated and improved their knowledge and skills in introducing international best practices into the national social protection system.



SOCIAL INSPECTION

In 2025, within the activities of the Social Inspection, **171** control measures were conducted in relation to minors, and **59,665** violations were identified. As a result, guardians and trustees were appointed for **3,185** children, and **91** disciplinary measures were applied.

In the field of social services for adults, **77,500** violations were identified, necessary social services were provided to **983** citizens, and **1,384** types of social assistance were delivered.

In the field of disability determination, documents of **60,395** persons were reviewed, and **26,066** errors and shortcomings were identified. As a result of inspections, **1,216** disability cases were reconsidered, preventing the unlawful expenditure of **6.8 billion UZS** of budget funds. In addition, **571** cases of forged documents were referred to the prosecutor's office.



In the field of poverty reduction, **67,062** families were studied and **84,978** violations were identified. As a result, the problems of **923** citizens were resolved on site, and **154** responsible persons were subject to disciplinary action.

INTERNATIONAL INCLUSIVE HUB - INTERNATIONAL CORE CENTRE FOR INCLUSIVE VOCATIONAL EDUCATION

*The main activity of the **"International Inclusive Hub"** - I**nternational Core Centre for Inclusive Vocational Education** is to **create an inclusive educational environment for young people with disabilities, provide vocational training**, **support their integration into society and prepare them as competitive** specialists in the labour market.*

*To date, a total of **962** students have studied at the centre in more than **17** areas.*

*In the 2025/2026 academic year, **483** students are studying across **17** areas, of whom **52%** are persons with disabilities. Women and girls account for **61%** of students.*

*The "**Opportunities Olympiad"** organised by the **Centre** was held nationwide and covered **250 participants.***



*The Centre is also actively participating in international projects. In particular, under the **"UPSHIFT"** programme, **84** young people were trained in short courses, **49** participants were grouped into **10** teams, and 6 innovative projects moved to the pilot stage. In addition, in cooperation with **UNDP**, **90** women were trained in modern design.*



*In cooperation with **"UZINFOCOM"**, a database of **24,000** videos was created for an artificial intelligence platform that recognises the local sign language. An inclusive digital diagnostics platform was piloted.*

*In cooperation with the University of East London in the United Kingdom, **3 employees** of the Centre received international certificates, special training was organised for **25 employees**, and **24 pedagogical** staff of specialised vocational colleges upgraded their qualifications.*

MATONAT SCHOOL

During 2025, extensive work was carried out to support socially vulnerable categories of the population, adapt them to society, and educate them in the spirit of patriotism and resilience.

Through nearly **30** motivational meetings and outreach events, more than **8,000** young people were covered. Open dialogues on life experience and perseverance were held with the participation of people from socially vulnerable categories who achieved success, parasport athletes, entrepreneurs and public figures.

Under the projects "**Agar...**" and **"Men uddaladim, Sizchi?!"**, **47 motivational videos** were prepared across various areas to increase young people's social activity and broadly promote the idea of resilience, and these were widely covered in the media and on social networks.

"

The feature film **"Matonat"** was produced about the life path and achievements of **Mohigul Hamdamova**, a two-time Paralympic Games champion and medallist, highlighting the lives and resilience of parasport athletes.



Unified inclusive sports games and "**Inson Uchun"** football competition were organised in all "**Muruvvat"** children's boarding schools across the country, with participation by **240** pupils and young people.

For the first time, the international forum "**Paralympians' Resilience"** and, within its framework, the "**Adaptive Sport Festival"** were organised in Tashkent and Samarkand. Around **70** experts, specialists and representatives of state and public organisations from foreign countries and international organisations took part. As a result of this forum, the number of parasport disciplines in the country increased by one, with adaptive hockey launched.

INFORMATION TECHNOLOGY CENTRE

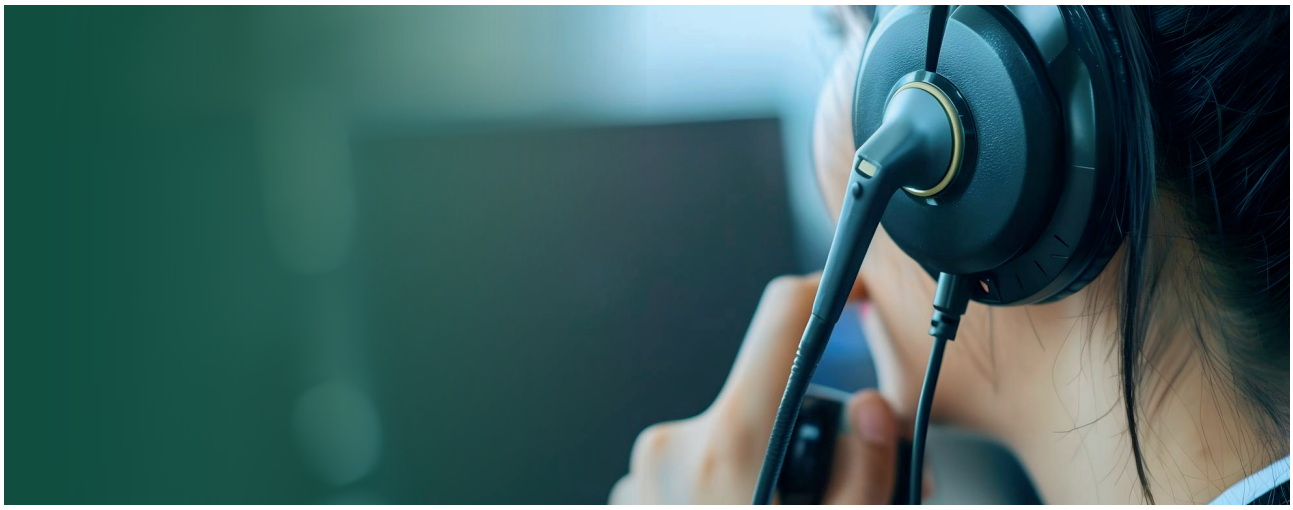
Over **2** years, **36** information modules were launched in the social protection sector, **60** services were digitalised, and **51 types** of social payments were fully automated.

*As a result, USD **600 million** was saved, and **120 types** of data from **35 ministries** and agencies were integrated into a single system. In addition, artificial intelligence-based disability assessment, case management and sign-language interpreter services were introduced.*

As a result of introducing an electronic voucher-based system for providing prosthetic and orthopaedic products and technical rehabilitation devices, delivery time was reduced from **2 months to 5 days**. As a result, **119,000** persons with disabilities were provided with rehabilitation devices, employment was secured for **234,000** persons, and **90,000** persons were engaged in adaptive sport.

As a result of the digitalisation of the disability determination system, the number of medical examinations was reduced **4-fold**, and **33** types of documents were generated automatically. Through the introduction of the **WHODAS** functional assessment system, a mechanism was launched for the automatic determination of employment, education, sport and rehabilitation services.

In the **Social Register** system, families are automatically assessed against **85** criteria, and **117** types of social assistance and services are assigned. Through the register, **98%** of applications are received online, and more than **300,000** applications are processed every month.



EVENTS

"INSON FAXRI" 2025 Nominees

*In 2025, the national **"Inson faxri"** award was introduced for the first time to honour citizens and became a permanent national platform promoting humanity, compassion, and dedication. As part of the award, **11** dedicated individuals and teams contributing to improving people's lives were honoured.*



"The Path of Kindness"

Bibisora Aripova



"Doctor of the Year"

Bobur Turaev



"Personal Achievement"

Mohira Boltaeva



"Together with Society"

Feruza Madalieva



"Unique Record"

Shakhina Yigitalieva



"Life's Work"

Kholbeka Bobokulova



"Kindness Without Borders"

Nasimjon Komilov



"The Power of Unity"

"28 Loops" Club



"An Example of Immortal Courage"

Abdumannop Samikov



"Unique Talent"

TECNAS IT Team



"Symbol of Dedication"

IMKON Centers

Inson Uchun Festival

In 2024-2025, traditional **"Inson Uchun"** trade exhibitions were held at the Uzexpocentre complex in Tashkent. They were aimed at supporting the employment of persons with disabilities, developing inclusive entrepreneurship and strengthening cooperation between the state and private sectors.

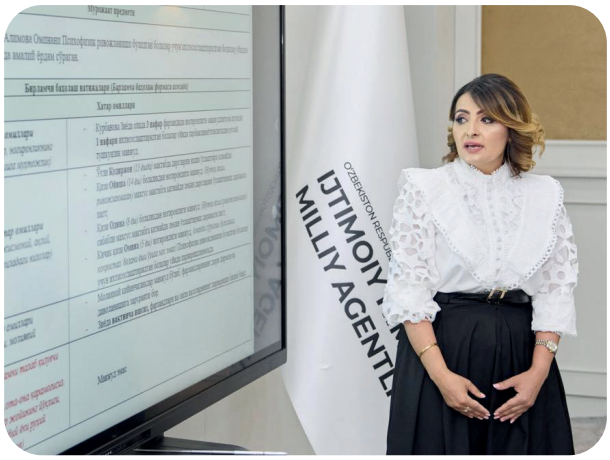
Within the exhibitions, social projects, inclusive employment initiatives and products of business entities were presented. As a result of the events, economic contracts worth **440 billion UZS** were signed in 2024, and in 2025 contracts worth nearly **550 billion UZS** were signed with around **250** business entities. In addition, the ideas of an inclusive society, human dignity and equal opportunities were widely promoted through panel sessions, open dialogues and cultural performances.





"The Most Active Social Worker" competition

"The Most Active Social Worker" is an annual national competition aimed at assessing the professional skills, initiative and effectiveness of social workers in working with the population.



In 2025, **6,300** social workers from across the country participated in the competition. This is **3.4** times more than the number of social workers who participated in 2024.

The competition helped foster healthy competition among social workers, improve professional skills and disseminate best practices.

The winners of the competition were appointed to leadership positions, received state awards and were involved in international experience exchange programmes.
In particular, the first-place winner, Khayitova Shalola Ismoilovna, was appointed Deputy Hokim (Governor) of Shakhrisabz district, while the second-place winner, Azimova Zarnigor Shukhratovna, was awarded the Shuhrat medal.



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