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**THIS ACTION IS FUNDED BY THE EUROPEAN UNION**

**ANNEX**

to the Commission Implementing Decision on the financing of the annual action plan in favour of  
Uzbekistan for 2023

**Action Document for Further Improvement of Public Services Delivery in Uzbekistan**

**ANNUAL PLAN**

This document constitutes the annual work programme within the meaning of Article 110(2) of the Financial Regulation, within the meaning of Article 23 of the NDICI-Global Europe Regulation.

## 1 SYNOPSIS

### 1.1 Action Summary Table

<b>1. Title CRIS/OPSYS business reference Basic Act</b>	Further Improvement of Public Services Delivery in Uzbekistan OPSYS number: ACT-62051 Financed under the Neighbourhood, Development and International Cooperation Instrument (NDICI-Global Europe)/ Overseas Association Decision/European Instrument for International Nuclear Safety Cooperation Regulation
<b>2. Team Europe Initiative</b>	No
<b>3. Zone benefiting from the action</b>	The Action shall be carried out in the Republic of Uzbekistan
<b>4. Programming document</b>	Multiannual Indicative Programme (MIP) 2021-2027 for Uzbekistan
<b>5. Link with relevant MIP(s) objectives / expected results</b>	<p>The Action will contribute to the MIP Priority Area 1 Effective Governance and Digital Transformation, with the objective of supporting Uzbekistan's transition to a pluralist democratic system through support to the rule of law, universal values of human rights, a flourishing civil society and elimination of all forms of discrimination, especially gender-related.</p> <p>The overall objective of the Action is to improve the quality of life of people in rural areas, particularly those vulnerable – including women, youth and children, elderly, people with disabilities, and people from socio-economically disadvantaged situations – by supporting the further advancement of the public service reform in Uzbekistan to transition to a more holistic, operational, efficient, coherent, and people-centred service delivery model.</p> <p>The specific objective of the Action is to support Uzbekistan in developing the capacity of the main actors (public agencies and private sector) in performing different functions related to the provision of public services: (1) government agencies performing back-office functions in service provision, (2) Public Services Centres (PSCs) performing front office functions, (3) the Ministry of Justice responsible for implementation of a unified state</p>