



**Government of the Republic of Tajikistan
RESOLUTION**

from February 26, 2026

№75

Dushanbe city

**On Program for Improving the Financial Literacy of
Population for 2026-2030**

In accordance with the Articles 4 and 12, Law of the Republic of Tajikistan “On Strategic Planning and State Forecasting”, the Government of the Republic of Tajikistan **d e c i d e s**:

1. To approve the Program for Improving Financial Literacy of the Population for 2026-2030 and Action Plan for Implementation of the Program for Improving Financial Literacy of Population for 2026-2030 (Attachment 1 and 2).

2. To designate the National Bank of Tajikistan as the coordinator for the implementation of this Program and its Action Plan.

3. Relevant ministries and departments, executive government authorities of Gorno-Badakhshan Autonomous Region, regions, Dushanbe city, towns and districts shall ensure the implementation of this Program and its Action Plan and shall submit information on progress of the implementation to the National Bank of Tajikistan every six months.

4. The National Bank of Tajikistan shall submit information on the progress of the implementation of this Program and its Action Plan to the Government of the Republic of Tajikistan annually by February 1.

**Chairman
of the Government of the
Republic of Tajikistan**

Emomali Rahmon

Program for Improving the Population Financial Literacy for 2026-2030

1. GENERAL PROVISIONS

1. The Program for Improving the Population Financial Literacy for 2026-2030 (hereinafter referred to as the Program) was developed to promote the development of financial literacy in the Republic of Tajikistan.

2. The Program was prepared in the framework of priorities defined by the Government of the Republic of Tajikistan, the National Development Strategy of the Republic of Tajikistan through 2030, the Medium-Term Development Program of the Republic of Tajikistan for 2021-2025, and the National Strategy for Financial Inclusion of the Republic of Tajikistan for 2022-2026, which place particular emphasis on strengthening the financial literacy of the population. In developing the Program, best international practices were taken into account, including the experience of the Commonwealth of Independent States member states in improving the financial literacy of the population.

3. The program will be implemented over the next five years, resulting in increased knowledge and ability among financial services consumers to utilize a wide range of high-quality financial services and adapt to the needs of financial market users.

4. A high level of financial literacy among the population will contribute to improved living standards, increased investor capital inflows into the economy, increased competition in financial markets, and stronger financial stability in the country. The development of a Financial Literacy Improvement Program for 2026-2030 is an appropriate and necessary measure to encourage prudent financial behavior by increasing financial literacy, awareness, and use of financial market services.

2. ANALYSIS OF THE CURRENT STATE OF FINANCIAL LITERACY OF THE POPULATION

5. In recent years, the Government of the Republic of Tajikistan, the National Bank of Tajikistan, credit institutions, insurance companies, and development partners have taken the necessary measures to improve the financial literacy of the

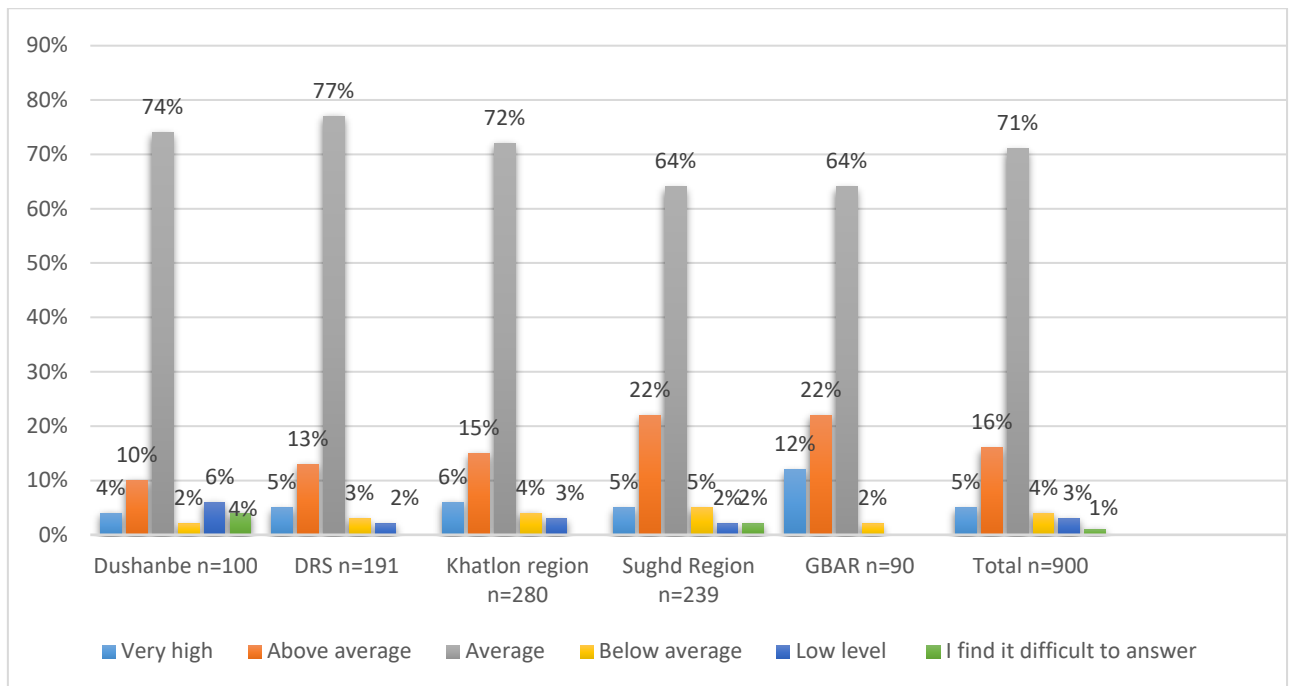
population; however, this indicator has not yet reached the required level. However, the development of the payment system, the gradual expansion of public access to financial services, particularly digital financial services, and the expansion of cashless payments in the country require further strengthening of measures to improve financial literacy. According to statistics, as of December 31, 2024, 8.4 million bank payment cards were in circulation in the country, having increased for threefold compared to the same period in 2020, and the total number of e-wallets was 12.1 million, reaching by sixfold increase compared to 2020. Credit financial institutions have installed 3,005 ATMs and 3,817 electronic terminals at cash points to provide bank cardholders with cash. These figures represent an increase of 133.9 percentage points and 101.0 percentage points, respectively, compared to the same period in 2020. As of December 31, 2024, 8,138 POS terminals were installed in retail and service establishments for cashless payments, an increase of 113.5 percentage points compared to the same period in 2020. 19,918 unified QR codes were installed in retail and service establishments, an increase of 278.2 percentage points compared to 2020. The number of automated self-service terminals reached 9,107 as of December 31, 2024. The volume of non-cash payments for goods and services in 2024 amounted to TJS 30.4 billion somoni, with their share of the total volume of transactions carried out using electronic payment instruments reaching 26.2 percentage points.

6. The analysis of citizen complaints, particularly from consumers of financial services, received by the National Bank of Tajikistan in recent years shows that the main factor behind a significant number of problems with financial services is the low level of financial literacy of the population. This situation demonstrates the need to strengthen targeted measures to improve financial literacy among the population.

7. At the request of the National Bank of Tajikistan and with the financial support of development partners, in October 2024, the research company M-Vector conducted 1,200 interviews on four main components of financial literacy - knowledge, behavior, coverage and trust in the city of Dushanbe, cities and districts of republican subordination, the Gorno-Badakhshan Autonomous Region and in the Sughd and Khatlon regions (900 - personal interviews and 300 - with participants in financial literacy training courses) and an analysis of the assessment of the level of financial literacy of the population of the Republic of Tajikistan.

8. In order to determine the level of financial literacy in the regions, an analysis of financial literacy assessments was conducted. The results showed that in the Sughd Region and the Gorno-Badakhshan Autonomous Region, 22% of respondents have considered their financial knowledge to be above average. However, the majority of respondents in these regions rated their knowledge as average (64% to 77%). In Dushanbe, cities and districts of republican subordination, and the Khatlon Region, 10% to 15% of respondents rated their knowledge as above average.

Diagram 1. Financial Literacy Assessment by Regions



9. The analysis revealed that the majority of respondents in the regions rated their financial knowledge as average, indicating the presence of basic financial skills. However, there is also a need to further improve financial literacy, especially in regions with relatively low levels of financial literacy.

10. A comparison of the responses from the main (900 individual respondents) and control (300 training course participants) groups revealed significant differences in the regions of republican subordination, where 77% of respondents in the main group rated their level of financial knowledge as "average" compared to 57% of respondents in the control group. In Sughd region, on the contrary, the control group demonstrated a slightly better result (69% compared to 64% in the main group). In other regions, the differences were insignificant. Examples of the use of financial knowledge (basic methods of budget management, investing, and financial transaction analysis) for decision-making in everyday life are provided. Financial skills are essential for successful money management in the modern world. An analysis was also conducted to determine financial decision-making within the family. The results showed that 36% of respondents made financial decisions independently, and 64% jointly with someone else. The proportion of respondents making financial decisions independently in the family is 41% in Dushanbe, 44% in the Districts of Republican Subordination, 31% in Khatlon region, 33% in Sughd region, and 34% in the Gorno-Badakhshan Autonomous Region. Accordingly, the proportion of respondents making financial decisions jointly with someone else is 59% in Dushanbe, 56% in the Districts of Republican Subordination, 69% in Khatlon region, 67% in Sughd region, and 66% in the Gorno-Badakhshan Autonomous Region.

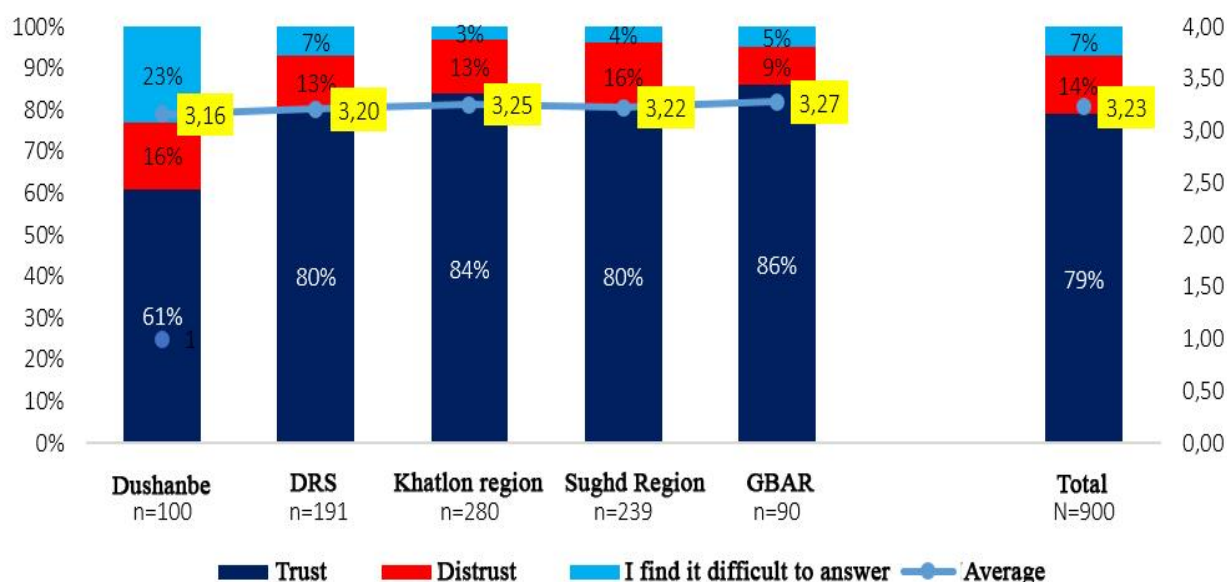
11. Another important aspect of the financial literacy assessment of the population of the Republic of Tajikistan is the issue of family budget management. The analysis showed that 62% of respondents plan their family budget, 36% do not, and the remaining 2% have difficulty answering this question.

12. The highest proportion of the population managing a family budget is registered in Dushanbe (78%), Sughd region (65%), Gorno-Badakhshan Autonomous Region (65%), Khatlon region (60%), and Districts of Republican Subordination (50%).

13. The highest proportion of respondents who do not plan a family budget is found in Districts of Republican Subordination (49%), Khatlon region (40%), Gorno-Badakhshan Autonomous Region (34%), and Sughd region (31%). In Dushanbe, this figure has made 18%.

14. Trust in credit institutions compared to ten years ago. The analysis of respondents' responses by region shows that the level of public trust in credit institutions has increased significantly compared to ten years ago. Thus, 79% of the total number of respondents have changed their attitude towards credit financial institutions in a positive direction, 14% of them still show mistrust, and the remaining 6% have difficulty answering this question.

Diagram 2. Attitudes toward credit institutions compared to 10 years ago, by regions



15. When analyzing indicators by gender, 81% of men and 78% of women have expressed trust in credit institutions. A small number of men and women still distrust banking services or find it difficult to answer this question.

16. Analysis by age category shows that respondents' trust in credit institutions has increased compared to 10 years ago. In the 25-34 and 35-44 age groups, the trust level is 83% and 84%, respectively. The level of distrust in most age groups is around 14%, but among people over 55, it is relatively higher at 19%.

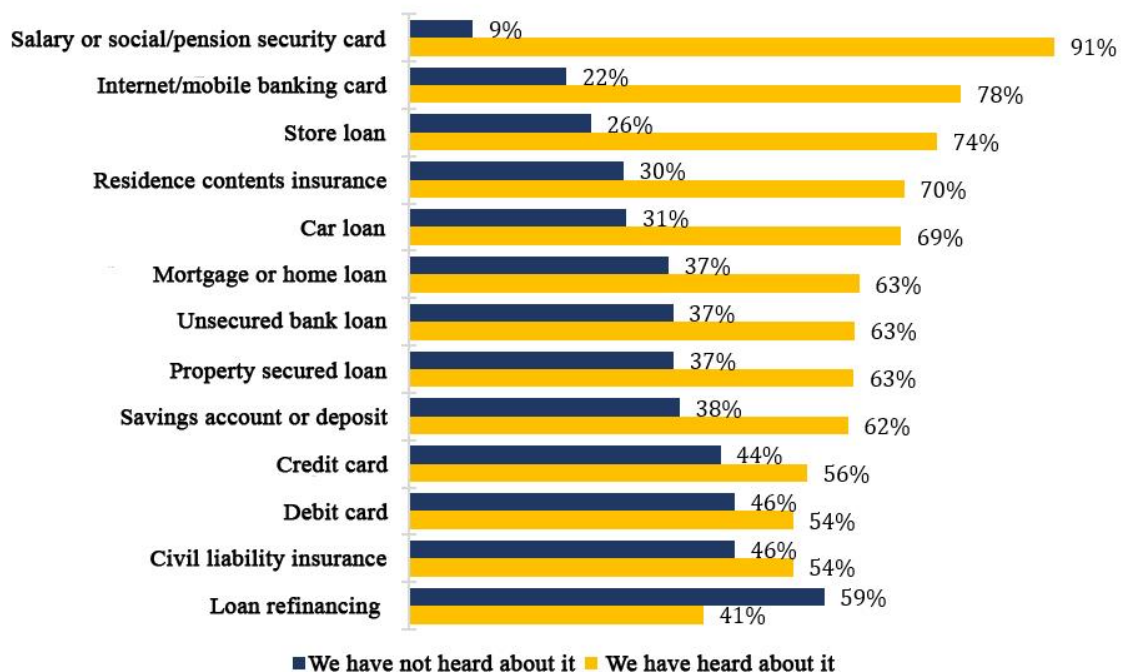
17. This section analyzes the population's awareness of various financial products. Awareness was assessed using a survey to familiarize respondents with the most common financial products and services, such as:

- Debit card linked to a bank account;
- Savings or deposit account;
- Unsecured bank loan;

- Car loan;
- Credit card;
- Mortgage or home loan;
- Loan secured by real estate;
- vehicle owners liability insurance;
- Home contents insurance;
- Internet/mobile banking;
- Salary and pension bank cards;
- In-store credit;
- Loan refinancing.

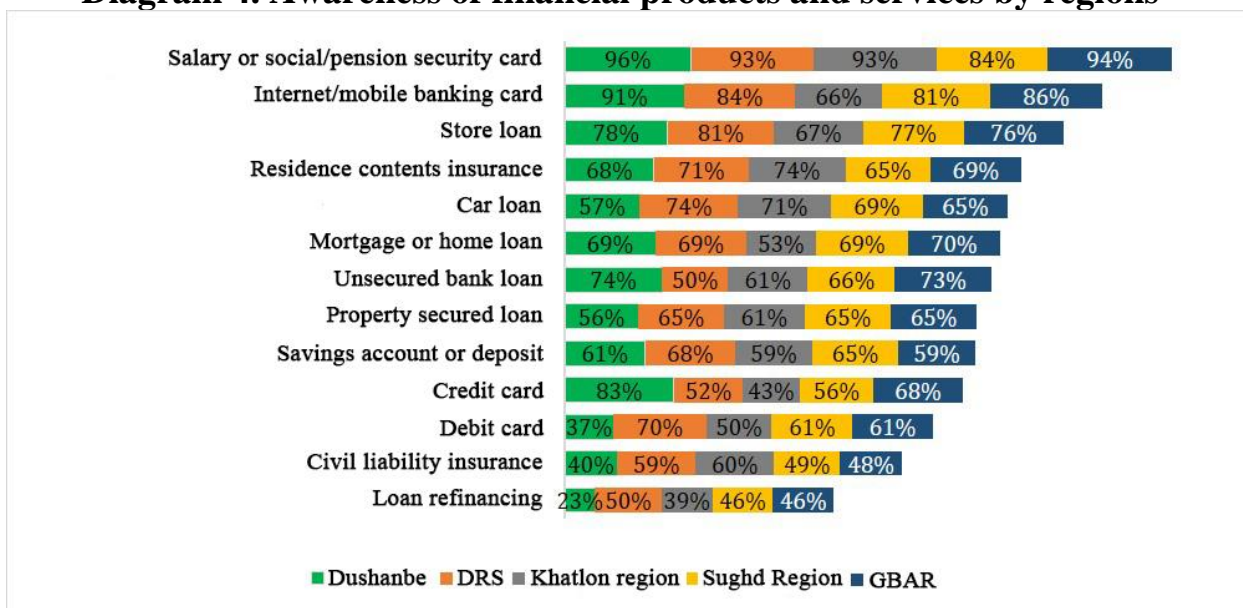
18. When analyzing respondents' responses regarding awareness of financial products and services, the following trend was revealed: an average of 65% of respondents have stated that they were aware of these products and that the most common financial services were bank payment cards for salaries and pensions (91%), while loan refinancing services were less common (41%).

Diagram 3. Level of awareness of financial products and services



19. Across all regions, respondents' awareness of various products and services ranges on the average from 61% to 68%.

Diagram 4. Awareness of financial products and services by regions



20. When analyzing respondents' responses to the question about their use of financial products and services, it was found that 62% of respondents are aware of debit cards, while 62% are aware of online and mobile banking services, as well as salary and pension payment cards. Between 1% and 6% of respondents are aware of less popular products and services, such as loan refinancing, mortgage loans, car loans, and mortgages.

Diagram 5. Use of financial products and services

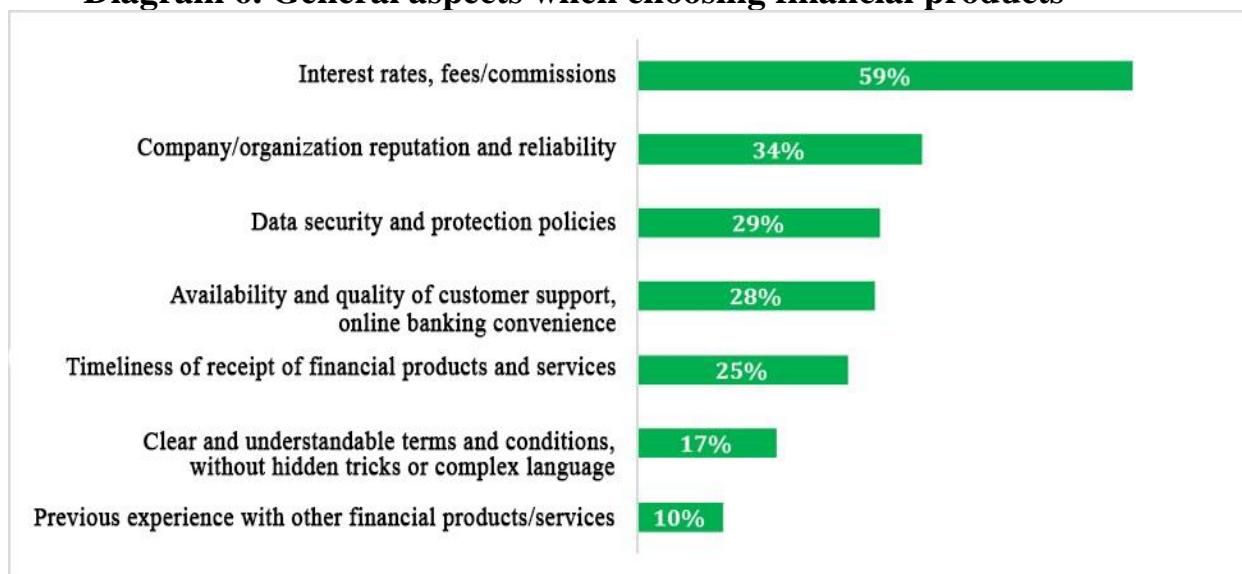


21. Factors influencing the choice of financial products and services. This section analyzes the factors influencing respondents' choice of financial products and services. To this end, the following two questions were explored:

- What do respondents most often consider when choosing financial products and services?
- Which sources of information had the greatest influence on respondents' decisions when choosing financial products?

22. When analyzing respondents' answers to the first question, it was found that 59% of them pay attention to the interest rate, and 34% of them pay attention to the prestige of the financial institution.

Diagram 6. General aspects when choosing financial products



23. When analyzing the influence of various information sources while choosing financial products, significant regional differences were identified. For example, in Sughd region 74% of respondents trust recommendations from friends, relatives, and acquaintances. This figure is 59% in Dushanbe, 57% in Khatlon region, 46% in Gorno-Badakhshan Autonomous Region and 35% in the Districts of Republican Subordination. The influence of other information sources, such as social media, advertisements or informational leaflets, recommendations from bank/organization employees, articles in newspapers/magazines, websites, and other publications, and advice from independent financial advisors, was also observed across the regions. The greatest share of influence of these information sources when choosing financial products by region is distributed as follows: in Dushanbe - information from social networks (31%), in the Gorno-Badakhshan Autonomous Region - advertising or informational leaflets (28%), in the Sughd region - information from a bank/organization employee (28%), recommendations from independent financial consultants (28%).

24. Key findings on financial products and services:

- the most popular financial product is salary and pension cards, as 91% of respondents are aware of these products;
- when choosing a financial product, respondents are more focused on the interest rate level (59%).

25. Internet banking and e-wallets have become an integral part of modern financial instruments, the use of which is an important factor in increasing the level of financial literacy and is receiving special attention from the Government of the Republic of Tajikistan and the National Bank of Tajikistan.

26. In order to develop non-cash payments in the country, the Decree of the President of the Republic of Tajikistan dd. from June 22, 2023, No. 586 "On

measures to expand non-cash payments" was approved, according to which, from August 1, 2023, all government payments, including taxes, state fees for issuing permits and licenses, etc., mandatory payments to the budget, fines, compulsory state insurance, medical services, utilities, and other types of government services are carried out in non-cash form.

27. More and more respondents are using e-wallets to pay for utilities (60%), while other services include food (32%), mobile phone and internet (26%), public transportation (22%), and education (20%). About a quarter of respondents do not use digital financial services at all.

28. The majority of respondents from Dushanbe (80%), the Districts of Republican Subordination (62%), Sughd region (70%), and Gorno-Badakhshan Autonomous Region (83%) pay for utilities through e-wallets. In Khatlon region, only 41% of respondents use e-wallets for this purpose.

29. Analysis shows that men use e-wallets more often than women to pay for all types of services.

30. Based on the analysis, the following conclusions can be drawn:

- widespread use of e-wallets: the majority of respondents use e-wallets to pay utility bills (60%, 53% for beneficiaries); other popular payment categories include groceries, mobile phone and internet services, as well as public transportation and education;

- regional differences: there are significant differences in e-wallet usage across regions; for example, residents of Dushanbe actively use e-wallets to pay for public transportation (61%), while in other regions this figure is significantly lower; residents of the Sughd region actively use e-wallets for various purposes, such as tuition (38%), medical care, and the purchase of electronic devices;

- gender differences in mobile banking usage: men are more likely than women (42% of men and 22% of women) to use e-wallets, especially for grocery shopping, which may be related to the "traditional" social role of men as "providers";

- influence of education on e-wallet use: people with higher education are more likely to use cashless payments than those with only a secondary education;

- age difference: respondents over 55 rarely use e-wallets, indicating barriers to the adoption of digital financial technologies by older generations.

31. The study found that mobile banking and e-wallets are becoming increasingly important financial management tools, but their use varies by region, gender, age, and education level.

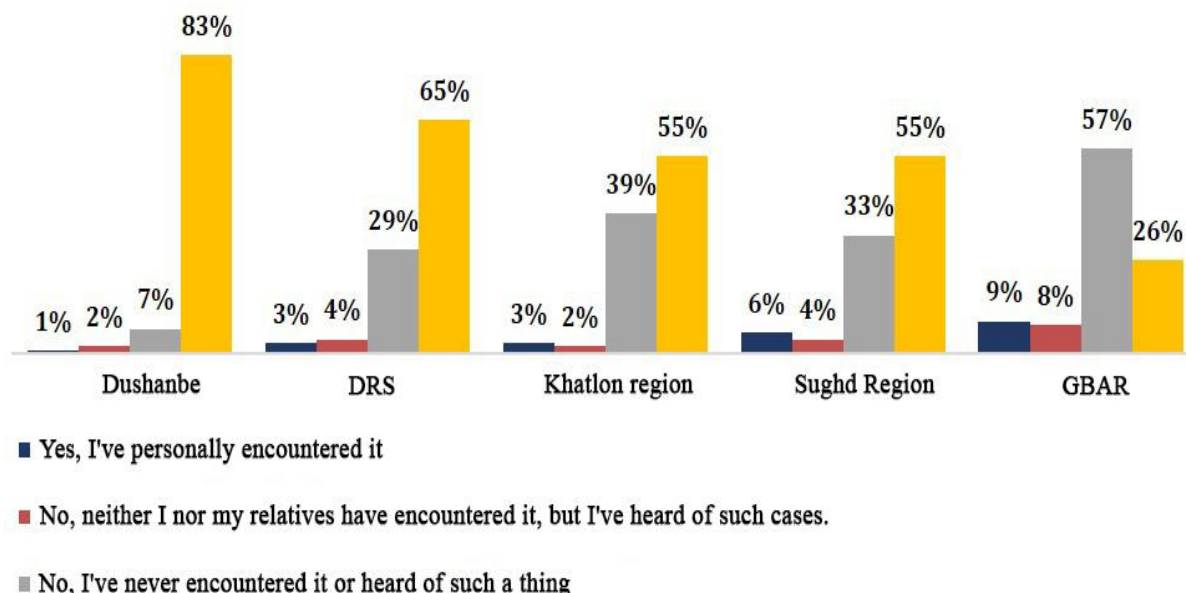
32. The close proximity of credit institution branches to residential apartments is important to 21% of respondents. This factor is especially important for respondents from the Gorno-Badakhshan Autonomous Region (38%) and Sughd region (34%). This factor indicates the inaccessibility of credit institution branches in remote areas, including rural areas, for whom the location of credit institutions is important.

33. A large proportion of respondents (43%) pay attention to good service quality when choosing a credit institution. In Khatlon region, 48% of respondents and in Sughd region, 52% of respondents consider good service quality important.

34. Among age groups (18 to 24 years old), 42% of respondents more often rely on recommendations from others when choosing a credit institution. This indicates that recommendations from others remain an important factor for young people when choosing a financial institution and the services they provide, and this group needs to further improve their financial literacy.

35. In recent years, online fraud has increased in frequency due to the growing use of digital technologies and online platforms. Overall, 60% of respondents said they had never encountered online fraud but had heard about such cases from the media and other sources. However, 33% noted that they had not personally encountered online fraud but had heard about it, indicating a high level of awareness in some regions. Only 4% of respondents had personally encountered online fraud, while another 3% noted that their relatives had experienced such fraudulent activity.

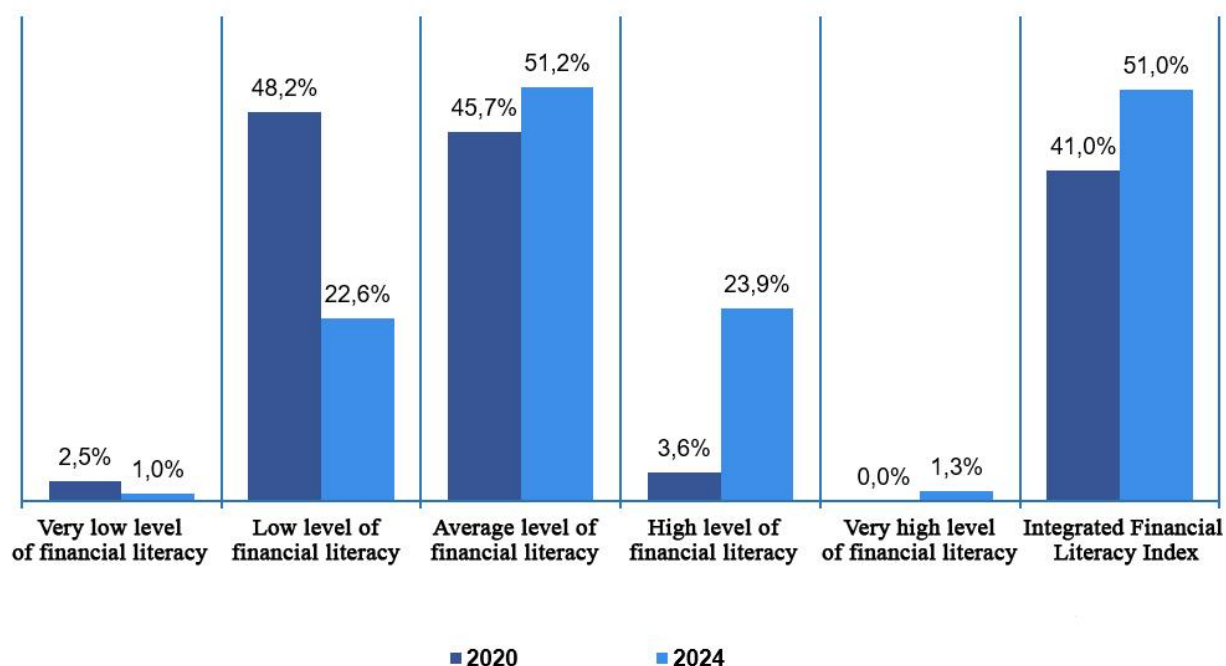
Diagram 7. Spread of fraudulent activities on the Internet by regions



36. The trends in the overall level of financial literacy of the population in 2020 and 2024: a comparison of the results for 2020 and 2024 reveals a trend toward an increase in the overall level of financial literacy of the population. The analysis shows that in 2024, the financial literacy index increased by 10% compared to 2020, from 41% to 51%.

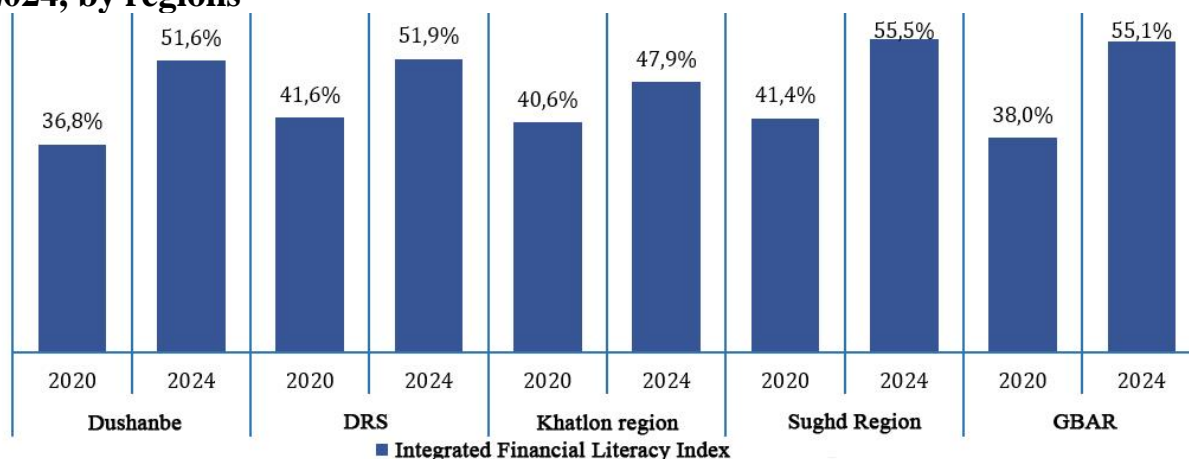
37. The distribution of financial literacy among the population also changed. The share of respondents with a very low level of financial literacy decreased from 2.5% in 2020 to 1% in 2024. The share of respondents with a low level of financial literacy decreased from 48.1% to 22.6%, indicating an increase in the number of individuals with the appropriate level of financial literacy. At the same time, the share of respondents with an average level of financial literacy increased from 45.7% to 51.2%, and the share of respondents with a high level of literacy increased from 3.6% to 23.9%. The share of respondents with a very high level of financial literacy also increased compared to 2020.

Diagram 8. Financial Literacy Index among the population in 2020 and 2024



38. The results of the regional analysis of the financial literacy index are as follows: this indicator in Dushanbe increased by 14.8% compared to 2020, reaching 51.6% in 2024. In the Districts of Republican Subordination, growth was 10.3%, reaching 51.9% in the reporting year. This trend also continued in the Khatlon and Sughd regions and the Gorno-Badakhshan Autonomous Region, increasing by 7.3%, 17.1%, and 10.3%, respectively, while the index reached 47.8%, 53.5%, and 48.8% in 2024.

Diagram 9. Financial Literacy Index among the population in 2020 and 2024, by regions



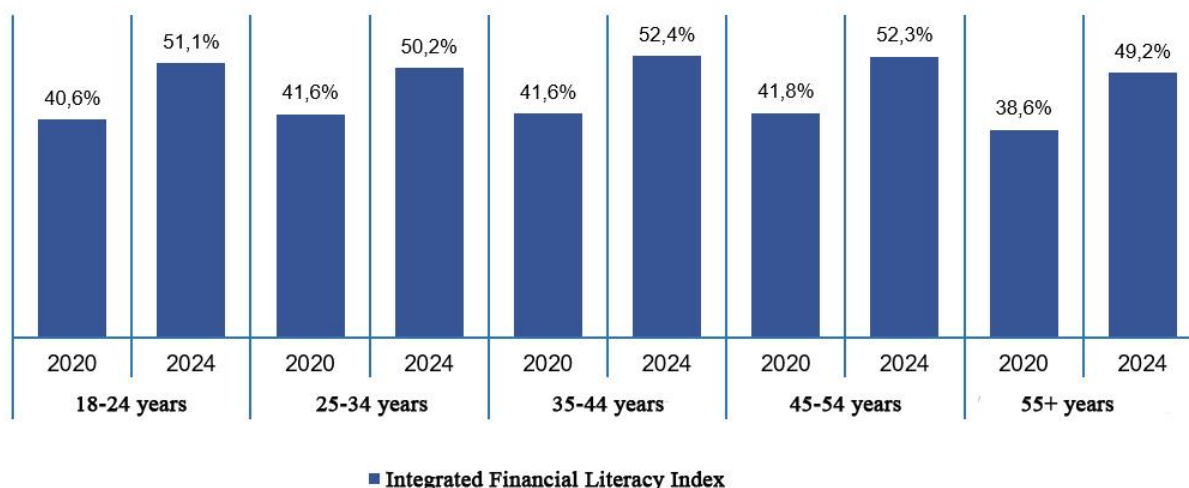
39. The analysis of changes in the financial literacy index by age shows that from 2020 to 2024, there has been an increase in the financial literacy index in all age groups:

- the 18-24 age group increased by 10.5 percentage points, reaching 51.1%;
- the 25-34 age group increased by 8.6 percentage points, reaching 50.2%;
- the 35-44 age group increased by 10.8 percentage points, reaching 52.4%;

- the 45-54 age group increased by 10.5 percentage points, reaching 52.3%;
- the 55-year-old and older age group increased by 10.6 percentage points, reaching 49.2%.

40. Thus, the analysis by age group shows that the financial literacy index increased among all age groups: from young people aged 18-24 to those aged 55 and older.

Diagram 10. Financial Literacy Index among the population in 2020 and 2024 by age category



42. The results of the comparison of financial literacy indicators for 2020 and 2024 are presented in the following Table:

Financial Literacy Indicators Table for 2020 and 2024

| No. | Name of indicator | No . | Sub-indicators | Population 2020 | Population 2024 | Beneficiaries 2024 |
|-----|---|-------|--|-----------------|-----------------|--------------------|
| 1 | Indicator #1. Level of financial knowledge | 1.1 . | Practical application of basic financial concepts in everyday life. | 39% | 45% | 44% |
| | | 1.2 . | | | | |
| | | 1.3 . | Understanding of economic terms such as inflation. | | | |
| | | 1.4 . | Ability to distinguish true from false statements in a financial context. | | | |
| 2 | Indicator #2. Financial behavior | 2.1 . | Management family budget | 52% | 53% | 57% |
| | | 2.2 . | Ability to cope with financial difficulties. | | | |
| | | 2.3 . | Having savings for unforeseen situations. | | | |
| | | 2.4 . | Financial habits, such as thinking through purchases, prioritizing savings over current spending, and having | | | |

| | | | | | | |
|--------------|---|---|--|------------|------------|------------|
| | | | financial goals | | | |
| 3 | Indicator #3. Financial services penetration rate | 3.1 | Use of two or more financial products (cards, loans, deposits, etc.) | 15% | 63% | 79% |
| 4 | Indicator #4. Level of trust in financial institutions | 4.1 | Changes in the level of trust in banks over the past 10 years | 61% | 60% | 68% |
| 5 | Indicator #5. Level of financial planning and goals | 5.1 | Availability of financial goals | 29% | 25% | 30% |
| | | 5.2 | Having long-term financial goals and the desire to achieve them. | | | |
| | | 5.3 | Strategies achievements financial goals | | | |
| Total | Integral financial literacy index | $\text{IIFL} = (\text{IFK} \times \text{w1}) + (\text{IFB} \times \text{w2}) + (\text{IFSPR} \times \text{w3}) + (\text{ITFI} \times \text{w4}) + (\text{IFPG} \times \text{w5})$ | | 41% | 51% | 54% |

3. KEY CHALLENGES IN THE IMPROVING FINANCIAL LITERACY OF THE POPULATION

43. The conducted analyses show that the following key problems exist in the area of financial literacy among the population:

- insufficient awareness among financial consumers of the products and services of credit financial institutions, which leads to incorrect product selection, the signing of contracts that are unfavorable for consumers, and the emergence of misunderstandings when using financial services;

- a relatively low level of financial literacy among financial consumers and their ability to make informed decisions when selecting and using financial products and services, which leads to erroneous financial decisions;

- low public awareness of the protection of the rights and legitimate interests of financial consumers, which may cause the growing incidences of violations of citizens' rights and a decrease in trust in the country's banking system;

- limited public access to professional financial advisory services, which leads to a decrease in financial literacy, a deterioration in the quality of financial decisions, and a weakening the efficiency of using personal funds;

- a need to foster a responsible attitude among financial consumers toward their financial obligations, failure to comply with which may lead to an increase in non-performing loans, a decrease in the stability of the banking system, and increased financial risks;

- limited access to digital financial products by the rural population, especially in remote areas, which contributes to growing economic inequality between urban and rural areas and limits opportunities for inclusive development;

- a significant gap in financial literacy between the urban and rural populations, leading to increased social inequality, financial risks, and indebtedness, and negatively impacting the economic development of rural areas;
- a lack of specialized educational programs on financial literacy for target groups, including youth, women, migrants, persons with disabilities, and the elderly, resulting in their isolation from the country's economic processes;
- low public awareness of the methods and techniques of online fraud, leading to increased financial losses, decreased trust in digital services, and a slowdown in the digitalization of the economy, a key area of modern economic reform.

4. PROGRAM GOALS AND OBJECTIVES

44. The goal of the Program is to foster prudent financial behavior among citizens when making decisions regarding personal finances, to ensure the protection of their rights and interests as investors and consumers of financial services, and to improve the standard and quality of life of citizens through the use of high-quality financial products and services.

45. Financial literacy is developed through the following measures:

- organizing coordinated activities among ministries and departments, as well as strengthening interdepartmental cooperation in the implementation of regulatory legal acts related to improving the financial literacy of the population;
- extensive use of the media and the internet to inform the public about the nature of state support aimed at strengthening and improving the level of financial literacy of the population, as well as ongoing activities to improve literacy;
- organizing educational events to improve the financial literacy of the population, especially young people, women, migrants, persons with disabilities, and the elderly;
- creating a system of effective and accessible information resources, including digital ones, in the area of financial literacy and the protection of the rights of consumers of financial services;
- widespread audience engagement through various electronic means (portals, social media, email, chats, etc.);
- developing digital financial literacy products, including educational and intellectual programs;
- organizing and conducting thematic events using digital technologies, such as online quizzes and competitions on social media and websites, to expand access and engage consumers in improving financial literacy;
- developing and distributing informational leaflets on financial literacy and consumer protection;
- raising awareness of financial risks and the actions of financial fraudsters to prevent the aforementioned problems among the population, especially among financial service users;
- leveraging volunteer experience to improve financial literacy, particularly the importance of cashless payments.

46. The Program's main objectives are:

- coordinating the activities of the financial sector and government agencies, as well as public and private financial training providers;
- studying the financial literacy needs of various segments of the population, as well as the influence of cultural characteristics and mentality, and identifying priority segments;
- developing customized programs to reach target groups (such as youth, women, migrants, persons with disabilities, and the elderly);
- ensuring financial security and protecting consumer rights
- improving the population's knowledge and skills in the safe use of financial services, combating financial fraud, and strengthening trust in the country's financial system;
- developing a financial culture among the population that promotes greater resilience and financial independence, as well as strengthening the social and economic well-being of families and society.

5. PROGRAM PRIORITY AREAS

47. The following priority areas shall be identified:

- expanding consumer reach and awareness of financial products and services, as well as their rights when using them;
- improving the financial literacy of target groups at all levels of the education system (secondary, vocational, and higher education) using traditional and digital formats;
- preventing unfair practices against financial consumers;
- developing mechanisms for interaction between financial consumers and credit, financial, and insurance institutions;
- implementing programs to raise awareness of the importance of financial literacy; - using various communication tools on current issues of financial literacy and financial culture to develop and strengthen citizens' financial behavior skills;
- ensuring effective and equal access to financial services;
- conducting targeted information and educational events for specific groups of citizens;
- providing training for specialists in financial literacy;
- monitoring and assessing the level of financial literacy of the population.

6. EXPECTED RESULTS AND ASSESSMENT OF POTENTIAL RISKS OF THE PROGRAM

48. The expected results of the Program are:

- extensive use of mass media and the internet to inform the public about the nature of government support aimed at strengthening and increasing the level of financial literacy of the population, as well as ongoing literacy activities;
- development of financial planning skills for citizens to save for unforeseen circumstances;
- development of a new mindset among citizens, including a focus on proactive economic behavior and consistent with their financial capabilities;

- increased consumer confidence in the financial sector;
- increased overall economic activity of the population, support for entrepreneurship and starting one's own business;
- increased effectiveness and coverage of financial literacy activities through the use of digital solutions;
- informed economic decision-making by users of financial services/the population; - creation of a foundation for conducting scientific research on current issues of financial literacy.

49. The following risks may negatively impact the implementation of the Program:

- underfunding of planned activities or inefficient use of funds;
- low motivation and participation of target groups, especially adults, in financial literacy training events and the acquisition of financial knowledge;
- limited or low internet speeds in remote areas, preventing target groups from accessing financial literacy information and educational materials prepared by relevant authorities and posted on official websites and social media pages;
- a shortage or insufficient professionalism of specialists trained to arrange and conduct financial literacy events for target groups;
- failure to establish adequate cooperation and coordination among the relevant authorities responsible for ensuring the effective implementation of the Program's activities.

50. Changes in the macroeconomic situation and instability in international and national economic indicators may also have a negative impact on the implementation of the Program.

7. PROGRAM FINANCING

51. The Program will be financed by the person responsible for implementing the activities, based on an analysis of the costs and duration of each Program activity, funds from the National Bank of Tajikistan, development partner funding, and other sources not prohibited by the legislation of the Republic of Tajikistan.

52. The total funding for the Program is TJS 17,241,850.

8. MONITORING AND EVALUATION OF PROGRAM IMPLEMENTATION

53. Program monitoring and evaluation will be conducted by the National Bank of Tajikistan.

54. Program monitoring and evaluation will be conducted based on the requirements of Government Resolution No. 615 dd. from December 29, 2018, "On Rules for Monitoring and Evaluating the Implementation of National-Level Strategic Documents, Sectoral and Regional Development Programs in the Republic of Tajikistan."

9. FINAL PROVISIONS

55. The National Bank of Tajikistan, relevant ministries and agencies, and executive authorities of state government in the Gorno-Badakhshan Autonomous Region, regions, Dushanbe, cities and districts are responsible for ensuring the effective implementation of this Program.

56. The National Bank of Tajikistan shall annually in accordance with the established procedure, provide information on the progress of the Financial Literacy Improvement Program for 2026-2030 and the Action Plan for its implementation to the Government of the Republic of Tajikistan and the authorized state body for strategic planning and public forecasting.

Appendix 2
to the Government Resolution
Republic of Tajikistan
dated 26 february 2026, №75

Action plan for implementation of
Program for improving the financial literacy of population for 2026-2030

| No | Name of event | Responsible units | Final results | Completion date | Volume of funds | Source of funding | |
|----|---|--|---|-----------------|------------------|--|----------------------|
| | | | | | | National Bank of Tajikistan and financial institutions | Development Partners |
| 1 | Arranging educational events on financial literacy to increase awareness and knowledge about various financial products and services (digital financial services, Islamic banking, insurance, etc.) | National Bank of Tajikistan, Ministry of Education and Science of the Republic of Tajikistan, Commissioner for Human Rights in the Republic of Tajikistan, financial institutions and development partners | Expanding consumer reach and raising awareness about financial products and services | 2026 | 1 785 000 | 1,517,200 | 267,800 |
| | | | | 2027 | 1 856 400 | 1,577,900 | 278,500 |
| | | | | 2028 | 1 930 600 | 1,641,000 | 289,600 |
| | | | | 2029 | 2 007 800 | 1,706,600 | 301 200 |
| | | | | 2030 | 2 080 200 | 1,767,000 | 313,200 |
| | | | | Total | 9 660 000 | 8 209 700 | 1,450,300 |
| 2 | Arranging and implementation of educational events in the field of financial literacy for students of high schools, vocational schools, colleges and universities | National Bank of Tajikistan, Ministry of Education and Science of the Republic of Tajikistan, the financial institutions, the Commissioner for Human Rights in the Republic of Tajikistan and development partners | Improving the level of financial literacy among teenagers and youth at all levels of the education system | 2026 | 408,000 | 346,800 | 61,200 |
| | | | | 2027 | 424,300 | 360,700 | 63,600 |
| | | | | 2028 | 441,300 | 375 100 | 66,200 |
| | | | | 2029 | 458,900 | 390 100 | 68,800 |
| | | | | 2030 | 477,300 | 405,700 | 71,600 |
| | | | | Total | 2,209,800 | 1,878,400 | 331,400 |

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|---|--|---|---|--------------|--------------------------------------|-------------------------------|-----------------|
| 3 | Develop and implement special internal banking programs to protect the rights of financial services consumers from financial fraud, and conduct outreach efforts to encourage safe behavior when using digital financial services. | Financial institutions | Protecting financial consumers from online financial fraud | 2027 | Determined by financial institutions | Financial institutions | |
| 4 | Arranging the student volunteer events to improve financial literacy among students of high schools, vocational schools and colleges, and universities | National Bank of Tajikistan, Ministry of Education and Science of the Republic of Tajikistan , Committee on Youth and Sports under the Government of the Republic of Tajikistan, Association of Banks of Tajikistan, Association of Financial Organizations of Tajikistan and financial institutions | Popularization of economic knowledge and development of necessary skills in the financial field among students | 2026 | 6 6 8:00 | 6 6 8:00 | 0 |
| | | | | 2027 | 6 9 5:00 | 6 9 5:00 | 0 |
| | | | | 2028 | 7 2 300 | 7 2 300 | 0 |
| | | | | 2029 | 7 5 100 | 7 5 100 | 0 |
| | | | | 2030 | 7 8 0 00 | 7 8 0 00 | 0 |
| | | | | Total | 361,700 | 361,700 | 0 |
| 5 | Development of the mobile application " Fingramtj Online" | The National Bank of Tajikistan and development partners | Increasing number of people registering their income and expenses | 2027 | 328,200 | Development Partners | |
| 6 | Conducting educational events in the framework of international events (World Money Week, World Savings Day, World Entrepreneur's Day, etc.) | National Bank of Tajikistan, Ministry of Education and Science of the Republic of Tajikistan , Committee on Youth and Sports under the Government of the Republic of Tajikistan, Association of Banks of Tajikistan, Association of Financial Institutions of Tajikistan , financial institutions, National Association of Insurance Organizations of Tajikistan, | Developing skills for making sound financial decisions among children and adolescents and youth and increasing interest to financial literacy | 2026 | 8 0 000 | 48,000 | 3 2 000 |
| | | | | 2027 | 83,200 | 50,000 | 3 3 200 |
| | | | | 2028 | 86,500 | 5 2 000 | 3 4 500 |
| | | | | 2029 | 9 0 000 | 5 4 000 | 3 6 000 |
| | | | | 2030 | 93 6 00 | 56,000 | 37,600 |
| | | | | Total | 4 33 300 | 2 60 000 | 1 73 300 |

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|----|---|--|--|--------------|---------------------|----------------|----------------|
| | | Commissioner for Human Rights in the Republic of Tajikistan and development partners | | | | | |
| 7 | Strengthening efforts to provide consumers with the necessary information on the conditions for receiving financial services, and resolving disputes and conflict situations | National Bank of Tajikistan, Association of Banks of Tajikistan, Association of Financial Organizations of Tajikistan, Commissioner for Human Rights in the Republic of Tajikistan and financial organizations | Provides effective and equal access to financial services | 2026 - 2030 | Not required | | |
| 8 | Close cooperation with the media and active use of social networks | National Bank of Tajikistan, The Committee on Television and Radio under the Government of the Republic of Tajikistan, the Commissioner for Human Rights in the Republic of Tajikistan, financial organizations and development partners | Implementation of awareness raising programs on the importance of financial literacy | 2026 | 1 60 000 | 128,000 | 32,000 |
| | | | | 2027 | 166,400 | 133 100 | 33,300 |
| | | | | 2028 | 173,000 | 138,400 | 34,600 |
| | | | | 2029 | 180,000 | 144,000 | 36,000 |
| | | | | 2030 | 187,100 | 149,700 | 37,400 |
| | | | | Total | 866,500 | 693,200 | 173,300 |
| 9 | Development and distribution of information leaflets to inform the public about the actions of financial fraudsters | National Bank of Tajikistan, financial institutions and development partners | Alert the population and prevention of activities related to financial fraud | 2026 | 75,600 | 52,900 | 22,700 |
| | | | | 2027 | 78,600 | 55,000 | 23,600 |
| | | | | 2028 | 81,800 | 57,300 | 24,500 |
| | | | | 2029 | 85,000 | 59,500 | 25,500 |
| | | | | 2030 | 88,400 | 61,900 | 26,500 |
| | | | | Total | 409 400 | 286,600 | 122,800 |
| 10 | Support and development of the National Bank of Tajikistan's unified internet portal on financial literacy (www.fingram.tj), including filling the portal's sections with up-to-date information on basic knowledge in the areas of finance, digital literacy, Islamic banking, insurance, taxes, consumer protection of financial services, and so on. | National Bank of Tajikistan | Using various communication tools on current issues of financial literacy contributes to the formation and strengthening the financial behavior skills of citizens | 2026 | 16,250 | 16,250 | 0 |
| | | | | 2027 | 16,900 | 16,900 | 0 |
| | | | | 2028 | 17,500 | 17,500 | 0 |
| | | | | 2029 | 18,200 | 18,200 | 0 |
| | | | | 2030 | 19,000 | 19,000 | 0 |
| | | | | Total | 87,850 | 87,850 | 0 |

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|----|--|--|--|--------------|------------------|------------------|----------------|
| 11 | Advertising digital banking and insurance services (opening savings accounts online, getting a loan, applying for a bank card, obtaining insurance policies, etc.) | National Bank of Tajikistan, Committee on Television and Radio under the Government of the Republic of Tajikistan , financial institutions and development partners | Provides effective and equal access to financial services | 2026 | 20,000 | 16,000 | 4,000 |
| | | | | 2027 | 20,800 | 16,600 | 4,200 |
| | | | | 2028 | 21,600 | 17,300 | 4,300 |
| | | | | 2029 | 22,500 | 18,000 | 4,500 |
| | | | | 2030 | 23,400 | 18,700 | 4,700 |
| | | | | Total | 108,300 | 86,600 | 21,700 |
| 12 | Advertising the use of electronic payment instruments (bank cards, mobile wallets, etc.) | National Bank of Tajikistan, Association of Banks of Tajikistan, Association of Financial Organizations of Tajikistan and financial institutions | Various promotions encourage the population to use electronic payment instruments more often | 2026 | 48,000 | 48,000 | 0 |
| | | | | 2027 | 50,000 | 50,000 | 0 |
| | | | | 2028 | 52,000 | 52,000 | 0 |
| | | | | 2029 | 54,000 | 54,000 | 0 |
| | | | | 2030 | 56,000 | 56,000 | 0 |
| | | | | Total | 260,000 | 260,000 | 0 |
| 13 | Increasing the number of meetings, financial service demonstrations, campaigns and various initiatives of financial institutions for target groups of the population, especially youth, women, migrants, people with disabilities and aged persons | National Bank of Tajikistan, Ministry of Labor, migration and employment of the Republic of Tajikistan, Committee for women and family affairs under the Government of the Republic of Tajikistan, Committee for youth affairs and sports under the Government of the Republic of Tajikistan, The Ombudsman for human rights in the Republic of Tajikistan, the Association of Banks of Tajikistan, the Association of financial institutions of Tajikistan, financial institutions and development partners | Regular meetings increase public trust and inform people about all services provided by financial institutions | 2026 | 255,000 | 229,500 | 25,500 |
| | | | | 2027 | 265,200 | 238,700 | 26,500 |
| | | | | 2028 | 275,800 | 248,200 | 27,600 |
| | | | | 2029 | 286,800 | 258 100 | 28,700 |
| | | | | 2030 | 298,300 | 268,500 | 29,800 |
| | | | | Total | 1,381,100 | 1,243,000 | 138 100 |

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| 14 | Organization of educational events for orphans, children left without care and children with disabilities | National Bank of Tajikistan, Ministry of education and science of the Republic of Tajikistan, the Ombudsman for human rights in the Republic of Tajikistan, financial institutions and development partners | Improving the level of financial literacy of orphans, children left without care and children with disabilities | 2026 | 110,000 | 88,000 | 22,000 |
| | | | | 2027 | 114,400 | 91,500 | 22,900 |
| | | | | 2028 | 119,000 | 95,200 | 23,800 |
| | | | | 2029 | 123,700 | 99,000 | 24,700 |
| | | | | 2030 | 128,600 | 102,900 | 25,700 |
| | | | | Total | 595 700 | 476,600 | 119 100 |
| 15 | Improving the skills of employees of financial institutions interacting with consumers of financial services | National Bank of Tajikistan, Association of Banks of Tajikistan, financial institutions, Association of Financial Organizations of Tajikistan and the Commissioner for Human Rights in the Republic of Tajikistan | Reduction in cases related to the improper use of financial products and services | 2026 - 2030 | Not required | | |
| 16 | Conducting a study to assess the level of financial literacy of the population | National Bank of Tajikistan and development partners | Determining the level of financial literacy, assessing the effectiveness of the National Bank of Tajikistan activity, and developing the measures to improve financial literacy based on the results of sociological research | 2028 | 540000 | Development partners | |
| | Total | | | | 17 241 850 | 13 843 6503 | 398 200 |