



# ISSUE DIALOGUE FOR DEVELOPMENT

## MAIN TOPIC:

- Strengthening of the digital services to the entrepreneurs and investors

## **STRENGTHENING OF THE DIGITAL SERVICES TO THE ENTREPRENEURS AND INVESTORS**

In accordance with the instructions of the Founder of Peace and National Unity - Leader of the Nation, President of Tajikistan, the Chairman of the Consultative Council on Improvement of Investment Climate, His Excellency Emomali Rahmon, and the implementation of the decisions taken within the framework of the Consultative Council's activity a number of reforms have been implemented to improve the investment climate, modernization of services to entrepreneurs and investors, introduction of e-services, that will result in the ease the doing business in country.

Measures have been implemented in public administration, FinTech sector, banking, tax, customs, city and transportation infrastructure, trade, construction and other sectors with the wide use of the technologies and digital services operating as follows:

### **Online State Registration of Business Entities**

The amendments and additions were made to the Law of the Republic of Tajikistan "On State Duty" and the Law "On State Registration of Legal Entities and Individual Entrepreneurs" dated on 2 January 2020. The cost of state registration of business entities is reduced to zero.

Currently, the state registration can be completed within the Single Window portal <https://.andoz.tj/>. The list of required documents is available on this portal and registration process is carried out within 3 days for individuals and 5 days for legal entities.

This measure eliminates human factors during the business registration process and ensures documents certifying registration, as well as TIN (taxpayer identification number), statistical code, and IIN (insurance identification number) in the short term.

### **Other E-taxation Services**

A new form of services have been introduced via the portal [www.andoz.tj](http://www.andoz.tj) through which the citizens and taxpayers are able to pay real estate tax and state duty using bank cards in order to save time on paying taxes and fees. The website is constantly being improved, modernized and it contains tax sphere regulatory legal acts and a list of services to taxpayers.

Currently, an electronic declaration system has been implemented, which allows payers to facilitate the tax returns process and fully automate the process of submitting tax returns to the tax authorities, eliminating the need to visit the tax inspectorate for this purpose.

The portal of e-taxation services has been expanded, and currently, 63 service modules are provided for taxpayers. More than 145 thousand of the economic entities submitted their electronic declarations, and paid their taxes via bank cards in a non-cash manner. These policies simplify and facilitate the fulfillment of tax obligations by economic entities.

### *The Submission of the Statistical Reports Electronically*

The Agency on Statistics has fully integrated 30 types of the statistical report into the electronic system, especially in the industry, the process of collecting 3 types of statistical reports from entrepreneurs has been implemented electronically. [www.stat.tj](http://www.stat.tj)

### *Introduction of the E-Visa System*

Since 2014, an online “e-Visa” system has been started to operate in Tajikistan [www.evisa.tj](http://www.evisa.tj) that is the first experience in Central Asia. The establishment of this system allows guests, tourists and foreign investors to submit an electronic application for entry into the country and obtain an electronic visa outside the country without arriving at the Consular offices of the Republic of Tajikistan.

### *E-banking Services* [www.nbt.tj](http://www.nbt.tj)

To increase the share of non-cash payments in the country's monetary circulation, important measures have been implemented.

Currently, the payment of many state services, as well as fees for the use of electricity, water, utilities, public transport, health care, public telephone services, civil status services, and notary services, tax, and other public services are available through e-payment. Mobile banking, Internet banking, QR payment, E-money, Cashback are successfully being implemented.

### *A Single Window on Dealing with Construction Permit*

The Single Window platform for dealing with construction permits already helps businesses to register and request construction permits without visiting various authorities starting from 15 July 2019, and from 16 December 2019, the system was launched online on the portal of the Main Department of Architecture and Urban Planning of Dushanbe [www.memori.tj](http://www.memori.tj).

The list of documents required for dealing with construction permits, samples of documents, a platform for registering and opening an account and e-filing, an application for obtaining technical conditions, Architectural Planning Assignment and construction permits has already been posted on [www.memori.tj](http://www.memori.tj) website.

This policy removes the obstacles the applicants faced in submitting paper applications. A few years ago, the process of submitting applications and reviewing documents included visiting a number of public authorities in the City Administration, which took a lot of time, but now the entire process can be completed in 5-6 days (previously it took 45 days).

### *Single Window System for Real Estate Registration*

Based on the electronic program of Automated System of Registration of Real Estate in Tajikistan, an E-Register of Real Estate [https://www.baqaydgiri.tj/fehris\\_ommg.html](https://www.baqaydgiri.tj/fehris_ommg.html) and E-Register of

Databases for Checking Encumbrances (collateral, credit, restrictions) of real estate [https://www.baqaydgiri.tj/fehris\\_garav.html](https://www.baqaydgiri.tj/fehris_garav.html) were developed and introduced, which cover all the regions of the country. Registers are available to the public online 24/7 on a free basis on the website of SUE Registration of Real Estate [www.baqaydgiri.tj](http://www.baqaydgiri.tj).

The geoportal for the electronic database system for registering borders, checking plans and providing cadastral information, including geographical information system launched on March 4, 2020, which is available to the public on the official website of SUE "Registration of Real Estate" [www.baqaydgiri.tj](http://www.baqaydgiri.tj) and directly on the geoportal site <https://geoportal.tj/>.

### **Single Window for Electricity Connection.**

The city networks "Shabakahoi barqii shahri Dushanbe" (Dushanbe Electric Networks) is entitled to issue technical specifications on connection to electric networks in city Dushanbe as of January 2020. Necessary information on the procedures for obtaining technical specifications is posted on <http://dges.tj/> website. The applications for connection to the electricity and submission of the technical specifications to the applicant are conducted within 10 working days.

### **Single Window for Registration of Export, Import and Transit Operation in the Republic of Tajikistan** [www.swcustoms.tj](http://www.swcustoms.tj)

Single Window for registration of export, import and transit operation was officially launched on 1 September 2020. Circulation of paper documents for the foreign trade regulation has been canceled, and applications, provision of permits, certificates, and the exchange of information between authorized agencies within the system is carried out only in electronic format. This system is the first practice in the Central Asian region in terms of the electronic method to foreign trade transition and is being implemented effectively.

### **Foreign Trade E-portal**

On 29 April 2019, the trade online portal was launched. [www.tajtrade.tj](http://www.tajtrade.tj) The portal is an online platform that provides a step-by-step description of import and export procedures from the trader's point of view, the necessary documents indicating official payments, and the procedures time. The trade portal provides the opportunity for domestic and foreign entrepreneurs to get information about procedures and documentation for the export and import of goods, reducing the time and costs of entrepreneurs. The platform displays all documents and forms that businesses must submit or collect from each regulatory authority operating at the border.

**The Registered Exporter System of the European Union (RES)** was introduced in the Republic of Tajikistan, and per the established procedure, subjects exporting goods to the

European Union were transferred to this system. The introduction of this system [www.export.tj](http://www.export.tj) contributes to the simplification of trade procedures, reducing the time and costs of exporters.

### **E-Apostille Verification Module in the Republic of Tajikistan**

Apostille (French Apostille) – is an international standardized authentication form for official documents for the further use in countries-members of the Hague Apostille Convention. By certifying the authenticity of a signature, seal or stamp of an official document, the Apostille is issued in a hard copy format, stamped and signed by an official of a designated authority authorized to attach an Apostille in the Republic of Tajikistan.

The Republic of Tajikistan ratified the "Hague Convention (Apostille Convention) Abolishing the Requirement for Legalization of Foreign Official Documents (October 5, 1961) in 2015, all necessary information and services on apostille/legalization of documents are available via the <https://www.consular.tj/apostilirovanie.aspx>, <http://apostille.tj/tj.aspx>, and <https://www.adliya.tj/tj/apostol> portals.

Following the Convention provisions, documents of foreign investors in Tajikistan and documents of entrepreneurs of Tajikistan in foreign countries that have joined the Convention are recognized without internal procedures. This will help save time, money and simplify the paperwork process for foreign investors and domestic entrepreneurs when investing or doing business outside the country.

**Unified State Register of Collateral Obligations** <http://www.fehrist.tj> The Unified State Register of Pledge Obligations is an information database of pledge obligations created and implemented in the relevant judicial authorities for the registration of pledge agreements. The registration authority provides electronic means for including information about mandatory notifications, as well as to search them.

In general, the implementation of the reform in the social-economic sectors, finance, tax, customs, entrepreneurship support, investment climate improvement, and simplification of doing business process with the wide use of modern technologies is being continued.

**Secretariat of the Consultative  
Council on Improvement of Investment  
Climate under the President of the Republic of Tajikistan**