



Local Government Questionnaire (LGQ) for the United Nations E-Government Survey

The objective of this questionnaire is to gather information from local governments/municipalities in preparation for the upcoming United Nations E-Government Survey. For the first time in 2018, the United Nations E-Government Survey assessed 40 pilot cities. The 2020 Survey featured 100 cities/local government websites assessment and the upcoming survey of 2022 has increased to 193 cities. The responses will be shared online in the [UN E-Government Survey Knowledgebase](#) unless otherwise requested. For any question about this questionnaire, please contact dpidg@un.org.

Almaty

Kazakhstan

I. Institutional Framework

1. What is the official **e-Government**¹ portal of the city/municipality? If more than one exists, please list all.

<https://www.gov.kz/memleket/entities/almaty?lang=en>

<https://www.gov.kz/memleket/entities/almaty?lang=kk>

<https://www.gov.kz/memleket/entities/almaty?lang=ru>

2. Please provide **URLs** for **portals** providing specific services/features

a. E-services²: <https://egov.kz/cms/en>

b. E-participation³: <https://open-almaty.kz/ru>

c. Open government data⁴:

<https://data.egov.kz>

<https://data.egov.kz/datasets/listbygovagency?govAgencyId=AVR6CckQ99eXTcgzeJli>

d. Public procurement: <https://www.goszakup.gov.kz/>

e. Other major portals at the city/municipality level: <https://digital-almaty.kz/en>

3. Does your city/municipality have a **Chief Information Officer (CIO)**⁵ to manage its e-

¹ **E-government or digital government** will be used interchangeably in this Survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs).

² A specific portal where you can see the list of all online services available to the public.

³ **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

⁴ **Open Government Data** allows citizens to monitor data streams and thereby improves the accountability and transparency of government. OGD also allows citizens to be aware of important issues and to be part of the decision-making process to address policy issues (e-participation).

⁵ **CIO** or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (**CTO**) or Chief Digital Officer (**CDO**)

Government programs/strategies?

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If yes, is the **city/municipality CIO linked** to any extent to the **national CIO** or with any government agency/department/ministry at the national level in charge of e-government? (by mandate or other type of relation)

By mandate, Almaty city CDO is linked with Minister and Vice-Ministers of Digitalization, and with his counterparts in other regions of Kazakhstan.

II. Legal Framework

1. Is there any **legislation/regulations** on **digital government** such as law on digital service provision or on access to information or data privacy at the:

National level? Yes No

Local level? Yes No

If Yes, how do you adopt these in your organization?

There is a set of national legislative documents on personal data protection and access to information – all are strictly followed at Almaty city municipality level.

III. Strategy and Implementation

1. Is there a city/municipality **e-Government Strategy** or equivalent? If yes, please provide link and/or further details.

Yes

https://digital-almaty.kz/sites/default/files/140720_cifrovizaciya_almaty_strategiya_eng.pdf

2. Please check whichever applies to the city/municipal e-Government Strategy or equivalent and provide link, details and/or specific references for the checked area.

has an implementation plan.

is aligned with the national development strategy.

is aligned with the sustainable development goals (SDGs).

is aligned with national digital development strategy.

indicates the existence of shared solutions/platforms provided at the national/regional level.

makes specific reference to SDG 11 (New)

makes specific reference to the Sendai Framework for Disaster Risk Reduction 2015-2030, holistic

disaster risk management at all levels (New)

- makes specific reference to e-Participation and/or digital inclusion/engagement.
- makes specific reference to co-creation mechanisms for citizens.
- makes specific reference to social media.
- makes specific reference to a local digital ID.
- makes specific reference to new technologies such as artificial intelligence, blockchain, big data etc.
- provides other specific measures to ensure e-Government is used by the most vulnerable groups⁶.
- provides other specific measures for ICT training and digital literacy by government officials.
- makes specific reference to cyber security.
- makes specific reference to mobile government.

https://digital-almaty.kz/sites/default/files/140720_cifrovizaciya_almaty_strategiya_eng.pdf

3. Does your city/municipality have a dedicated budget for digital government? Please explain by informing on the percentage compared to the total municipality budget.

To ensure integrated development of digital culture in Almaty, a government-owned institution 'Almaty City Department of Digitalization' was created in September 2019. Department of Digitalization is the state body of the Republic of Kazakhstan and is authorized to ensure implementation of digital state policy and provision of public services in Almaty city. In accordance with its competences, Department of Digitalization is responsible for interaction of local executive bodies with territorial divisions of state bodies, with citizens and organizations.

Department's mission is to create conditions for establishing comfortable city for citizens by improving digital infrastructure and quality of public services.

The goal is to form and ensure development of info-communication infrastructure and to improve quality of public services. Almaty City Department of Digitalization budget percentage compared to the whole municipality percentage in 2022 was 0.71 %.

4. Do you publish the city/municipality budget online on the portal? Please explain further and provide links.

Yes

Approved city budget with visualization and explanation to wider public:

<https://www.gov.kz/memleket/entities/almaty/documents/details/394124?lang=ru>

5. Are there any digital initiatives in place in your city/municipality focused on sustainability issues and/or a green economy? Please explain further and provide links.

⁶ Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

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"A digital registry of green spaces has been formed in the city of Almaty. Air pollution levels are monitored by 45 air quality monitoring stations. Information from these stations is displayed on 49 LED screens throughout the city. Additionally, in 2022, 50 additional air quality monitoring stations were installed through funding from the Asian Development Bank. All data will be input into a GIS system designed for data accumulation, analysis, and processing. This creates a database for potential environmental quality forecasting."

<https://eco-almaty.kz>

<http://185.125.44.116:8085/Maps/AlmatyFree>

<https://apps.apple.com/kz/app/airkz/id1500250250> - Kazhydromet GP app

6. Are there any digital initiatives in place in your city/municipality focused on affordable, accessible, and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links.

E-ticketing system ONAY! has increased usage of public transport due to easy, transparent and convenient way to pay via web portal or mobile application (<https://onay.kz/#/>) and interactive map that allows real-life tracking of public transport (<https://citybus.tha.kz>) , also available in web and mobile application mode. Tracking is implemented via GPS installed on each public transport unit.

The implementation of the complex of measures mentioned above as part of the ONAY! project has led to the following effective results:

Minimizing the shadow turnover of the passenger transportation sphere and increasing the profitability of enterprises several times over. Thus, the annual turnover of this industry for the period from 2016 to 2022 increased by more than 2.4 times. It is also important to note a significant increase in annual passenger traffic on public transport compared to the period before the project was implemented: the growth by 2023 amounted to 52%;

Forming a transparent and rational system for payment of compensation and subsidies to carriers;

Bringing the average indicators for ensuring the regularity of public transport movement to 93% by the end of 2022.

7. Are there any digital initiatives in place in your city/municipality focused on affordable housing and basic services to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links.

The municipal state institution "Department of Employment and Social Programs of Almaty" performs functions in the field of employment and social protection of the population of the city of Almaty in accordance with the current legislative acts.

There are several programs and initiatives focused on affordable housing and basic services to the needs of those in vulnerable situations, children, persons with disabilities and older persons.

More information on programs can be found via the following link

<https://www.gov.kz/memleket/entities/almaty-uzsp/activities/directions?lang=ru>

8. Are there any digital initiatives in place in your city/municipality focused on universal access to safe, inclusive, and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities? Please explain further and provide links.

There are several programs and initiatives focused on universal universal access to safe, inclusive, and accessible, green and public spaces and can be found via the following links

<https://almatydc.kz/activities/Program-documents#>

https://almatydc.kz/uploads/reports/45/file/1-_dk_policentrichnoe-razvitie-almaty.pdf?cache=1671444814

9. Does your city/municipality include partnerships with other national or international cities and/or private sector, civil society? Please explain further and provide links.

At the national level, Almaty has collaborated with other cities within Kazakhstan on various initiatives, such as sharing best practices, urban development projects, and cultural exchanges. These partnerships aim to foster cooperation and promote sustainable development within the country.

On an international level, Almaty has established relationships with several cities around the world such as Rennes, Busan, Shenzhen and others. These partnerships focus on areas such as economic development, tourism, education, culture, and environmental sustainability.

Please note that further details and additional partnerships may be available through official sources or respective city websites.

IV. Usage of online services

1. What is the percentage of city/municipality services offered online (municipality website)?
Please explain and provide links

Currently, the provision of public services is an important and strategic task of government agencies, as the quality of public services is one of the indicators of a country's economic and social development.

The provision of government services in electronic format simplifies their receipt by citizens. Such data allows for the elimination of the human factor in data processing.

In 2022, 14.5 million public services were provided in Almaty (for the whole year: 13.3 million in 2021, 13 million in 2020, 10 million in 2019, 6.6 million in 2018, 5.7 million in 2017). The overall share of electronic services was 93.3%.

According to the Registry of Public Services (approved by the Order of the Acting Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan dated January 31, 2020), 165 types of public services are provided for local executive bodies in Almaty, including:

156 types of services available through the "E-Government Portal";

7 types of services that are only available in paper format;

2 types of services that are paper-based, provided on the principle of "one application".

<https://egov.kz/cms/en>

2. What is the percentage of city/municipality services offered through dedicated mobile means (mobile applications)? Please explain and provide links.

Municipality services offered through "E-Government Portal" mobile app available both on the AppStore and PlayMarket.

<https://apps.apple.com/kz/app/egov-mobile/id1476128386>

3. Do you collect usage statistics of e-Government services?

Yes No

4. If yes, do you publish the results online and share those with the public institutions

concerned?

e-Government statistics on a national level are published yearly

<https://egov.kz/cms/en/information/about/stat>

V. User satisfaction

1. Do you measure the satisfaction of citizens with the e-Government services provided?

Yes No

2. If yes, do you publish the results online and share those with the public institutions concerned? Please explain further.

Yes, they are being published on a yearly basis by Agency of the Republic of Kazakhstan for Civil Service Affairs

<https://www.gov.kz/memleket/entities/qyzmet/press/news/details/542441?lang=ru>

3. What is the percentage of the population⁷ satisfied with their last experience of online public services? Please explain further.

85,13 % population satisfaction rating for year of 2022

VI. Social Media

1. Do you use social media at the city/municipality level to interact with and engage people in e-government activities? Please explain further.

In September 2017, on behalf of the akim (governor) of Almaty, «Almaty Development Center» JSC opened an Almaty city council's public reception office «Open Almaty», where appeals, complaints and suggestions of citizens are accepted in electronic form or on a personal visit.

The main goal of «Open Almaty» is to create a barrier-free environment, accountability of public authorities to the population and solve everyday problems of citizens.

Requests are receiving via 5 communication channels: internet portal, front office, contact center 1308, mobile app and accounts in social media (Instagram, Facebook, Twitter).

Open-almaty.kz is an internet portal that allows you to submit requests, view instructions for solving life situations, and get answers to the most frequently asked questions in all areas of service provision.

Internet portal is an interactive reference, the so-called knowledge base, which provides detailed

⁷ Related to SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of public services. See for all indicators: https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf

instructions for solving various «non-standardized» life situations, regardless of whether they are included in the Register of public services or not.

At the moment, in the knowledge Base could be found answers to more than 250 life situations and more than 700 algorithms for solving them, described in simple and accessible language, not overloaded with terms.

If the internet portal visitor did not find an explanation for their problem, they can submit a request on the website. Open Almaty's analytical group together with the competent divisions of the city council's will review and study it. Based on the results, detailed response is provided to the applicant within established period.

The Internet portal is supported in Russian and Kazakh languages and provides the ability to switch between languages on any of the portal pages.

<https://open-almaty.kz/ru>

There are also social media accounts to interact with and engage people in e-government activities:

Instagram: https://www.instagram.com/akimat_almaty

Facebook: <https://www.facebook.com/almaty.gov.kz>

Tik-Tok: https://www.tiktok.com/@almaty_akimdigi

VII. Crisis/Emergency Response and Recovery

1. Is there a specific local government portal or a dedicated section of the city/municipality portal addressing crisis/emergency situations (e.g. natural disasters, pandemics and similar) Please explain further and provide links.

Yes, Darmen App available both on the AppStore and PlayMarket

<https://apps.apple.com/kz/app/darmen/id1293220771>

VIII. Smart City and New Technologies

1. Do you have a specific city/municipality strategy on new technologies? (e.g. Artificial Intelligence, IoT, Blockchain, Smart City, 5G, Virtual/Augmented Reality, Robotics, 3D Printing) If yes, please explain further and provide links.

Yes,

https://digital-almaty.kz/sites/default/files/140720_cifrovizaciya_almaty_strategiya_eng.pdf

2. Does your city/municipality strategy plans for the use of big data analytics or AI in their decision-making processes?

Yes No

If Yes, please explain further and provide links.

Almaty Data Lake was established to provide an evidence-based basis for data-driven decisions and to identify and develop new proactive services for Almaty city residents. Our approach corresponds to Singaporean model 'Citizen 360', when good data governance allows implement the principle «data runs after a person, not a person after his data».

<https://adl.digital-almaty.kz/en/>

Almaty city Akimat also publishes visualized data of the city, which are in demand by business, expert communities, academic institutions. Data sets can be provided against implementation of specific research and business cases aimed at addressing socio-economic challenges of the city.

<https://digital-almaty.kz/en/duna-eng>

IX. Contact and Additional Information

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- Submission Date: **May 3, 2023**

Please select whichever applies:

- I am authorized and fully knowledgeable to respond to this questionnaire.
- I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other:

Thank you for taking the time to fill out the Local Government Questionnaire (LGQ) 2022.
We appreciate your participation.