

United Nations E-Government Survey 2020 - Member States Questionnaire (MSQ)



Member States Questionnaire (MSQ) for the
United Nations E-Government Survey 2020

The objective of this questionnaire is to gather information from the Member States in preparation of the United Nations E-Government Survey 2020. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA¹ assesses national portals with the assistance of independent researchers to construct OSI, requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. For any questions about this questionnaire, please contact dpidg@un.org.

The Kyrgyz Republic

10/07/2019

I/We hereby authorize UNDESA to publish my/our responses as deemed necessary.

I. Institutional Framework

1. What is the official **e-government²** portal at the national level? If more than one, please list all.

<https://e.gov.kg> – State portal of e-services

2. Please also provide URLs for below **specific portals**, if exists:

a. E-services³:

<https://portal.srs.kg> – e-services portal of the State Registration Service under the Government of the Kyrgyz Republic
<https://salyk.kg/> – e-services portal of the State Tax Service under the Government of the Kyrgyz Republic
<https://seo.sf.kg/> – e-services portal of the of the Social Fund for delivery by payers of reports on state social insurance
<https://emvd.gov.kg/> – e-services portal of the Ministry of internal affairs of the Kyrgyz Republic

b. E-participation⁴:

<http://kattar.kg/index.php?lang=ru> – portal of electronic appeals to the state organs of the Kyrgyz Republic
http://president.kg/kg/kajryluular/suroo_beriniz# – electronic appeals of citizens to the President of the Kyrgyz Republic
<http://kenesh.kg/ru/article/list/10> – public discussion of draft laws of the Parliament of the Kyrgyz Republic

¹ This questionnaire is conducted by the Division of Public Institutions and Digital Government (DPIDG) of the UNDESA.

² **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)

³ A specific portal where you can see the list of all online services available for the public

⁴ **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

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<http://www.gov.kg/?cat=52> – public discussion of draft laws of the Government of the Kyrgyz Republic
<https://stimgrant.okmot.kg> – portal of Stimulating Grants of the Ministry of Finance of the Kyrgyz Republic

c. [Open government data](#):

<http://www.data.gov.kg/> – open data portal of the Kyrgyz Republic
<http://www.stat.kg/ru/opendata/> – open data portal of the National Statistical Committee of the Kyrgyz Republic
<https://data.srs.kg> - This Portal provides statistical and analytical data on the results of the elections of deputies to the Jogorku Kenesh of the Kyrgyz Republic on the basis of the use of the Unified State population register and biometric identification.
<http://darek.kg/>-address register of the Kyrgyz Republic

d. Public procurement:

<http://zakupki.gov.kg> – the official Public Procurement Portal

e. Other major portals at the national level:

<https://etp.okmot.kg/> – electronic trading platform of the Kyrgyz Republic
<http://www.trade.kg/> – electronic portal “Single window” for foreign trade of the Kyrgyz Republic
<http://proverka.gov.kg/ru/> – official portal of the Ministry of Economy on inspections of the activities of business entities carried out by state regulatory authorities of the Kyrgyz Republic
<http://balabakcha.edu.gov.kg/en/> – Electronic Queue to the kindergarten of the Kyrgyz Republic
<http://mektep.edu.gov.kg/> – electronic Queue to the school of the Kyrgyz Republic
<https://lic.med.kg/>- online licensing of medical and pharmaceutical services of the Kyrgyz Republic
<http://services.med.kg/> – medical portal electronic queue of the Kyrgyz Republic
<https://budget.okmot.kg/en/> – official portal of “Open Budget” of the Kyrgyz Republic
<https://map.okmot.kg/en/> – economic map of the Kyrgyz Republic
<http://epatent.gov.kg/auth/eid> – portal for getting patent
<http://www.evisa.e-gov.kg> – official portal of e-Visa services
<https://auction.nas.gov.kg/home.xhtml>-online radio spectrum auction
<http://www.ibilim.kg/>- educational portal of the Ministry of Education and Science of the Kyrgyz Republic
<https://shailoo.srs.kg/>-The portal shailoo.srs.kg contains voter lists

3. Please provide **name(s) and URL(s)** of the government agency/department/ministry at the national level in charge of e-government.

The State Committee of information technologies and communications of the Kyrgyz Republic/
<http://www.ict.gov.kg>

4. Does your country have a **Chief Information Officer (CIO)**⁵ to manage national cross-agency e-government programs/strategies?

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

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| | |
|----------------------|---------------------------------------|
| Name: | Boronov Kubatbek |
| Title: | First vice prime minister |
| Organization: | The Government of the Kyrgyz Republic |
| E-mail: | |
| Phone: | +996 312 66-29-97 |

| | |
|----------------------|--|
| Name: | Dogoev Dastan |
| Title: | Chairman |
| Organization: | State Committee of Information Technologies and Communications of the Kyrgyz Republic |
| E-mail: | d.dogoev_piu@ict.gov.kg ddogoev@gmail.com |
| Phone: | +996 312 60-50-00 |

| | |
|----------------------|--|
| Name: | Kubanych Shatemirow |
| Title: | Deputy Chairman |
| Organization: | State Committee of Information Technologies and Communications of the Kyrgyz Republic |
| E-mail: | k.shatemirow@ict.gov.com k.shatemirow@gmail.com |
| Phone: | +996 312 605011 |

Commented [1]: Тут предлагаю указать 1ВГМ, а потом нас

Commented [2R1]:

5. Please provide **names and URLs** of the government agencies/ministries/departments at the national level in charge of the following:

a. Planning and Development

Ministry of economy of the Kyrgyz Republic/ <http://mineconom.gov.kg>

b. Education

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Ministry of education of the Kyrgyz Republic/ <https://edu.gov.kg>

c. Health

Ministry of health of the Kyrgyz Republic/ <http://www.med.kg>

d. Social Protection and Welfare

Ministry of labour and social development of the Kyrgyz Republic/ <https://mlsp.gov.kg/>

e. Employment and Decent Work

Ministry of labour and social development of the Kyrgyz Republic/ <https://mlsp.gov.kg/>

f. Environment

The State Agency of environment protection and forestry under the Government of the Kyrgyz Republic/ <http://www.ecology.gov.kg/>

g. Energy/Water

The State Committee of industry, energy and mineral resources of the Kyrgyz Republic/ <http://www.gkpen.kg/>

h. Finance/Taxation

Ministry of Finance of the Kyrgyz Republic/ <http://www.minfin.kg/>
THE STATE TAX SERVICE UNDER THE GOVERNMENT OF THE KYRGYZ REPUBLIC/
<http://www.sti.gov.kg/>

i. Industry/Trade

THE STATE COMMITTEE OF INDUSTRY, ENERGY AND MINERAL RESOURCES OF THE KYRGYZ REPUBLIC/ <http://www.gkpen.kg/>
Ministry of economy of the Kyrgyz Republic/ <http://mineconom.gov.kg>

Commented [3]: Если у них есть интерактивные ресурсы, надо тоже указать, например по МОиН - айбилима

II. Strategy and Implementation

6. Is there a **national development strategy** incorporating the [Sustainable Development Goals \(SDGs\)](#)?
(Maximum 250 words)

The NATIONAL DEVELOPMENT STRATEGY of the KYRGYZ REPUBLIC 2018-2040

7. Is there a **national e-government strategy/digital readiness strategy** or equivalent? (Maximum 250 words)

THE CONCEPT OF DIGITAL TRANSFORMATION "DIGITAL KYRGYZSTAN - 2019-2023"
Kyrgyzstan's cybersecurity strategies for 2019-2023

8. Please check whichever applies.

National e-government strategy or equivalent:

- has an implementation plan.
- is aligned with the national development strategy
- is aligned with the Sustainable Development Goals (SDGs).

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- is aligned with sub-national/local digital development strategy.
 - has an emphasis on digital-first principle
 - has an emphasis on digital by default; digital by design; mobile-first principle
 - has an emphasis on once-only (data) principle
 - has an emphasis to 'leave no one offline' or to 'leave no one behind'; or other specific measures to ensure e-government is accessible by the most vulnerable groups⁶
 - makes specific reference to e-participation, digital inclusion and/or engagement.
 - makes specific reference to the use of social media in the government.
 - makes specific reference to the use of new technologies⁷ such as artificial intelligence, blockchain, big data
- (If any checked, please explain further. Maximum 250 words)*

Main tasks of digital transformation of the Kyrgyz Republic:

Creation and development of digital ICT infrastructure (telecommunication networks, data processing centers, cloud technologies, access to information and services centers, digital platforms), including broadband, availability of communication services for all categories of citizens, including groups with special needs, bridging the digital divide in access, standardization; compliance and interoperability and management of the use of radio frequency spectrum. Each village will be provided with a broadband fiber-optic network, all social facilities (hospitals, ayil okmotu, post offices, etc.) will have high-speed access to the Internet.

Digital public services and municipal services for citizens and businesses will be launched across the country, which will include digital government and digital local government, digital Parliament and digital justice system. Digital services in the social sphere – health care and education-will be provided everywhere. It is planned to ensure maximum inclusiveness for people with special needs. Economic projects related to digital Commerce, digital Finance, digital agriculture will be launched. Work will be carried out to create a national spatial data infrastructure and to stimulate the development of local digital content in the online environment.

<https://digital.gov.kg/>

III. Legal Framework

9. Is there any legal framework on:

- access to information such as Freedom of Information Act
- personal data protection including digital security
- open government data
 - digital identity
 - digital certification/signature
- e-procurement
 - digitally publishing government expenditure⁸
 - data interoperability
- digital government as a right

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

⁷ Also referring to emerging technologies

⁸ Related to SDG Indicator 16.6.1

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(If any checked, please provide name of the legislation and links. Maximum 250 words)

1. Law of the Kyrgyz Republic "On access to information under the jurisdiction of the state bodies and bodies of local self-government of the Kyrgyz Republic"/<http://cbd.minjust.gov.kg/act/view/ru-ru/202010>;
2. Law of the Kyrgyz Republic "On personal information"/<http://cbd.minjust.gov.kg/act/view/ru-ru/202269>
3. decree of the Government of the Kyrgyz Republic on the protection of personal data - <http://cbd.minjust.gov.kg/act/view/ru-ru/11512>
4. order of the government of the Kyrgyz Republic dated October 16, 2018 No. 360-R "on approval of the National action plan for the construction of an Open Government in the Kyrgyz Republic for 2018-2020"/<http://cbd.minjust.gov.kg/act/view/ru-ru/216612>
5. resolution of the government of the Kyrgyz Republic of April 3, 2017 № 196 "On national passports of citizens of the Kyrgyz Republic"/<http://cbd.minjust.gov.kg/act/view/ru-ru/99890?cl=ru-ru>
6. law of the Kyrgyz Republic "On biometric registration of citizens of the Kyrgyz Republic"/<http://cbd.minjust.gov.kg/act/view/ru-ru/205357?cl=ru-ru>;
7. law of the Kyrgyz Republic "On electronic management"/<http://cbd.minjust.gov.kg/act/view/ru-ru/111634?cl=ru-ru>
8. law of the Kyrgyz Republic "On electronic signature"/<http://cbd.minjust.gov.kg/act/view/ru-ru/111635>

IV. Usage of online services

10. Do you collect usage statistics of e-government services?

Yes No

11. If yes, do you publish results online and share those with the public institutions concerned? (Max. 250 words)

<https://www.tunduk.gov.kg/> The Electronic Interoperability Center.

V. User satisfaction

12. Do you measure satisfaction of citizens on e-government services?

Yes No

13. If yes, do you publish results online and share those with the public institutions concerned? (Max. 250 words)

Commented [4]: У нас вроде было исследование ВБ, надо посмотреть там были такие вопросы, по-моему мы их публиковали!

Analysis of satisfaction of citizens on e-government services and the development of the digital economy are conducted jointly by Digital development department of the World Bank.
Also electronic public services are provided through a portal e.gov.kg and other portals where users can use the feedback function.

Some reports of WB:

<http://www.ict.gov.kg/index.php?r=site%2Fproject&pid=221&cid=25>

VI. Social Media

14. How does your government use social media at the national level to interact with and engage people in e-government activities? Please also explain if there were any guidelines for government officials on the use of social media. (Max. 250 words)

Most ministries and agencies have accounts in social networks that are used to respond quickly to citizens' appeals.
In the Kyrgyz Republic, there is a Code of Ethics for a public servant which includes various norms on the provision of information through ICT.

VII. New Technologies

15. Does your government have a **specific national strategy** on one or more of following new technologies?

- Artificial Intelligence (AI) Blockchain Big data Smart cities
 Robotics Internet of Things (IOT) Quantum computing Virtual reality
 Augmented reality Other:

(Please explain further including relevant links. Maximum 250 words)

THE CONCEPT OF DIGITAL TRANSFORMATION “DIGITAL KYRGYZSTAN - 2019-2023
Aims of the Concept: Creating new opportunities for people through the development of digital skills.
Providing high-quality digital services, increasing efficiency, effectiveness, openness, transparency, accountability and curbing corruption in the public administration system, increasing the level of citizen involvement in government and municipal decision-making processes through digital transformation of the state and municipal government.
Ensuring economic growth through digital transformation of priority sectors of the economy, strengthening international partnership and creating new economic clusters.

16. Does your government have any government body⁹ at the national level working specifically related to the new technologies? (Please explain further including relevant links. Maximum 250 words)

The State Committee of Information Technologies and Communications of the Kyrgyz Republic
State Service of Intellectual Property and Innovation under the Government of the Kyrgyz Republic

VIII. Indicators

⁹ This can be an agency, cabinet, commission, committee, initiative etc.

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17. What is the percentage of the population¹⁰ satisfied with their last experience of online public services?
(Max. 250 words)

We do not keep statistics of such data

18. What percentage of your GDP is allocated for ICT investment in the public sector? (Max. 250 words)

less than 1%

Commented [5]: Просьба уточнить! Может у НСК есть

19. What is the proportion of persons employed in central government organizations routinely using ICTs?
(Max. 250 words)

Users of ICT-99%

20. What is the proportion of persons employed in central government organizations routinely using the Internet? (Max. 250 words)

100%

21. If any, what kind of indicators do you collect/use to track digital literacy at the national level? (Max. 250 words)

In accordance with the Concept of digital transformation of the Kyrgyzstan, the following indicators are established: ensuring access to the Internet for social facilities; development of digital skills of the population

IX. International and Regional Cooperation¹¹

22. Is your government part of any sub-regional, regional or international cooperation on e-government?
(Max. 250 words)

International Telecommunication Union, Regional Commonwealth in the field of Communications, Turkic Council, Eurasian Economic Commission, ICT Working Group of the Shanghai Cooperation Organization, Alliance of e-Government Development Practitioners.

Commented [6]: ШОС?

23. Is your government offering (or planning to offer) support to other countries in the area of e-government? (Max. 250 words)

The Kyrgyz Republic intends to share experience on biometric registration of citizens and the process of identifying voters in elections with co-countries (Kazakhstan, Uzbekistan, Tajikistan)

24. Are there any ongoing public-private partnerships and multistakeholder partnerships, focusing on e-government? (Max. 250 words)

<http://www.donors.kg/en/about-us#.XSSSluszaUk> - The Development Partners Coordination Council (DPCC) has been established with the purpose of improving multi-way flow of relevant information among donors, government agencies and civil society institutions
<http://it-park.kg/> - The High-Tech Park of the Kyrgyz Republic is a zone with the High-Tech Park

¹⁰ 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

¹¹ WSIS Action Line C.11 - International and regional cooperation - <https://publicadministration.un.org/ws10/WSIS-Action-Lines-and-Facilitators>

regime for legal entities and individuals who are Residents of the High-Tech Park and operate in accordance with the provisions of the Law on HTP

<https://www.kssda.kg/> - KSSDA is a voluntary non-profit organization created as a result of unification of legal entities operating in the Kyrgyz Republic in order to protect and promote their interests, develop human resources and the software development industry and services in general.

<http://ub.kg/ru/> - Protection of rights and interests of members of the Union of Banks of Kyrgyzstan

<http://aoc.kg/> - The Association of Telecommunications Operators is an independent platform that brings together various categories of telecommunication operators of the Kyrgyz Republic

Digital CASA - Kyrgyz Republic - <http://projects.worldbank.org/P160230?lang=en>

X. Contact and Additional Information

| | |
|---------------|--|
| Name: | Begmatov Myrzakmat |
| Title: | Head of Foreign Affairs of State Committee of Information Technologies and Communications of the Kyrgyz Republic |
| Email: | mbegmatov@gmail.com m.begmatov@ict.gov.kg |
| Organization: | State Committee of Information Technologies and Communications of the Kyrgyz Republic +996 312 605031 |

Commented [7]: Мырзакмат, просьба указать ваши координаты

1. Please select whichever applies:

- A group of government agencies responded to the questionnaire collectively.
- 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: (Max. 250 words)

2. How did you hear about this questionnaire?

- Directly from UN DESA
- From the Mission of my country to the United Nations
- United Nations E-Government Survey website
- LinkedIn
- Facebook
- Other: (Max. 250 words)

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Thank you for taking the time to fill out the Member States Questionnaire (MSQ) 2020.
We appreciate your participation.