

Administrative and Legal Regulation of The Provision of Public Services in Electronic Form

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Abstract: This paper discusses the legal and administrative mechanisms underpinning the offering of public services in electronic format. As technology accelerates its development, governments globally are embracing digital platforms for their ability to disseminate services efficiently and transparently. The research identifies the need for robust regulation that addresses the availability, security, and accountability of electronic public services. It also considers legislative and administrative contributions to digital inclusion and citizen engagement. Based on a review of many national and international experiences, the article intends to identify best practices and potential areas of reform in the administrative and legal regulation of electronic public services.

Keywords: Public services, electronic services, administrative regulation, legal framework, digital inclusion, citizen engagement, transparency, efficiency.

Introduction: The e-revolution of public services is a big shift in the character of governments' interface with their citizens. As more and more services are made available online, there is greater need for robust administrative and legal guidelines to ensure that such electronic services meet the standards that citizens would expect. Not only is there an improvement in efficiency, but accessibility and transparency are promoted through rendering such services electronic. Nonetheless, it provides novel challenges such as data security, privacy, and the digital divide. This paper seeks to delve into the intricacies of the administrative and legal frameworks that support electronic public services delivery. By analyzing the existing environment and drawing on good practices, the analysis shall emphasize on the pivotal function played by regulation in ensuring an effective digital public administration.

Electronically delivered data services comprise various services such as electronic payment of taxes, digital identities, and online consultation facilities. Such services can make procedures simpler and the lives of users easier, but they must be supported by

comprehensive regulations to protect citizens' rights. The regulatory framework must incorporate provisions that ensure consideration for concerns on the protection of information, cybersecurity, and equitable provision of services to everyone, regardless of their endowments in terms of technology. It is in a detailed consideration of such regulatory frameworks that the future of providing public services in an ever-evolving digital landscape will lie.

METHOD

The rapid advancement of digitization in society has transformed the context in which public services are offered, with the shift towards electronic delivery of services. Governments all over the world acknowledge the importance of incorporating information and communication technology in their system of services to enhance efficiency, transparency, and accessibility. The transformation, however, needs a robust administrative and legal regulatory framework to address the sheer number of issues associated with the electronic delivery of public services. This article examines the legal and administrative context of

electronic public service delivery in order to highlight significant regulatory challenges, best practice, and areas of reform. The shift to electronic public services aims to streamline processes and reduce bureaucracy in order to end up serving a broader segment of citizens. Traditional public service delivery mechanisms are likely to reflect outdated practices that lag behind the rapid dynamics of a digital world. Through technology, governments can transform these mechanisms, offering citizens a simple-to-use experience that encourages participation and engagement. For this reason, information about the regulatory regime that governs these services is needed in order to determine the advantages of digital transformation. Facilitates the implementation of digitalization and electronic services. The basis for the digitalization of public services are regulations. For example, electronic services provided through my.gov.uz operate on the basis of such regulations. This will allow citizens to use services without leaving home. In addition, the regulations for the provision of public services contain guidelines for service personnel to ensure the legal, high-quality and timely provision of public services. For example, the Resolution of the Cabinet of Ministers of November 20, 2023 No. 612 approved the "Unified Administrative Regulations for the Provision of Public Services for the Issuance of Certificates to Individuals and Legal Entities," which reflects the procedure for receiving and considering applications for the issuance of certificates to individuals and legal entities, the distribution of payments collected when providing a public service, and passports of the public services provided for issuing certificates. When providing public services, the bodies providing public services, the types of public services they provide, and what documents they provide as a result of the provision of the service are of particular importance. By the Order of the Minister of Justice of the Republic of Uzbekistan No. 14-mx dated October 27, 2023, the Unified Register of Public Services was approved [3]. This register specifies the number of the register of public services, the name of the public service, the name of the authorized body providing the public service, the categories of applicants to whom the public service is provided, the form of provision of the public service (traditional and electronic), the type of payment and the result of the provision of the public service. Thanks to these reforms and modern approaches, the national system of providing public services has reached a qualitatively new level. This process made it possible to gradually eliminate previous obstacles and problems, taking into account the real needs of the population and business entities. Especially in the old days, when only entrepreneurs used the "one-stop shop" principle, ordinary citizens

had to repeatedly turn over the thresholds of several government agencies to complete documents, which led to unnecessary time and labor costs, psychological exhaustion. In addition, the lack of information systems, databases and resources between government agencies, as well as the low level of interdepartmental digital integration have become a serious obstacle to the effective and rapid access of the population and entrepreneurs to public services. In addition, factors such as insufficient implementation of information and communication technologies, excessive financial costs associated with the prevalence of paperwork, long queues in offices and inefficient use of human resources contributed to the development of corruption and bureaucracy. The reforms carried out were an important step in identifying, deeply analyzing and gradually eliminating such problems, bringing public services to a simple, transparent and citizen-friendly state, and creating the organizational and legal framework for public services.

One of the biggest challenges of the administrative regulation of e-government services is that they must grant equal access to all citizens. The digital divide places significant limitations, as there are not always the skills or resources available for everyone to use online services. Policymakers must enact policies that promote digital literacy and ease of access so that lower socioeconomic groups are not excluded from services they need. This includes providing training, resources, and other means of service delivery for individuals who cannot access or make use of web-based systems.

Data protection and cybersecurity are also high on the agenda in the field of electronic public services. Citizens need their personal data to be safe when accessing online services. Therefore, governments need to establish strong data protection laws and cybersecurity policies that secure citizens' privacy and ensure confidence among online services. Legal regimes ought to explain how data is collected, kept, and used so that citizens are adequately informed of their rights when it comes to personal data. The legal framework for digital public services must also be adaptive enough to accommodate ever-changing technology situations. Legislation that regulates the provision of services must be adaptable to incorporate new technologies, such as artificial intelligence and blockchain, which can bring in efficiency and security in delivering public services. There will have to be continuous evaluation and revision of the legislation to keep pace with innovations and shifting expectations of the public. This adaptability can result in a more responsive and resilient public administration. Besides, transparency and accountability are essential components of

effective regulation in e-public services. Governments must be transparent in their decision-making and processes, providing citizens with insight into how services are delivered and why administrative decisions are taken. Transparency not only increases public trust but also allows citizens to hold powers accountable for service quality and adherence to stipulated rules. Grievance reporting and redress mechanisms ought to exist in regulatory systems to enable citizens to report issues, if any, with the digital delivery processes of the services.

The President of the Republic of Uzbekistan Sh. Mirziyoyev in his congratulations on the occasion of the 29th anniversary of the adoption of the Basic Law defined as a priority task the introduction of the principle of "New Uzbekistan - a social state" into public life as a constitutional norm.

The reforms carried out in the Republic of Uzbekistan serve as a solid legal, political and spiritual basis for strengthening national statehood and state sovereignty, ensuring security, law and order and the rule of law in society. At the same time, important steps have been taken to ensure the inviolability of state borders, protect human rights and freedoms, strengthen the atmosphere of tolerance and harmony between nations and religions. As a result of these processes, all the necessary conditions and opportunities have been created for a dignified and prosperous life of our people, the full realization of the creative and constructive potential of our citizens.

It should be noted that knowledge of the legal framework for regulating the provision of public services is the main guarantee for the development of the industry. New steps in this direction, especially since 2013, have made a worthy contribution to the formation and development of the industry.

In order to strengthen the legal framework for public services, a number of regulatory legal acts have been adopted, the most important of which are:

- Decree of the President of the Republic of Uzbekistan dated 04.20.2022 No. UP-113 "On additional measures to simplify the provision of public services, reduce bureaucratic barriers and develop a national system for the provision of public services";
- National Strategy for the Modernization and Accelerated Development of the Public Services System for 2022-2026;
- Decree of the President of the Republic of Uzbekistan dated 07.24.2021 UP-6269 "On measures to improve the infrastructure for the provision of public services and expand public access to public services";
- Decree of the President of the Republic of Uzbekistan

dated 07.12.2020 PP-4913 "On additional measures to attract the private sector to areas regulated by the state";

- Decree of the President of the Republic of Uzbekistan dated 31.01.2020 No. UP-5930 "On additional measures to accelerate the development of the national system for the provision of public services";
- Unified register of public services (approved by the Ministry of Justice on 13.09.2019. Registered on 31.07.2019 No. 3181. No. 6 of the Ministry of Justice, National Agency for Project Management under the President of the Republic of Uzbekistan No. 136);
- Resolution of the Cabinet of Ministers of the Republic of Uzbekistan dated 07.06.2019 No. 468 "On approval of the Administrative Regulations for the provision of public services for the acceptance of documents for admission to higher educational institutions."

High-quality, prompt and transparent implementation of services provided by government bodies to citizens and business entities strengthens public trust in the state. Regulations play an invaluable role in regulating government services. The regulation of government services is the main document that determines the specific procedure, conditions and terms for the provision of the service. There are lessons on the e-government regulation environment from the global perspective for countries that want to enhance their systems. Many countries have embraced the digital revolution and established effective regulations that enhance services. For example, the European Union's General Data Protection Regulation (GDPR) ensures a high standard of data protection, which has become internationally accepted in the safeguarding of citizens' personal information. Learning from such best practices will help in developing improved regulatory structures that prioritize the rights of citizens and enhance delivery of services.

Public participation is a vital component in defining administrative and legal regulations for electronic public services. Governments should actively involve citizens in the decision-making process, asking them to comment on issues related to service delivery, privacy, and technology. Participatory decision-making not only instills a feeling of belonging among citizens but also makes regulation more legitimate and effective. With all voices included, regulators can come up with comprehensive frameworks that are tailored to the specific needs and fears of various demographic groups.

With public services going ever more electronic, the role of technology in policy-making practices cannot be overstated. Use of new technologies like machine learning can help governments in analyzing patterns of

usage of services, identifying where correction needs to be made, and verifying compliance with regulations implemented. Apart from this, regulatory technology (RegTech) platforms can make compliance more effective, with ease of compliance by public institutions with the assurance of efficiency and effectiveness of the delivery of services. Legal institution and regulatory administration alignment is paramount in implementing electronic public services properly. Legal experts, policymakers, and technology stakeholders need to collaborate to develop integrated regulations that offer solutions to the complexities of offering electronic services. As a team, they can develop open guidelines that protect the rights of citizens while enabling governments to leverage technology for enhanced service delivery.

It is necessary in the future that nations put high on their agendas the regular examination of their regulatory frameworks against the backdrop of emerging technologies and changing public expectations. Regular examination can identify where current regulation is lacking or where regulation must be amended, so that public services remain relevant and effective in a digital world. By active regulation, governments can position themselves as leaders in the delivery of electronic public services. The system of public service provision in the country is being consistently improved and modernized, which, first of all, allows "government bodies to serve the people" in the relationship between interested parties (individuals and legal entities) and entities providing public services.

CONCLUSION

Overall, legal and administrative regulation of the public services in the electronic form is a key aspect in ensuring that the services are not only efficient and transparent, but safe and fair too. Although governments keep following digitalization, a strong regulatory framework has to evolve along with the development in technology. This implies not only framing comprehensive legislation that addresses issues of the times but also forecasting future needs and ensuring all citizens can utilize electronic services effectively. From enabling digital literacy to safeguarding personal data, the way forward is a collaborative initiative among stakeholders like government agencies, attorneys, and civil society. By looking into this, one can see that proper regulation of electronic public services will lead to an enabling and responsive government in the end, enhancing the overall quality of provision of public services during the digital age.

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