

## Onboarding

### Welcome to New Uzbekistan University: Onboarding Guide for Foreign Professors and Staff

**New Uzbekistan University** is Uzbekistan's first comprehensive research university, blending innovation in research and education. Situated in Tashkent, the university is at the forefront of shaping Uzbekistan's academic future while striving for global excellence.

#### **Mission:**

NewUU is dedicated to merging world-class research with transformative education, creating a vibrant international community of scholars, educators, and innovators. Through cross-disciplinary collaboration and global partnerships, we aim to address today's most pressing challenges and prepare future leaders to make meaningful contributions worldwide.

“This university will embody the pinnacle of achievements not only for our republic but also for the entire world. It will serve as a model for all our institutes and universities, being the flagship of our country's higher education system,”

— President of the Republic of Uzbekistan Sh. Mirziyoyev.

Welcome to a place where your career will flourish, and your contributions will make a difference.

**Why onboarding is important:** Onboarding is essential in any new environment as it lays the foundation for newcomers' success and satisfaction. It accelerates their integration into the team, promotes productivity, ensures compliance with local regulations, and fosters a positive workplace culture, ultimately contributing to higher retention rates and organizational success.

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## Arrival Information

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### 1.1 Airport Pickup:

A university representative will meet you at the airport upon arrival, holding the university logo for easy identification.

**1.2 Temporary Accommodation:** We can assist in arranging temporary accommodation or guide you in booking an Airbnb. Costs typically range from \$600 for a single person to \$1000 for a family, depending on preferences and lifestyle.

### 1.3 Accommodation Payment:

Accommodation payment details will be discussed during onboarding. You can either book and pay upfront for an Airbnb or opt for temporary housing, paying directly to the landlord with our assistance in the transaction.

### 1.4 Registration:

Registration is mandatory. If staying in a hotel or Airbnb, the host will handle temporary registration. For permanent housing, we will assist in updating your registration.

### 1.5 Hotel Options:

If preferred, you can start with a hotel stay, where registration will be managed. Transitioning to permanent housing will include our support for finding a place and updating registration. Suggested hotels near the university:

- [Zahid Inn](#)
- [Orion hotel Tashkent](#)
- [Nuovo Boutique Hotel](#)
- [Darhan Boutique Hotel](#)

**1.6 Emergency Contacts:** For any immediate assistance, you can contact our HR Department at:

Telegram of HR Department: [@hrPU517](#)

Telegram bot of HR Department: [@newuu\\_hr\\_bot](#)

Email of HR Department: [hr@newuu.uz](mailto:hr@newuu.uz)

WhatsApp of representative: +998977802155

WhatsApp of representative: +998946321264

Police, Ambulance and FireFighters: 112



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## Registration

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### 2.1 Registration

Once you move from the hotel or Airbnb to your permanent accommodation, the registration provided by the hotel or Airbnb will be **canceled**. Therefore, we need to register you on the **exact day** you move into your new place to ensure compliance. Uzbekistan requires that all foreigners register within three days of arrival, not from the date of changing accommodation.

### 2.2 Personal Identification Number of an Individual (PINFL)

- The Personal Identification Number of an Individual (PINFL) is a crucial identifier needed for your registration in Uzbekistan's Single Identification System. This number also can be referred to as “14-digit number” or “Identification numbers/digits”

### 2.3 Identification and Tracking

- **Mandatory:** All foreign residents in Uzbekistan must obtain a PINFL. It acts as an official identifier and ensures compliance with local laws.
- **Unique Identifier:** The PINFL functions like a social security number, making it easier to verify your identity with government and financial institutions.

## Usage and Services

**2.4.1 Essential for Services:** PINFL is needed to access public services like healthcare, obtain residence permits, and manage family documentation.

**2.4.2 Banking:** All banks require a PINFL to open accounts. With it, you can handle financial transactions, register your phone, and get services like health insurance, making it vital for your stay in Uzbekistan.

## Required Documents and Assistance for PINFL

To obtain your PINFL, you will need the following:

- **Passport:** Your valid passport.
- **Certificate of Registration:** This confirms your residential address in Uzbekistan.
- **Personal Presence:** You will need to be present to have your photo taken and provide fingerprints.

Full assistance will be provided by our team throughout the process. It typically takes one or two business days, and it can be completed overnight. You can collect your PINFL from the designated location the next day.

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## Contract of Employment

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**3.1 Offer Issuance and Review:** Before your arrival, you will receive a Job offer via email. This document outlines your role, responsibilities, compensation, and other essential terms of employment.

**3.2 In-Person Meeting:** Upon arrival and after settling in, you will have an in-person meeting with our HR team. You will need to fill out a form, after which we will prepare the Employment Contract. Once you have reviewed and signed the contract, it will be sent to the Rectorate for their signature. This process typically takes around 3-5 days.

**3.3 Contract Extension:** We are actively tracking the status of all employment contracts. As the expiration date approaches—specifically 1-2 months before—a special committee will review the situation. Based on the committee's findings, the decision to extend the contract will be made. If approved, the renewal process will proceed smoothly, ensuring continuity without disruption.

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## Types of Leaves

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### Annual Leave for academic staff in Uzbekistan

In Uzbekistan, academic staff are entitled to **56 calendar days of annual paid leave** per year. This extended leave period reflects the intensive nature of their work and aligns with the academic calendar, providing ample time for rest and recovery.

#### **4.1.1 Calculation of 56 Calendar Days:**

##### **Calendar Days:**

The 56 days of leave include weekends and holidays. However, if a public holiday falls during your leave, it does not count toward the total leave days used.

*Example: If December 8th is a public holiday and you take leave starting December 5th for 5 days, the holiday on December 8th is excluded, so only 4 days will be deducted from your 56-day leave allowance.*

#### **4.1.2 First year of employment**

According to the Labor law Paid vacation can only be granted during the summer break. This ensures alignment with the academic calendar and allows for proportional entitlement calculation.

If a faculty member has worked for less than 12 months, their leave entitlement is calculated proportionally.

*Example:*

A faculty member has worked for **9 months** in their first year of employment.

##### **Calculate the Proportional Leave Entitlement**

Using the formula:

Leave Days = (Months Worked:12)  $\times$  56

- Months Worked = 9
- Full Leave Entitlement = 56 calendar days

Leave Days = (9 : 12)  $\times$  56 = 42

Result: Faculty members are entitled to 42 calendar days of leave.

Payment is made for the proportional leave days, reflecting the exact period of service completed.

#### **4.1.3 Second Year and Beyond:**

Faculty members gain full flexibility in their second and subsequent years of employment. Paid vacation can be taken during:

**Winter breaks.**

**Summer breaks.**

- **Leave Entitlement:**

- Academic staff are entitled to the full 56 calendar days of annual leave, unless it will not interfere with the academic schedule.

#### **4.1.4 Housing during summer leaves:**

This policy applies strictly to the summer period. If employees take their leave in the summer and choose to stay in Tashkent, their housing allowance will be paid. However, if they spend their leave outside Uzbekistan during this time, the housing allowance will not be paid by default. Exceptions may apply, and housing can still be paid even if they are abroad, but such cases require submitting a formal request and are subject to review.

### **Procedure for Sick Leave in Uzbekistan**

Sick leave in Uzbekistan is governed by the Labor Code and specific regulations issued by the government. Below is the step-by-step procedure for availing of and receiving payment for sick leave:

#### **4.2.1 Notify the Employer**

- **Immediate Notification:**
  - If an employee becomes ill and is unable to work, they must notify their department/Rectorate or HR department as soon as possible.
  - Notification can be given by the employee directly or through a representative.

#### **Provide Initial Evidence:**

- A verbal or informal notification (via phone, email, or text) is acceptable initially. Formal documentation will be required later.

### **2. Obtain a Medical Certificate**

- **Visit a Certified Medical Institution:**
  - The employee must visit a state-approved clinic, hospital, or medical institution to get a **sick leave certificate** (referred to as a “sick note” or “temporary incapacity certificate”).
  - The medical certificate will confirm the diagnosis and specify the duration of absence required.
- **Authorized Issuers:**
  - Only licensed medical professionals and institutions can issue the certificate, which must include:
    - The doctor’s signature and seal.
    - The name and address of the medical institution.
    - The exact dates of leave.

### **3. Submit the Certificate to the Employer**

- **Timing:**
  - The employee must submit the medical certificate to the HR department within **three working days** of returning to work.
  - If the illness is prolonged, certificates should be submitted periodically for verification.

### **Payment for Sick Leave**

- **Entitlement:**
  - Employees are entitled to sick leave benefits starting from the first day of illness.

## **Unpaid Leave in Uzbekistan: Rules and Procedures**

Unpaid leave is a form of leave where an employee temporarily stops working without receiving salary payments for the duration of the absence. In Uzbekistan, the Labor Code regulates unpaid leave and outlines specific rules for its application.

### **4.3.1 Procedure**

The employee must submit a formal application. All requests must be approved by the Rectorate and provided to HR. Employee may request unpaid leave anytime unless it will not interfere with academic calendar. No salary is paid during the unpaid leave period.

### **4.3.2 Duration**

The Labor Code does not impose a strict maximum duration for unpaid leave but recommends limits based on the situation (e.g., 15 calendar days for general personal reasons). Longer periods can be granted by mutual agreement between the employer and employee.

The employer must hold the employee's job position during the approved unpaid leave period. However, if the leave extends beyond the agreed duration without notification or approval, it may lead to disciplinary actions.

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## **Banking**

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Disclaimer: The regulations and legal framework may change, all the mentioned bank names or individuals will have their site or phone number, to keep up to date.

## Importing Cash

**First Days:** As an expat, you need some money for the start of your new life in Uzbekistan. It is advised to have some Dollars and Euros with you when you arrive.

## Accounting Department Contacts

**5.2.1 Contact Details:** The Accounting Department is available to support you with any financial needs. Here are the key contacts:

**Name:** Ilyos Djabborov  
**Position:** Key Accountant  
**Room Number:** B19  
**Internal Phone Code:** 260

**Name:** Jasurbek Muydinov  
**Position:** Lead specialist  
**Room Number:** B19  
**Internal Phone Code:** 261

**Name:** Alisher Muxiddinov  
**Position:** Chief Specialist  
**Room Number:** B19  
**Internal Phone Code:** 251

**Name:** Janabay Kenesbayev  
**Position:** Lead specialist  
**Room Number:** B19  
**Internal Phone Code:** 250

## Salary Payment

### 5.3.1 Types of Debit Cards in Uzbekistan

- **Local Currency Card:** In Uzbekistan, there are two main types of debit cards. The first type is for transactions in UZS, which includes **Uzcard** and **Uzcard cards**.
- **International Card:** The second type is for international transactions and includes cards like **Visa**, **MasterCard**, and **UnionPay**.
- **Account Setup:** We will provide you with a **Uzcard sum debit** card, a card that we will set up on your behalf for your salary.

**5.3.2 Uzcard Sum Card - direct deposit:** Your **salary** will be deposited into a **Uzcard sum debit** card, as specified in your contract.

- **Widespread Use:** The Uzcard sum card is a local debit card that is widely used across Uzbekistan for everyday transactions, including purchases, bill payments, and cash withdrawals.
- **Tracking and Management:** You can easily track your salary and manage your finances using the NBU banking app, which provides convenient access to your account details.

**5.3.3 Documents Required to Open a Bank Account:** To open a bank account, you will need the following documents:

- Passport
- Visa
- PINFL
- Registration

#### **5.3.4 Process for Obtaining a Uzcard Sum Card**

- **For Assistance:** The Accounting Department will provide you with the necessary form to fill out and sign for your Uzcard sum debit card no need to go to the bank.
- **Card Issuance:** Once your Uzcard card is ready, the Accounting Department will contact you to collect it.

#### **5.3.5 Post Issuance Procedures**

- **Changing PIN and Phone Link:** After obtaining your Uzcard card, changes to the password and linking to your phone number must be done at a bank.
- **Visit Our Bank Branch:** You should visit our bank branch to change your PIN code and enable SMS notifications linked to your phone number. The bank branch is located at: [Toshkent shahri, Mirobod tumani, Yahyo G‘ulomov ko‘chasi, 95-uy](#)

### **For Family Members**

#### **5.4.1 Card Acquisition**

- **Similar Process:** Family members can obtain a Uzcard sum debit card through a similar process. When you are at the bank to change your PIN code, you can also open a Uzcard card for your family members.
- **Required Documents:** To open a Uzcard card for family members, you will need to provide the same documents: Passport, Visa, PINFL, and Registration.
- **Recommendation:** We recommend that family members also obtain a Uzcard debit card, as there are no transaction fees between Uzcard cards, making it convenient for transferring money within the family.

### **Opening an International Debit Card**

**5.5.1 Required Documents:** To open an international debit card (Visa, MasterCard, etc.), you will need the same set of documents including some additional documents:

- Passport
- Visa
- PINFL

- Registration
- Employment Confirmation (Letter) this letter you can get from our HR department.

## **Money Transfer to Abroad**

**Since your salary will be paid to a Uzcard Sum Debit Card from the National Bank of Uzbekistan (NBU), be aware that you cannot directly transfer money to an international bank account or any other international card. Here's how you can manage your funds:**

### **5.6.1 Via a Visa Card from NBU**

You can open a Visa card with NBU alongside your Uzcard Sum Debit Card. Through the NBU mobile application, you can exchange Uzbek Sum to US Dollars. From your Visa card, you can then transfer money to another Visa card abroad. **Note:** Usually, Visa to Visa procedure costs 1% from the transaction.

### **5.6.2 Via SWIFT Transfer**

You can also transfer money internationally by visiting the main branch of [NBU](#). After receiving your salary, you can SWIFT the funds to any account you need. Required documents for the transfer includes:

- Passport
- Your Uzcard Sum Debit Card
- Income verification (see 5.7.3).

**Note:** Each SWIFT transaction will require these sets of documents.

During your first application, they will set up a SWIFT account that will be linked to your NBU app. They will top up your account from your Uzcard Sum Debit Card and initiate the transfer. The fee for this service is 0.5% of the transfer amount, plus an additional 90,000 Sum (about 8 US dollars).

### **5.6.1 Using Paysend**

- **Transfer Option:** Paysend allows you to transfer funds from your local debit card (such as “Uzcard”) to cards (Mastercard, Visa, etc.) or bank accounts in other countries. Depending on the bank abroad, the transferred amount may be listed immediately after the transfer, or it may appear in your account some days later.
- **Convenience:** It offers a straightforward process for international money transfers with competitive rates and quick transaction times. Nevertheless, you are advised to check the total fees which consist of the listed fee and the exchange rate. The exchange rate usually improves with the transferred amount. The amount you can send per individual transfer as well as the monthly amount are usually limited.



## Offline Currency Exchange

### 5.7.1 Exchanging US Dollars to UZS

- **Small Amounts (Up to \$100):** For offline exchanges of US dollars to UZS up to \$100, no documentation is required. You can complete the transaction quickly at most banks.
- **Larger Amounts (Over \$100):** For amounts over \$100, banks will require your passport to process the exchange. Make sure to carry your passport with you for such transactions.

### 5.7.2 Exchanging UZS to US Dollars

- **Documentation Required:** To exchange UZS for US dollars, you will need to provide proof of your income from the university. This ensures that the bank has verified the source of your funds.
- **Small Amounts (Up to \$100):** For offline exchanges of UZS to US Dollars up to \$100, no documentation is required. You can complete the transaction quickly at most banks.
- **Larger Amounts (Over \$100):** The required document is typically an income verification letter from the Accounting Department.

### 5.7.3 Obtaining Income Verification

- **Process:** To get the income verification document, approach the Accounting Department.
- **Processing Time:** It generally takes 1 to 3 working days to receive this document, depending on their workload.
- **Planning Ahead:** It's advisable to request this document in advance, especially if you foresee the need to exchange funds soon. Spontaneous requests may take longer to fulfill.

## Safety Precautions

**Always Use Banks:** Strictly conduct all currency exchanges only at official banks. Banks are regulated, and this ensures the legitimacy and safety of your transactions.

### 5.8.1 Handling Cash

- **Cash Management:** There's no need to carry large amounts of cash. Digital banking and card transactions are reliable in Tashkent. However, in other regions of Uzbekistan, cash transactions might still be more common, so it's wise to have some cash on hand.

### 5.8.2 Using Your Card at Local Shops

- **PIN Code Entry:** In Uzbekistan, it is common for cashiers to ask for your PIN code when making a transaction. This might seem unusual at first, but it's a standard practice here. If you feel uncomfortable sharing your PIN, you can request to enter it yourself.
- **Contactless Payment:** While contactless payments are becoming more prevalent, they are strictly regulated and often come with a transaction limit. Therefore, it's usual to hand your card to the cashier, who will process the payment and ask for your PIN code.

### 5.8.3 Using Click and Payme

- **App Integration:** It's highly recommended to connect your Uzbek card to the **Click** or **Payme** apps. These apps are widely accepted for payments in nearly every shop and for casual transactions, making them convenient and easy to use.

## Applications for Banking

### 5.9.1 List of applications

#### **NBU Bank**

- **Purpose:** Banking app for managing finances, including transferring funds, checking account balances, and paying bills.
- **Tip:** Download and set up the app to easily handle all your banking needs in Uzbekistan.

#### **Online wallet Click/Payme**

- **Purpose:** **Click** and **Payme** are popular online wallet apps that facilitate various financial transactions, including payments, money transfers, and bill payments.
- **Tip:** Use **Click** or **Payme** for quick and convenient payments at stores, cafes, and for services. Link your bank card or deposit funds into the wallet to make fast and secure transactions.

#### **Currency Converter - XE Currency**

- **Purpose:** Converting foreign currency to Uzbekistan Sum (So'm)
- **Tip:** Update exchange rates regularly to get accurate conversions.

**Tip: Please note that all the applications will be gathered into one section called “Essential Applications for Orientation and Communication”9.5.1.**

## Banking Support and Guidance

- **HR Assistance:** The HR department is available to help you with any banking-related questions or issues.
- **Bank App Orientation:** We will help you on how to use banking apps to manage your accounts and track your salary.

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## Transportation

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### Navigation and Maps

#### 6.1.1 Maps

**Yandex Maps:** Expats accustomed to using Google Maps or Apple Maps may find Yandex Maps to be more detailed for Uzbekistan. It links to the Yandex Go app for ordering taxis and shows the exact locations of buses.

**Open Street Maps +:** For emergencies or when the internet is unavailable, consider using OSM+. It's a one-time purchase that allows you to download maps worldwide.

#### 6.1.2 Taxi

**Yandex Go:** Available for both Apple and Android, Yandex Go allows you to order taxis within Tashkent and its surroundings at relatively low costs. The fare depends on distance, car size, and travel time. For instance, a ride from the Tashkent International Airport to Amir Timur Square (Central location) can cost between 20,000 UZS and 40,000 UZS (1.50 - 3.50 USD). Payment options include cash or debit/credit card via the app

##### 6.1.2.1 Advice:

- **Registration:** A local phone number may be required to register with Yandex Go. You can buy SIM cards in many city shops or at the airport. Phones bought abroad need registration within 30 days, which can be done online, at a post office, or at the provider's office, as it might be cheaper. **Please refer to the “Administrative support” section 9.5.1**
- **Airport Taxis:** Expensive rides are often offered outside the airport. For cheaper Yandex taxis, you can walk a few meters and cross the parking area to order one.

### Public Transportation: Bus & Metro

Public transport in Tashkent is affordable.

#### 6.2.1 Metro Lines:

- Chilonzor Line
- Yunusobod Line
- Uzbekiston Line
- Aboveground ring line 30th anniversary of Independence of Uzbekistan Line (Continue of Chilanazar line after Chinor station)

### 6.2.2 Bus Lines:

- Check ATTo and Yandex apps for bus lines since there are a lot of them.

### 6.2.3 Price:

- **Fares:** The fare for a single passenger on Tashkent's public transport system, including buses and the metro is 3,000 UZS (0.20 USD). However, the fare will be at 1,700 UZS for passengers using electronic payment systems, such as transport or bank cards.

### 6.2.3 Payment:

- **Electronic payment:** For public transport in Uzbekistan, any card with NFC (Contactless Payment) can be used to pay for both the metro and buses. Just tap your card at the designated reader when boarding.
- **QR payment:** To pay with cash, passengers will need to purchase single-use tickets from info kiosks and payment devices installed near or at bus/metro stops throughout Tashkent.

### 6.2.3 Rush Hours:

- Metros and Buses can be crowded during rush hours; Usually it is in the morning: 7:00 AM - 10:00 AM; Afternoon (Lunch): 12:00 PM-13:00 PM; Evening: 18:00 PM-19:30 PM.

## Delivery & Cargo

### 6.3.1 Usage

For transporting goods or moving items to a new apartment, the **Yandex Go** or **Uklon** applications offer cargo services at reasonable prices. The cost depends on the transporter size (starting with the smallest option, a Chevrolet Damas) and any additional services like loading and unloading. Note that some drivers may only accept cash.

Both apps are user friendly, choose the delivery option, manage the car you want, either small delivery for example a box or a whole desk. You can get the help from the driver for an additional cost, set up pick up and drop down, write the recipient's number and send them the link, same with you. You can see where the car is, and how long to wait.

## Application for Transportation

### 6.4.1 List of applications

#### Google Maps

- **Purpose:** Navigation and locating nearby services such as restaurants, shops, and hospitals.
- **Tip:** Use for real-time traffic updates and public transportation schedules.

#### OSM (OpenStreetMap):

- **Purpose:** Detailed, user-contributed maps for navigation and local information.
- **Tip:** Download offline maps for Uzbekistan to navigate without internet access.

## **Yandex Maps**

- **Purpose:** Navigation and public transport information.
- **Tip:** Provides detailed routes and local business information. We suggest you to use Yandex maps as it provides particularly detailed mapping and local business data, offering a robust alternative to other mapping services like Google Maps.

## **Taxi Apps - Yandex Go, MyTaxi and Uklon**

- **Purpose:** Booking taxis for convenient travel around the city.
- **Tip:** Set up an account and add payment details for easy ride bookings.

## **Atto**

- **Purpose:** Public transport app.
- **Tip:** Use to check bus and underground train routes, schedules, and real-time tracking of public transport.

**Tip: Please note that all the applications will be gathered into one section called “Essential Applications for Orientation and Communication” on 9.5.1.**

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# **Administrative Support.**

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## **Allocation**

### **7.1.1 Campus Tour**

- A guided campus tour will introduce you to key locations such as your office, the faculty lounge, library, and dining facilities.

### **7.1.2 Office Allocation**

- **Office Assignment:** Once all necessary documents and procedures are completed, you will be assigned an office space.

## **IT Department Contacts**

**7.2.1 Contact Details:** The IT Department is available to support you with any technical needs. Here are the key contacts:

**Name:** Farrux Yuldashev  
**Position:** Head of IT Department  
**Internal Phone Code:** 270

**Name:** Azizjon Olimov  
**Position:** Lead specialist  
**Internal Phone Code:** 273

**Name:** Ravshan Qodirov  
**Position:** Lead specialist  
**Internal Phone Code:** 271

**Name:** Sherzod Gulomov  
**Position:** Chief specialist  
**Internal Phone Code:** 272

### 7.2.2 Setting Up Your Email and IT Equipment

- **Email Setup:** After learning your office location, the next step is to set up your official university email account. The IT Department will assist you with this.
- **IT Equipment:** The IT Department will also help you with setting up your office computer, phone, and Wi-Fi access, the only thing you need to do is fill out the website to request.
- **Contact:** For any IT-related assistance, please note that we have a dedicated Telegram bot. This is the primary channel for reaching out to the IT department and requesting any support you may need. [@newuu\\_support\\_bot](#)
- **Note:** When filling out the equipment request bot, please ensure that your "Personal Email" is entered correctly, as all critical information, including your email credentials and passwords, will be sent to the provided personal email address.

**Tip: Please note that all the applications will be gathered into one section called “Essential Applications for Orientation and Communication” 9.5.1.**

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## Healthcare

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We deeply care about your health and well-being, so we will provide health insurance upon your arrival, even if you already have international coverage. Please note that this insurance will be valid only within Uzbekistan. If you are arriving with family members and children under 18 y.o., they will also be eligible for this local health coverage.

### 8.1.1 Health Insurance Coverage

Health insurance is provided by Asia Insurance and covers hospitals, ambulance services, drug stores, and dentists included in the Insurance List. This list will be shared once you receive your insurance card.

### 8.1.2 Coverage Details:

- Coverage limit: **10,000,000 UZS**. Details such as your client number and brief information will be on the insurance card.
- **Ambulance:** LLC MDS-Service - **1080**
- **Home Doctor:** LLC Doctor Service - **+9981207731**

- **Chain of Drug Stores:** Oxy-Med

*Note: You can access these services once you receive your insurance card.*

### **8.1.3 Enrollment process**

- The enrollment process is automatic and will begin once your registration and PINFL setup are complete. Process of getting the insurance card typically takes up to 10 days.

### **8.1.4 Family Member's Coverage**

- Family members will also receive a health insurance card. The total coverage limit is **15,000,000 UZS**, and all cards will be linked to this shared limit.

### **8.1.5 Using the Insurance Card**

- For information, you can contact the **Call Centre** at **+998903230911**. To schedule an appointment, please reach out directly to the hospitals or clinics listed, which you will receive with your insurance card.

### **8.1.6 Contact Information**

If you feel unwell or need urgent assistance, don't hesitate to contact HR or the numbers provided:

- **Ambulance:** 1080
- **Home Doctor:** +9981207731
- **Call Centre:** +998903230911

We care about your health and well-being, so please reach out whenever necessary!

### **8.1.7 Required Documents for Personal International Insurance**

- **For Personal Enrollment:** To enroll in health insurance, you will need to provide the following documents:
  - Passport
  - Visa
  - PINFL
  - Registration certificate
- If you arrive with family members and wish to include them in your health insurance plan, you will need to provide the same set of documents for each family member.

### **8.1.8 Hospitals Covered by Health Insurance**

- The list of hospitals covered by your health insurance will be provided after you complete the insurance enrollment process. Onboarding will include information about some hospitals, but please note that they may not all be covered by your insurance plan. Be sure to verify

coverage before seeking services.

**Tip: Please refer to the 7.4 paragraph on the “Local Orientation” section.**

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## Essentials

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### 9.1.1 SIM Card

- As discussed during pre-boarding, local operators include Uzmobil, Beeline, Mobius, and Ucell. SIM cards can be purchased at the airport or later, with passports required for registration, including for family members (except underage children).

### 9.1.2 Purchasing a SIM Card

- **Airport Availability:** Upon arrival, you can purchase a SIM card directly at the airport from designated stands. It is mandatory to use your passport to buy a SIM card. This requirement also applies to all family members, except for underage children.
- **Option for Assistance:** You can either purchase and register your SIM card and phone's IMEI at the airport simultaneously, or we can assist you with this process later if you prefer.

### 9.1.3 Mandatory Phone Registration

- **Importance of Registration:** It is mandatory to register your phone with the government when you purchase a SIM card as soon as possible. This is done using the IMEI (International Mobile Equipment Identity) code, ensuring that your device is legally recognized and traceable.
- **Government Regulation:** The government requires this registration to maintain a record of all mobile devices in use within the country, ensuring security and compliance with national regulations.
- **Devices:** All devices (phone, tablet, laptop) that supports and uses SIM card should be registered with IMEI.

### 9.1.4 Registration Options

- **Airport Option:** You can purchase your SIM card and register your phone's IMEI at the airport simultaneously, making the process quick and convenient.
- **Assisted Option:** If you prefer, our team can assist you with purchasing the SIM card, and you can then complete the IMEI registration at a designated location.



### 9.1.5 Required Documents

- **Documents Needed for Registration:** To register your phone, you will need to provide:
  - Passport
  - Visa
  - Purchased SIM card
  - Phone

### 9.1.6 Family Members

- **SIM Cards for Family:** Family members must also purchase SIM cards using their passports, ensuring that each device is properly registered.
- **IMEI:** Do not forget that every device should be registered, including your family's phones.

### 9.5.1 List of all Necessary application

#### Google Translate

- **Purpose:** To communicate with local people.
- **Tip:** Download the full Uzbek language pack for offline use.
- **Accessibility:** For Android and Apple
- **Usage:** Download on Google Play or App Store, insert your text and get your translated version of the wanted language. Can work in real time with voice mode.

#### Google Maps

- **Purpose:** Navigation and locating nearby services such as restaurants, shops, and hospitals.
- **Tip:** Use for real-time traffic updates and public transportation schedules.
- **Accessibility:** For Android and Apple
- **Usage:** Download on Google Play or App Store, search for your location, zoom in or zoom out to see more on your map

#### OSM (OpenStreetMap):

- **Purpose:** Detailed, user-contributed maps for navigation and local information.
- **Tip:** Download offline maps for Uzbekistan to navigate without internet access.
- **Accessibility:** For Android and Apple
- **Usage:** Download on Google Play or App Store, download Uzbekistan pack to track location without internet

#### Yandex Maps

- **Purpose:** Navigation and public transport information.
- **Tip:** Provides detailed routes and local business information. We suggest you to use Yandex maps as it provides particularly detailed mapping and local business data, offering a robust alternative to other mapping services like Google Maps.
- **Accessibility:** For Android and Apple
- **Usage:** Download on Google Play or App Store, see what is nearby you, search for your destination, see options on how to get there, by public transport or by taxi, supports both.

## **Telegram**

- **Purpose:** Messaging app widely used in Uzbekistan as well as in our university for communication.
- **Tip:** Join local groups for updates and social connections.
- **Accessibility:** For Android and Apple
- **Usage:** Download on Google Play or App Store, register with your phone number and chat with others, join groups, follow channels and post on your stories. One of the most popular messengers in Uzbekistan.

## **Taxi Apps - Yandex Go, Uklon**

- **Purpose:** Booking taxis for convenient travel around the city.
- **Tip:** Set up an account and add payment details for easy ride bookings.
- **Accessibility:** For Android and Apple
- **Usage:** Download on Google Play or App Store, register with your phone number, pair your local debit card and ride to wherever you want, just choose your pick-up location by map or by address and choose your drop down destination in the same way.

## **Atto**

- **Purpose:** Public transport app.
- **Tip:** Use to check bus and underground train routes, schedules, and real-time tracking of public transport.
- **Accessibility:** For Android and Apple
- **Usage:** Download on Google Play or App Store, register with your phone number, create a password and pair your Atto card, use NFC or QR code ticket on the app if you cannot access your Atto card. Top-up, see the routes and manage your balance.

## **Food Delivery Uzum Tezkor, Yandex Food**

- **Purpose:** Food delivery service.
- **Tip:** Browse a variety of restaurants and order meals delivered to your door.
- **Accessibility:** For Android and Apple
- **Usage:** Download on Google Play or App Store, get through registration process and give them delivery location, choose what fast food or restaurant you want from, order and pay, either with paired local debit card or by cash on arrival.

## **NBU Bank**

- **Purpose:** Banking app for managing finances, including transferring funds, checking account balances, and paying bills.
- **Tip:** Download and set up the app to easily handle all your banking needs in Uzbekistan.
- **Accessibility:** For Android and Apple
- **Usage:** Download on Google Play or App Store, register and get through the verification process, pair your debit cards, manage your account, send or receive money.

## **Online wallet Click/Payme**

- **Purpose:** Click and Payme are popular online wallet apps that facilitate various financial transactions, including payments, money transfers, and bill payments.

- **Tip:** Use **Click, Payme** or **Uzum Bank** for quick and convenient payments at stores, cafes, and for services. Link your bank card or deposit funds into the wallet to make fast and secure transactions.
- **Accessibility:** For Android and Apple
- **Usage:** Download on Google Play or App Store, register with your phone number, pair all your debit cards, pay for your communal taxes by clicking on services, your phone bill, make transactions or contribute to charities.

### **Currency Converter - XE Currency**

- **Purpose:** Converting foreign currency to Uzbekistan Sum
- **Tip:** Update exchange rates regularly to get accurate conversions.
- **Accessibility:** For Android and Apple
- **Usage:** Download on Google Play or App Store, choose the language, currency and track what is going on, you can see exchange rates as well.

### **Duolingo**

- **Purpose:** Learning basic Uzbek phrases and language skills.
- **Tip:** Spend a few minutes daily to improve your language proficiency.
- **Accessibility:** For Android and Apple
- **Usage:** Download on Google Play or App Store, register and choose the language you want to learn, do daily tasks and practice.

### **Local News Apps - Kun.uz, Gazeta.uz**

- **Purpose:** Keeping up with local news and events.
- **Tip:** Enable notifications for important updates.
- **Accessibility:** For Android and Apple
- **Usage:** Download on Google Play or App Store, read the news, be aware of what is going on in Uzbekistan.

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## **Local Orientation**

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**Cultural Tips** Learn about local customs, etiquette, and cultural nuances to help you feel comfortable and respected in your new environment.

### **Stores**

### 10.1.1 Supermarkets

- **Korzinka:** Known for its wide range of products and convenience.
- **Makro:** Offers bulk purchases and a variety of goods.
- **Baraka:** Another popular supermarket chain offering a diverse selection of products.
- **Havas:** Known for its convenience and accessibility.
- **Mediapark Electronics:** A leading electronics retailer known for a broad range of gadgets, appliances, and tech products, providing customers with the latest technology and competitive prices.

## Local Bazaars

### 10.2.1 Bazaars

- **Chorsu Bazaar**
  - **Location:** Chorsu Station on the Uzbekistan line
  - **Description:** Historical bazaar with diverse offerings including food and clothing. Rich in cultural heritage.
- **Eco Bazaar/Chimgan Mall:**
  - **Location:** Accessible by bus or taxi
  - **Description:** Eco bazaar or just Chimgan Mall combines a traditional bazaar's lively atmosphere with a modern mall's convenience, offering fresh produce, local crafts, and a variety of shops.
- **Malika Bazaar:**
  - **Location:** Accessible by bus or taxi
  - **Description:** Malika Bazaar is a specialized market that is like a traditional bazaar but exclusively dedicated to electronics, offering a wide range of gadgets and tech products.
- **Alay Bazaar**
  - **Location:** Abdulla Kodiriy metro station on the Yunusabad line
  - **Description:** Central location offering a variety of necessities. Known for items not found in supermarkets, though prices may be higher than Chorsu.
- **Parkent Bazaar**
  - **Location:** Accessible by bus or taxi, near our university.
  - **Description:** Neat and beautiful bazaar with local products.

## Pharmacy

### 10.3.1 Availability: You'll find pharmacies conveniently located throughout the city.

- **Prescription-Free:** Many drugs can be purchased without a prescription, offering accessibility to necessary medications.

- **Tip:** Pharmacies in Uzbek are called “Dorixona” and in Russian “Apteka”, usually they are under these names.

## **Hospitals**

### **10.4.1 HOREV Medical Center**

- **Location:** Makhtumkuli 105, Tashkent
- **Access:** Easily reachable by taxi or bus.
- **Description:** A reputable medical center known for its quality care and advanced facilities.

### **10.4.2 National Children’s Medical Center, Tashkent**

- **Location:** Parkent street 294, Yashnabad district, Tashkent city
- **Access:** Accessible by both taxi and bus.
- **Description:** Specialized in pediatric care, this center provides comprehensive medical services for children.

## **Parks Near New Uzbekistan University**

### **10.5 List of Parks**

#### **Ecopark**

- **Location:** Yashnobod district, 15-minute walk from university.
- **Features:** Modern, eco-friendly park with walking paths, cycling tracks, and picnic areas.
- **Activities:** Jogging, cycling, yoga, and family outings.
- **Facilities:** Playgrounds, benches, restrooms, and a café.

#### **Botanic Park**

- **Location:** Mirzo-Ulugbek district, 20-minute drive.
- **Features:** Large botanical garden with diverse plant collections.
- **Activities:** Nature walks, bird watching, and photography.
- **Facilities:** Greenhouse, visitor center, benches, and shaded areas.

#### **Central Tashkent Amusement Park**

- **Location:** Right next to the university
- **Features:** Amusement rides, carousels, and a Ferris wheel.
- **Activities:** Fun rides, arcade games, and paddle boating.
- **Facilities:** Food stalls, restrooms, children’s play area, and seating.

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## Accommodation

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### Long-term Accommodation

#### 11.1.1 Search Period

- While in temporary accommodation, you will have time to explore options for longer-term housing. The university may assist, but many agents are available for service.
- **Agents:** Personal agencies can help a lot in finding the best suit for you and your family. You can find them by asking other expats that lived long enough or just by Googling. Fee in finding is usually 50% of the accommodation rent and can be paid after your finding.

**11.1.2 Payment Preferences:** Landlords typically prefer rent payments in cash and often in US dollars.

- **How to pay:** Again, typically landlords prefer US Dollars in cash and will get it once in a month, depending on your agreement the landlord will get their money either at the end or beginning of the month or you can come to an agreement to pay half at the end of or beginning of the month.

### Agent Commissions and Deposits

#### 11.2.1 Charge

- Agents typically charge a commission, usually around 50% of the first month's rent, for connecting you with apartment owners.
- Landlords may require a deposit, typically equivalent to 1-2 months' rent.

### Additional Costs

#### 11.3.1 Accommodation additional costs

- Electricity, gas, water, and internet expenses are additional and can be conveniently managed using recommended apps.

#### 11.3.2 Payment

- Utilities can be easily paid by online wallets such as **Click** or **Payme**. Both apps have a function, showing how to pay, the only thing you will need is a Personal Accounts Numbers. Each communal tax such as Gas, Electricity or Water has its own digits or Personal Account

Numbers. You can get them from your landlord and pay just by writing these numbers into special boxes in the apps.

## **Electronic Digital Signature (EDS)**

### **11.4.1 What is Electronic Digital Signature (EDS)?**

- **Electronic Digital Signature:** A method of electronically signing documents that ensures their legal validity and protects against forgery.
- **Authenticity Verification:** EDS is used to verify the authenticity and integrity of electronic documents.
- **Signer Identification:** EDS allows for the identification of the person signing the document.

### **11.4.2 Uses of EDS**

- **Wide Application:** EDS is widely used in electronic documents to establish ownership and to grant legal authority to the signature.
- **Official Sites:** It can be downloaded and securely stored on your PC or USB flash drive. It is used on official sites such as my.gov.uz.
- **Substitute for OneID:** It serves as a substitute for OneID for access to all OneID-required websites.
- **Rental Agreements:** Particularly useful for signing rental agreements and other legally binding documents securely online.

### **11.4.3 Necessity of EDS for Contract with Landlord**

- **Legal Protection:** EDS is required for signing a rental agreement with a landlord to ensure legal protection for both parties.
- **Authenticity Confirmation:** Ensures that the agreement was signed by the specific person and has not been altered after signing.

### **11.4.4 How to Obtain EDS**

- **Locate Public Service Center:** Find the public service center in your district. You can use this [link](#) to find the nearest center in your city.
- We are recommending the Public Service Center in our district Mirzo Ulugbek, [location](#).

### **11.4.5 Required Documents**

- **Passport:** Your official identification document.
- **Visa:** Proof of your legal status in the country.
- **Identification Number:** Your PINFL is required
- **USB Flash Drive:** Since the EDS is electronic, you will need a USB flash drive to store it.

#### 11.4.6 At the Public Service Center:

- The staff will assist you in creating your EDS.
- They will demonstrate how it works.
- They will answer any questions you might have.

#### Important Notes:

- **Store EDS Securely:** Ensure that the key file is stored in a secure, private location.
- **Use a Personal Computer:** Perform the registration and key storage on your own computer for added security.

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## Academic Integration

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**12.1 Please refer to the *Faculty WIKI*, an essential resource for integrating into our *academic environment*. It provides detailed information on policies, grading systems, academic calendars, forms, and materials. Access the WIKI through the provided [link](#) using your corporate email and navigate to the *Classwork* tab for all necessary resources.**

**We also kindly request that you complete your profile on the WIKI to ensure accurate and up-to-date faculty records.**

**12.2 Please refer to the *Regulation of Innovation and Research Activities* and review the critical requirements outlined in the KPI System, which faculty members are obliged to fulfill.**

**You can find this file on our website, [newuu.uz](http://newuu.uz), under About Us > Documents. Once you select a Faculty Member under Internal Regulations, you will be prompted to download the file via your corporate email. This process ensures privacy, as the file is exclusively for faculty members. Please note that each faculty member must access this file using their corporate email.**

**12.3 Please refer to the *Code of Conduct* for detailed guidance on professional behavior and responsibilities. Additionally, please take note of the following sections:**

- Dress Code and Professional Appearance
- Ethical Standards in Teaching and Research
- Communication Etiquette with Students, Faculty, and Staff



The *Code of Conduct* can also be found in the [Faculty WIKI](#) under the *Classroom* tab, within the HR Section.

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## Family

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### Education for children

#### 13.1.1 List of schools

##### [Cambridge International School:](#)

- **Offerings:** Provides a comprehensive education system, including kindergarten, primary, and secondary education.
- **Curriculum:** Follows the Cambridge curriculum, known for its international standards and rigorous academic programs.
- **Facilities:** Modern facilities with a focus on holistic development, including sports and arts.

##### [Westminster International School:](#)

- **Offerings:** Offers a full range of educational levels from kindergarten through secondary school.
- **Curriculum:** Adopts an international curriculum designed to prepare students for global opportunities.
- **Environment:** Provides a nurturing environment with a focus on academic excellence and cultural diversity.

#### 13.1.2 Local Public Schools

##### **Public School No. [18](#):**

- A well-regarded local school providing quality education from primary through high school levels.

##### **Public School No. [64](#):**

- Known for its strong academic programs and community involvement.

##### **Public School No. [71](#):**

- Offers a robust curriculum and various extracurricular activities to support student development.

### 13.1.3 Kindergarten

#### Public Kindergarten [No. 422](#):

- Provides early childhood education with a focus on foundational skills and social development.

#### “[My Sadik](#)” Private Kindergarten:

- A private institution offering personalized early education programs and activities.

#### “[Wunderkind](#)” Private Kindergarten:

- Focuses on innovative teaching methods and a nurturing environment for young children.

**13.2 Pastries:** Local delights like Safia and Gayane are popular choices found in corners across the city, offering delicious cakes.

**13.3 Cooking and Baking:** Ingredients for cooking and baking can be delivered from Uzum or purchased at supermarkets like Karzinka or Makro.

**13.4 Playgrounds:** Many accommodations feature small playgrounds nearby, while larger malls such as [Samarqand Darvoza](#), [MegaPlanet](#) and [Tashkent City Mall](#) also offer playground facilities.

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## Social Applications

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**14.1 LinkedIn:** We are expanding in every sense of the word, so we want you to connect with us on LinkedIn to grow academically and professionally. Networking on LinkedIn will help you stay updated with university news, connect with fellow staff and students, and discover professional opportunities.

- Connect to our LinkedIn by searching [New Uzbekistan University HR Team](#) and write your first thoughts and impressions about New Uzbekistan University on the Recommendations tab.

**14.2 Instagram:** Follow us on [Instagram](#) to see the latest updates, events, and moments from campus life. Stay connected with the community and share your experiences using our hashtags.

**14.3 Facebook:** Join our [Facebook](#) page to engage with posts, events, and announcements. It's a great way to stay informed and interact with the university community.

**14.4 YouTube:** Subscribe to our [YouTube](#) channel for educational content, recorded lectures, and highlights from university events.

- Sayyora Makhkamova - Head of Department of Human Resources, Recruitment and Operations with Foreign Specialists [s.makhkamova@newuu.uz](mailto:s.makhkamova@newuu.uz) - 104 room U.C.A Building
- Kamola Turgunova - Recruitment Manager of Department of Human Resources, Recruitment and Operations with Foreign Specialists [k.turgunova@newuu.uz](mailto:k.turgunova@newuu.uz) - 104 room U.C.A Building
- Nodira Ergasheva - Lead specialists of Department of Human Resources, Recruitment and Operations with Foreign Specialists [s.rustamova@newuu.uz](mailto:s.rustamova@newuu.uz) 104 room U.C.A Building
- Madina Axmadjonova - Lead specialists of Department of Human Resources, Recruitment and Operations with Foreign Specialists [m.akhmadjonova@newuu.uz](mailto:m.akhmadjonova@newuu.uz) 104 room U.C.A Building
- Fakhriddin Makhmudov – Human Resource Manager for Onboarding & Visa questions [f.makhmudov@newuu.uz](mailto:f.makhmudov@newuu.uz) 104 room U.C.A Building