**Member States Questionnaire (MSQ) for the United Nations
E-Government Survey 2022**

The objective of this questionnaire is to gather information from Member States in preparation of the United Nations E-Government Survey 2022. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of the Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA assesses national portals with the assistance of independent researchers to construct the OSI, and requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. Inputs to the MSQ will be used by the United Nations E-Government Survey 2022 team for more in-depth country analysis, fact-checking and data quality assurance.

Refer here for a glossary of terminologies: https://publicadministration.un.org/egovkb

More information about the UN E-Government Survey:
https://publicadministration.un.org/en/Research/UN-e-Government-Surveys

For any questions about this questionnaire, please contact Madeleine Losch (email: loschm@un.org) and Rachael Purcell (email: purcell@un.org).

COUNTRY NAME* | Republic of Kazakhstan |

Contact information

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Organization*	JSC National Infocommunication Holding "Zerde"
Email*	Ayazhan.Mukanova@zerde.gov.kz

Please select whichever applies*

☐ I am authorized and fully knowledgeable to respond to this questionnaire.
✖ A group of government agencies responded to the questionnaire collectively.
☐ I did not have the full information to respond to this questionnaire.
☐ I mostly provided my own opinion/assessment rather than official information.
☐ Other _____

A. Institutional / Organizational Framework

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

> The main E-Government portal is: https://egov.kz/cms/en. In addition, there are other several portals: http://www.primeminister.kz/ru/, https://open.egov.kz/, https://data.egov.kz/, https://legalacts.egov.kz/, https://dialog.egov.kz/, https://budget.egov.kz/, https://evaluation.egov.kz/.

2. Please provide links (Links) for portals providing specific services/features*

E-services or similar	The main portal on providing E-services is: https://egov.kz/cms/en In addition, there is a unified portal of internet resources of government bodies https://www.gov.kz/ where you can find links on the web pages of all the Ministries (central state bodies), Akimats (local executive bodies) and other government agencies. Paid services can be paid online using web sites such as https://www.kassa24.kz/, https://post.kz/, https://aerc.kz/ru/personal/auth.php
E-participation or similar	The Open Government portal of the Republic of Kazakhstan https://open.egov.kz/ functions since 2016, creating a transparent and accountable state, empowering citizens to participate in the state governance, reducing corruption, and using new technologies to improve the effectiveness of public administration. The portal in turn consists of such portals as Open Data, Open Legal Acts, Open Dialogue and Open Budgets: https://dialog.egov.kz/ https://data.egov.kz/ https://budget.egov.kz/ https://legalacts.egov.kz/ On the unified portal of internet resources of government bodies https://www.gov.kz/ you can find links on the web pages of all the Ministries (central state bodies), Akimats (local executive bodies) and other government agencies. Citizens can give a feedback to the work of the government agency, submit an appeal, find the link to the blog of the head of the agency, as well as find contact information. https://www.gov.kz/memleket/entities/qriim/activities/population?lang=en https://www.gov.kz/memleket/entities/dsm/activities/population?lang=en https://www.gov.kz/memleket/entities/miid/activities/population?lang=en https://www.gov.kz/memleket/entities/mfa/activities/population?lang=en https://www.gov.kz/memleket/entities/qogam/activities/population?lang=en https://www.gov.kz/memleket/entities/mcs/activities/population?lang=en https://www.gov.kz/memleket/entities/economy/activities/population?lang=en https://www.gov.kz/memleket/entities/mod/activities/population?lang=en https://www.gov.kz/memleket/entities/edu/activities/population?lang=en

	https://www.gov.kz/memleket/entities/moa?lang=en https://www.gov.kz/memleket/entities/mti/activities/population?lang=en https://www.gov.kz/memleket/entities/enbek/activities/population?lang=en https://www.gov.kz/memleket/entities/minfin/activities/population?lang=en https://www.gov.kz/memleket/entities/mdai/activities/population?lang=en https://www.gov.kz/memleket/entities/ecogeo?lang=en https://www.gov.kz/memleket/entities/energo/activities/population?lang=en https://www.gov.kz/memleket/entities/adilet/activities/population?lang=en https://www.gov.kz/memleket/entities/emer/activities/population?lang=en Citizens can also reach government agencies thorough social media channels (see Question 39). There is also a virtual reception room of the President of the Republic of Kazakhstan http://vqb.gov.kz/en/ that was created to address the Head of State regarding the observance of the constitutional rights and freedoms of citizens of the country. Citizens can leave their statements, suggestions, complaints.	
Open government data	The Open Data portal provides publicly available government data that can be accessed through requests. https://data.egov.kz/ https://legalacts.egov.kz/ https://dialog.egov.kz/ https://budget.egov.kz/	
Public procurement	https://www.goszakup.gov.kz/ https://kgd.gov.kz/en http://zakupki.kz/ https://tenderplus.kz/ https://eep.mitwork.kz/ https://www.ets-tender.kz/ https://zakup.sk.kz	
Others (if any)	Official website of the President of the Republic of Kazakhstan http://www.akorda.kz/en Oficial web-site of the Prime-Minister of the Republic of Kazakhstan https://primeminister.kz/en Official web-site of the Parliament of the Republic of Kazakhstan http://www.parlam.kz/ General Prosecutor's Office of the Republic of Kazakhstan http://prokuror.gov.kz/ Central Election Commission of the Republic of Kazakhstan https://www.election.gov.kz/eng/ National Security Committee of the Republic of Kazakhstan http://knb.gov.kz/ Agency of the Republic of Kazakhstan for Civil Service Affairs https://www.gov.kz/memleket/entities/qyzmet?lang=en Anti-corruption Agency of the Republic of Kazakhstan https://www.gov.kz/memleket/entities/anticorruption?lang=en	

The Agency for protection and development of competition
https://www.gov.kz/memleket/entities/zk?lang=en
The Agency of the Republic of Kazakhstan for Regulation and Development of Financial Market
https://www.gov.kz/memleket/entities/ardfm?lang=en
Financial Monitoring Agency of the Republic of Kazakhstan
https://www.gov.kz/memleket/entities/afm?lang=en
High Judicial Council of the Republic of Kazakhstan
https://www.gov.kz/memleket/entities/vss?lang=en
Human Rights Commissioner in the Republic of Kazakhstan
https://www.gov.kz/memleket/entities/ombudsman?lang=en
https://www.gov.kz/memleket/entities/aspr?lang=en
Agency for Strategic Planning and Reforms of the Republic of Kazakhstan
https://www.gov.kz/memleket/entities/qriim?lang=ru Ministry of Internal Affairs
https://www.gov.kz/memleket/entities/dsm?lang=ru Ministry of Healthcare
https://www.gov.kz/memleket/entities/miid?lang=ru
Ministry of Industry and Infrastructure development
https://www.gov.kz/memleket/entities/mfa?lang=en
Ministry of Foreign Affairs
https://www.gov.kz/memleket/entities/qogam?lang=en
Ministry of Information and Social Development
https://www.gov.kz/memleket/entities/mcs?lang=en
Ministry of Culture and Sport
https://www.gov.kz/memleket/entities/economy?lang=en
Ministry of National Economy
https://www.gov.kz/memleket/entities/mod?lang=en
Ministry of Defense
https://www.gov.kz/memleket/entities/edu?lang=en
Ministry of Education and Science
https://www.gov.kz/memleket/entities/moa?lang=en
Ministry of Agriculture
https://www.gov.kz/memleket/entities/mti?lang=en
Ministry of Trade and Integration
https://www.gov.kz/memleket/entities/enbek?lang=en
Ministry of Labor and Social Protection of population
https://www.gov.kz/memleket/entities/aqmola?lang=en
Ministry of Finance
https://www.gov.kz/memleket/entities/minfin?lang=en
Ministry of Digital Development, Innovations and Aerospace Industry
https://www.gov.kz/memleket/entities/mdai?lang=en
Ministry of Ecology, Geology and Natural Resources
https://www.gov.kz/memleket/entities/ecogeo?lang=en
Ministry of Energy
https://www.gov.kz/memleket/entities/energo?lang=en
Ministry of Emergency Situations
https://www.gov.kz/memleket/entities/emer?lang=en

Akimat of Akmola region
https://www.gov.kz/memleket/entities/aqmola?lang=en
Akimat of Aktobe Region
https://www.gov.kz/memleket/entities/aktobe?lang=en
Akimat of Almaty Region
https://www.gov.kz/memleket/entities/zhetysu?lang=en
Akimat of Atyrau Region
https://www.gov.kz/memleket/entities/atyrau?lang=en
Akimat of East Kazakhstan Region
https://www.gov.kz/memleket/entities/akimvko?lang=en
Akimat of Almaty city
https://www.gov.kz/memleket/entities/almaty?lang=en
Akimat of Nur-Sultan city
https://www.gov.kz/memleket/entities/astana?lang=en
https://astana.gov.kz/
Akimat of Shymkent city
https://www.gov.kz/memleket/entities/shymkent?lang=en
Akimat of Zhambyl region
https://www.gov.kz/memleket/entities/zhambyl?lang=en
Akimat of West Kazakhstan Region
https://www.gov.kz/memleket/entities/bko?lang=en
Akimat of Karaganda region
https://www.gov.kz/memleket/entities/karaganda?lang=en
Akimat of Kostanay region
https://www.gov.kz/memleket/entities/kostanay?lang=en
Akimat of Kyzylorda region
https://www.gov.kz/memleket/entities/kyzylorda?lang=en
Akimat of Magystau Region
https://www.gov.kz/memleket/entities/mangystau?lang=en
Akimat of Pavlodar region
https://www.gov.kz/memleket/entities/pavlodar?lang=en
Akimat of North Kazakhstan Region
https://www.gov.kz/memleket/entities/sko?lang=en
Akimat of Turkestan region
https://www.gov.kz/memleket/entities/ontustik?lang=en

3. Please provide name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. *

Ministry of Digital development, Innovations and aerospace industry of the Republic of Kazakhstan,
https://www.gov.kz/memleket/entities/mdai?lang=en
Zerde National Infocommunication Holding JSC
https://zerde.gov.kz/
National Information Technologies JSC
https://www.nitec.kz/index.php/en

4. Does your country have a Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? *

✕ Yes   ☐ No

If yes, please provide contact information of national Chief Information Officer (CIO) or equivalent:

Your name*	Bagdat Mussin
Title*	Minister of Digital development, Innovations and aerospace industry of the Republic of Kazakhstan
Organization*	Ministry of Digital development, Innovations and aerospace industry of the Republic of Kazakhstan
Email*	b.mussin@mdai.gov.kz

Please provide links and details on the above, including coordination/integration between national and sub-national levels on e-government strategies/programmes.

https://www.gov.kz/memleket/entities/mdai/about/structure?lang=en
In 2018, for the effective implementation of advanced technologies, in agreement with the First President of the Kazakhstan, "digital" vice-ministers in health, education, social and labor sphere, digital development and tax and customs service were appointed in 5 ministries, and digitalization offices were formed in central and local government agencies. Additionally in 2019 Chief Digital Officers were appointed in the ministries of industry and infrastructure development, energy and internal affairs.
https://liter.kz/12940-v-treh-vedomstvah-kazahstana-poyavyatsya-tsifrovye-vitse-ministry/

https://24.kz/ru/news/policy/item/357040-novye-tsifrovye-vitse-ministry-poyavyatsya-v-vedomstvakh-kazahstana

Sectoral agencies/departments/ministries

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

Planning/development	https://www.gov.kz/memleket/entities/economy?lang=en Ministry of National Economy of the Republic of Kazakhstan
Education	https://www.gov.kz/memleket/entities/edu?lang=en Ministry of Education and Science of the Republic of Kazakhstan
Health	https://www.gov.kz/memleket/entities/dsm?lang=en Ministry of healthcare of the Republic of Kazakhstan
Social Welfare (inclusion, social protection, etc.)	https://www.gov.kz/memleket/entities/enbek?lang=en Ministry of Labor and Social Protection of Population of the Republic of Kazakhstan
Employment and Labour	https://www.gov.kz/memleket/entities/enbek?lang=en Ministry of Labor and Social Protection of Population of the Republic of Kazakhstan

Environment	https://www.gov.kz/memleket/entities/ecogeo?lang=en Ministry of Ecology, Geology and Natural Resources of the Republic of Kazakhstan
Justice	https://www.gov.kz/memleket/entities/adilet?lang=en Ministry of Justice of the Republic of Kazakhstan
Economy/finance	https://www.gov.kz/memleket/entities/economy?lang=en Ministry of National Economy of the Republic of Kazakhstan https://www.gov.kz/memleket/entities/minfin?lang=en Ministry of finance of the Republic of Kazakhstan
Industry/trade	https://www.gov.kz/memleket/entities/miid?lang=en Ministry of Industry and Infrastructural Development of the Republic of Kazakhstan

B. COVID-19 Response and Recovery

6. Is there a specific national portal or a dedicated section addressing the COVID-19 pandemic*?

✖ Yes   ☐ No

If yes, please provide link and more information about the specific national portal or dedicated section addressing the COVID-19 pandemic?

> https://www.coronavirus2020.kz/ All official information about coronavirus in Kazakhstan, prevention rules and measures to combat the spread of the virus are published on this portal. It contains: QA section where citizens are able to receive answers to all their questions, information on disease prevention, symptoms, rules of behavior, when symptoms are detected, vaccination process etc.

7. Is there any specific budget allocated for new initiative/measure(s) of e-government in response to the COVID-19 pandemic and/or in supporting recovery? Please provide link and detail.

> Each state body carries out a review of internal budget funds, without approving a separate plan to combat Covid's negative consequneces. In general, the government approved a program aimed at strengthening healthcare.
> https://adilet.zan.kz/rus/docs/R2000000014
>
> With the spread of the COVID-19 pandemic all over the world and the announcement of State of Emergency in the country, in order to reduce social contacts, all public services centres in Kazakhstan were closed, while ensuring the opportunity to receive all services online.
> On March 24, 2020, E-government portal implemented services for monitoring the situation of coronavirus in the country. A map, working in real time mode, was developed to inform the people about the situation of infected people and the ones, who were in contact with them.
> To keep citizens informed about COVID-19 pandemic, E-government portal contains "Frequently Asked Questions" section. A map, working in real time mode, was developed to inform the people about the situation of infected people and the ones, who were in contact with them.
> On March 26, E-Gov portal implemented the possibility for citizens to remotely receive Electronic Digital Signature. https://egov.kz/cms/ru/services/pass_onlineecp
> Today online registration for vaccination is available on the egov portal https://egov.kz/cms/ru/services/health_care/Zapis-na-vakcinaciyu Vaccination passport is also available in Egov Mobile App.

Ashyq app was designed to provide businesses with opportunity to operate under lockdown restrictions. To get to public places, citizens scan a special QR-code using Ashyq and show a risk rank indicated in the app at an entrance. The statuses are designated in 4 colours:
- Green: a citizen, who undergone PCR test and have a negative result for COVID-19;
- Blue: no PCR test results available. Not registered as having a contact with an infected person;
- Yellow: a person had a contact with someone infected with COVID-19;
- Red: PCR test for COVID-19 is positive. App is available in eGov mobile and introduced into the apps of second-tier banks https://egov.kz/cms/en/news/news_ashyq

During quarantine period in 2020, a number of various IT solutions have been developed.
1)   Web application COVID-19 - Automated system of the lists of confirmed patients with COVID-19 and contact persons for creation of one single database.
2)   Mapcovid – an application designed to visualize the location of infected and suspected individuals with COVID-19. Services are implemented for transferring data of citizens (Individual Identification Number, phone number, geo position, country of arrival, etc.) to the E-gov portal. Citizens will be able to see unwanted places to visit.
3)   Anti-corona is an online hackathon dedicated to creating a unified information resource to raise public awareness of the situation with coronavirus and prevent its spread. https://anti-corona.kz
4) Information system "Express testing on COVID-19" is intended for processing questionnaires for rapid testing at Covid-19 by specialists of the National Center for Public Health. https://formcovid.eisz.kz/

8. Is there a specific post-COVID-19 digital strategy for recovery and allocation of public resources (e.g. for digital transformation, digital inclusion)? Please provide link and detail.

There is an internal government plan for state bodies that strengthens the remote format of providing public services and the work of civil servants themselves. For example, according to this plan, public service centers began to work only on preliminary online booking for the period of the pandemic. As for the protection of business, the Government has approved a Comprehensive Plan to restore economic growth for 2021, which provides for more than 60 additional measures to support SMEs whose activities are affected by restrictions. First of all, these measures relate to reducing the burden on business in terms of a number of tax breaks and facilitating tax administration, expanding access to preferential financing, simplifying access to public procurement, as well as deregulating business activities.
https://www.primeminister.kz/ru/news/pravitelstvo-rassmotrelo-mery-podderzhki-msb-445741

Also, according to the Address of the Head of State Kassym-Jomart Tokayev to the people of Kazakhstan dated September 1, 2020, measures were taken to switch to the format of national projects. In this regard, February 2021, the National Development Plan of the country until 2025 was adopted. In order to implement the decree and the National Plan, the following have been developed: 1) Concept for the development of digital management and the ICT industry and 2) National project DigitEL (DigitalEraLifeStyle).
The main idea of the concept is Digital Transformation. The goal of Digital Transformation is effective public administration aimed at solving the needs of citizens, decisions of which are made on the basis of reliable data generated through digital processes in industries, due
 to an accessible and secure infrastructure.
The National project DigitEL has 6 directions: Services in 5 minutes, IT Business as a new growth point, A hearing and effective state, High-quality Internet and information security, 0 papers from business, Digital tools for the social sphere.
https://www.zakon.kz/5063295-kontseptsiyu-po-tsifrovomu-obrazu.html

C. Legal Framework

9. Is there any legislation, law or regulation on access to information, such as a Freedom of Information Act? *

✖ Yes   ☐ No

If yes, please provide link and detail.

Law of the Republic of Kazakhstan «On access to information» dated by November 16 2015 No. 401-V. http://adilet.zan.kz/eng/docs/Z1500000401
The Law of the Republic of Kazakhstan on Informatization dated November 24, 2015 No. 418-V 3PK https://adilet.zan.kz/rus/docs/Z1500000418

10. Is there any legislation, law or regulation on data privacy and/or protection? *

✖ Yes   ☐ No

If yes, please provide link and detail.

The Law of the Republic of Kazakhstan On personal data and their protection from 02.01.21, No. 399-VI comes into force on 1 July 2021 year
https://online.zakon.kz/document/?doc_id=31396226#pos=3;-108

Order of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan dated October 21, 2020 No. 395 / НҚ. Registered with the Ministry of Justice of the Republic of Kazakhstan on October 23, 2020 No. 21498. «On approval of the Rules for the collection and processing of personal data"
https://adilet.zan.kz/rus/docs/V2000021498

11. Is there any legislation, law or regulation on cybersecurity or similar? *

✖ Yes   ☐ No

If yes, please provide link and detail.

The Concept on Cybersecurity dated by June 30, 2017 No. 407
https://adilet.zan.kz/rus/docs/P1700000407

12. Is there any legislation, law or regulation on digital identity? *

✖ Yes ☐ No

If yes, please provide link and detail.

Law of the Republic of Kazakhstan «On amendments and additions to some legislative acts of the Republic of Kazakhstan on the regulation of digital technologies» dated June 25, 2020 No.347-VI
https://adilet.zan.kz/rus/docs/Z2000000347

Order of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan dated September 28, 2020 No. 352 / НҚ. Registered with the Ministry of Justice of the

Republic of Kazakhstan on September 30, 2020 No. 21329 "On approval of the Rules for the formation, verification and use of electronic documents using the digital document service"

Today, 15 documents are available in the "Digital Documents" service of the Egov mobile application, such as an identity card, a marriage registration certificate, a child's birth certificate, a certificate of renaming a name, surname, patronymic, divorce certificate, electronic technical passport, driver's license, results of PCR testing for Covid-19, diploma of education, student card, pensioner's certificate, candidate certificate, unified social document Social Id and vaccination passport
https://adilet.zan.kz/rus/docs/V2000021329

13. Is there any legislation, law or regulation on digital signature? *

✗ Yes   ☐ No
If yes, please provide link and detail.

Law of the Republic of Kazakhstan «On electronic documents and digital signature» dated January 7, 2003 No. 370 https://adilet.zan.kz/rus/docs/Z030000370

Order of the Minister for investment and development of the Republic of Kazakhstan dated by December 9, 2015 №1187 «On approval of the rules of authentication of electronic digital signature» https://adilet.zan.kz/rus/docs/V1500012864

Order of the acting Minister for Investment and Development of the Republic of Kazakhstan dated June 26, 2015 No. 727. Registered with the Ministry of Justice of the Republic of Kazakhstan on October 16, 2015 No. 12181 On approval of the Rules for the issuance, storage, revocation of registration certificates and confirmation of ownership and validity of the public key of electronic digital signature by the root certification center Of the Republic of Kazakhstan, the certification center of state bodies and the national certification center of the Republic of Kazakhstan
https://adilet.zan.kz/rus/docs/V1500012181

14. Is there any legislation, law or regulation on e-procurement? *

✗ Yes   ☐ No
If yes, please provide link and detail.

Law of the Republic of Kazakhstan «On Public Procurement» dated December 4, 2015 No. 434-V. https://adilet.zan.kz/eng/docs/Z1500000434

Order of the Minister of Finance of the Republic of Kazakhstan dated December 11, 2015 No. 648. «On approval of the Rules for the implementation of public procurement» https://adilet.zan.kz/rus/docs/V1500012590

15. Is there any legislation, law or regulation on digitally publishing government expenditure? *
Note: This is related to SDG Indicator 16.6.1

✗ Yes   ☐ No
If yes, please provide link and detail.

Budget Code of the Republic of Kazakhstan dated December 4, 2008 No. 95-IV
https://online.zakon.kz/document/?doc_id=30364477#pos=5;-108

In 2015, the Open Budgets portal was launched.
The Open Budgets portal https://budget.egov.kz/ is a component of the Open Government project, created to ensure transparent budgeting and the development of public control over the expenditure of budget funds.
According to the Rules for posting information on the Internet portal of open budgets, approved by order No. 1271 of the Minister for Investment and Development of the Republic of Kazakhstan dated December 31, 2015, state bodies (central government bodies and local executive bodies) post on the Open Budgets portal:
1. drafts of budget programs;
2. budget reporting,
3.consolidated financial statements,
4. results of governmental audit and financial control,
5. Civil budget.
On this Portal, proposals from information users registered on the web portal of "electronic government" are accepted for the draft budget programs and reports on the implementation of budget programs for the past financial year posted for public discussion.
To date, since 2016, 94 115 draft budget programs and 28 832 materials have been published on the Open Budgets portal.

16. Is there any legislation, law or regulation on data sharing/exchange/interoperability across government agencies? *

✕ Yes   ☐ No
If yes, please provide link and detail.

Order of the Minister of Justice of the Republic of Kazakhstan dated March 18, 2015 No. 164. «On approval of the Rules for interaction of state bodies on the exchange of information for the purpose of maintaining legal and other cadastres»
https://adilet.zan.kz/rus/docs/V1500011102

17. Is there any legislation, law or regulation on open government data? *

✕ Yes   ☐ No
If yes, please provide link and detail.

Law of the Republic of Kazakhstan «On access to information» dated by November 16 2015 No. 401-V. http://adilet.zan.kz/eng/docs/Z1500000401

Order of the Minister of Information and Social Development of the Republic of Kazakhstan dated April 28, 2021 No. 144. «On approval of the Rules for posting information on the Internet portal of open data» https://adilet.zan.kz/rus/docs/V2100022651

On approval of the Criteria for classifying electronic information resources as open data posted by state bodies on the Internet portal of open data, as well as the Rules and the format of their presentation https://adilet.zan.kz/rus/docs/V1600013231

18. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchain, 5G and Internet of Things (IoT)? *

✘ Yes   ☐ No
If yes, please provide link and detail.

To implement and introduce new digital technologies (IoT,AI,Robotics,Big data, blockchain) Law «On making amendments and additions to some legislative acts of the Republic of Kazakhstan on the issues of **regulation of digital technologies**» has been approved on June 25, 2020. The main mission of the new law is to implement the use of new technologies into the public and private sector of the country. https://adilet.zan.kz/rus/docs/Z2000000347
In particular, it is proposed to legislate such concepts as "blockchain", "intelligent robot", etc. The adoption of these norms is of great importance for the further development of the industry. A citizen will be able to fully use digital documents in his smartphone instead of originals after the approval of the relevant regulations. A service based on a mobile government will help a person receive services without even having paper or plastic identity documents with him. In turn, the norms that legally restrict the quasi-state sector to participate in entrepreneurial activity, in the market where private firms are already operating, are called upon to become an impetus for the development of IT companies. In this way, the IT industry is better aligned with YellowPagesRules.
Moreover, «Digital Kazakhstan» state program aims to fasten the process of transition to digital state. It is planned to increase the number of public services, which are provided in electronic format. Moreover, the main goals of the transition are to provide paper free public services, to develop e-health, to develop electronic labour exchange, to create of real estate cadaster information system. The program is totally aligned with Sustainable Development Goals.
https://digitalkz.kz/ru/
https://egov.kz/cms/ru/digital-kazakhstan

D. Strategy and Implementation

19. Is there a national e-government strategy or equivalent? *
✘ Yes   ☐ No
If yes, please provide link and detail.

https://adilet.zan.kz/rus/docs/P1700000827
Resolution of the Government of the Republic of Kazakhstan dated December 12, 2017 No. 827 "On approval of the State program" Digital Kazakhstan ".

"Digital Kazakhstan" state program aims to improve the standard of living of every citizen through the use of digital technologies. The plan is to implement the program within five years from 2018 until 2022 in five key areas: digitization of the economy, transition to digital government, implementation of the Digital Silk Road, human capital development and creating an innovation ecosystem.
One of the directions of the State Program is "Transition to the digital state" - the direction of transforming the functions of the state as an infrastructure for providing services to the population and business, anticipating its needs.
https://digitalkz.kz/ru/
 https://egov.kz/cms/ru/digital-kazakhstan
In February of this year, the National Development Plan until 2025 was adopted. In order to implement the decree and the National Plan, the following have been developed: 1) The Concept for the

Development of the Digital Management Sphere and the ICT Industry and 2) The National Project DigitEL (DigitalEraLifestyle / Digital Lifestyle).

The main idea of the concept is Digital Transformation. The goal of Digital Transformation is effective public administration aimed at solving the needs and needs of citizens, decisions of which are made on the basis of reliable data generated through digital processes in industries, thanks to an accessible and secure infrastructure.

The concept also defines the principles, approaches and tools of transformation.

The national project has 6 directions, one of them is Service in 5 minutes, consisting of 3 tasks (digitized life situations, smartphonization, service boutiques). Another direction is Digital tools for the social sphere; it unites for the spheres of health care, labor and social protection, citizens' safety, education, and urban development. Electronic health passports and remote provision of medical services, digital public safety measures, equipping police and courts, and electronic criminal cases, proactive job offer and electronic employment contracts, digital social card of the family, social wallet, digitization of archived data.

https://www.zakon.kz/5063295-kontseptsiyu-po-tsifrovomu-obrazu.html

20. How long is the period/cycle of the national e-government strategy or equivalent? *
☐ Two-year
☐ Three-year
✖ Five-year
☐ Ten-year
☐ Other _____

21. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail.

The main one is «Kazakhstan-2030» strategy. The Strategy outlined a long-term way of development of the sovereign republic, directed at transforming the country into one of the safest, most stable, ecologically sustained states of the world with a dynamically developing economy,
http://www.akorda.kz/ru/official_documents/strategies_and_programs
Also , "Digital Kazakhstan" state program aims to improve the standard of living of every citizen through the use of digital technologies. The plan is to implement the program within five years from 2018 until 2022 in five key areas: digitization of the economy, transition to digital government, implementation of the Digital Silk Road, human capital development and creating an innovation ecosystem.
https://digitalkz.kz/ru/
https://egov.kz/cms/ru/digital-kazakhstan
In February of this year, the National Development Plan until 2025 was adopted. In order to implement the decree and the National Plan, the following have been developed: 1) The Concept for the Development of the Digital Management Sphere and the ICT Industry and 2) The National Project DigitEL (DigitalEraLifestyle / Digital Lifestyle).

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and urban development. Electronic health passports and remote provision of medical services, digital public safety measures, equipping police and courts, and electronic criminal cases, proactive job offer and electronic employment contracts, digital social card of the family, social wallet, digitization of archived data.

https://www.zakon.kz/5063295-kontseptsiyu-po-tsifrovomu-obrazu.html

22. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? Please provide link and detail.

The main one is «Kazakhstan-2030» strategy. The Strategy outlined a long-term way of development of the sovereign republic, directed at transforming the country into one of the safest, most stable, ecologically sustained states of the world with a dynamically developing economy,
http://www.akorda.kz/ru/official_documents/strategies_and_programs
https://primeminister.kz/ru/news/vnedrenie-principov-cur-pozvolit-znachitelno-povysit-kachestvo-zhizni-naseleniya-a-smailov-1623524

Also , to review and develop proposals for the formation of a unified policy for the implementation of the SDGs in the Republic of Kazakhstan the «SDG coordinating council» was created. Coordinating council also controls the activities of working groups and develop proposals on successful implementation of SDGs in the country.
https://adilet.zan.kz/rus/docs/R1800000143
http://kz.one.un.org/content/unct/kazakhstan/ru/home/mdgs-sdgs/sustainable-development-goals.html

At the moment, there is a page on SDGs on Egov Portal and on the web-site of Economic Research Institute
https://economy.kz/ru/Celi_ustojchivogo_razvitija/About_TSUR/
https://egov.kz/cms/ru/zur

23. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? Please provide link and detail.

The implementation of the State Program "Digital Kazakhstan" applies to all central and local executive bodies. It is unified strategy for all state bodies at national and local level.
https://digitalkz.kz/ru/
https://egov.kz/cms/ru/digital-kazakhstan

24. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? Please provide link and detail.

1) **iKomek** is the 24/7 center of the monitoring and rapid response of Nur-Sultan city in Kazakhstan. Unified front office brings together all call centers of public utilities and is a single focal point for contact with city residents. This is the first such project in Kazakhstan. Residents of Nur-Sultan can get an answer to their question or report any incident or problem. IKomek center provides a platform for active participation of residents in the development and improvement of the capital.

There is a range of ways to contact iKomek center and submit an appeal:
- the official Internet resource of the city administration http://astana.gov.kz/en
 - iKomek109 mobile application (available on iOS and Android)
- chat-bot in a messenger app
- Smart Astana mobile application (available on iOS and Android)
- chat in Whatsapp messenger

- Facebook and Instagram
- e-mail address 109@ikomekastana.kz
 - 109 number for free phone calls from landlines and mobile phones.
To sum up, the iKomek project allowed to increase government transparency, improve interaction of state bodies with the population, and acted as an effective platform of e-participation and involvement of citizens in the improvement of the city and decision-making.
2) The **Open Government** portal of the Republic of Kazakhstan open.gov.kz functions since 2016, engaging citizens, reducing corruption, and using new technologies to improve the effectiveness of public administration. The aim of the Open Government is to ensure the transparency of the public sector and to involve citizens of the country through electronic resources in the process of decision-making.
The portal includes such portals as Open Data, Open Legal Acts, Open Dialogue and Open Budgets, as well as the portal on assessment of the effectiveness of government agencies.
https://open.egov.kz/
3) The Single platform of Internet-resources of the state bodies of Kazakhstan based on the principle of "one window" (Egov 3.0). There are introduced three citizen-oriented innovations:
1. Public service delivery according to life situations (70-80 life situations i.e. Buying a car, Waiting for a child, Marriage).
2. Structured and standardized content, so that all the information will be easy accessible and harmonized.
3. All possible feedback ways and channels for citizens are presented
 www.gov.kz

25. Does the national e-government strategy make specific reference to a national data governance framework or similar? Please provide link and detail.

Law of the Republic of Kazakhstan «On access to information» dated by November 16 2015 No. 401-V. http://adilet.zan.kz/eng/docs/Z1500000401
The Ministry of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan announced the acceptance of proposals for a **draft law to strengthen the protection of personal data**. The Ministry began developing amendments to legislation aimed at improving the scope of personal data and their protection. Digital services are increasingly penetrating the life of Kazakhstanis, at the same time, the risks of personal data leakage are increasing. The issues of personal data security in modern realities are among the priorities for our country. In this regard, every Kazakhstani can make his proposals to strengthen the protection of personal data, expand his rights regarding personal data and improve national legislation in this area.
https://www.gov.kz/memleket/entities/mdai/press/news/details/186298?lang=ru
https://www.gov.kz/memleket/entities/mdai/press/news/details/162325?lang=ru

26. Does the national e-government strategy make specific reference to national digital identity? Please provide link and detail.

The state program "Digital Kazakhstan" contains the following: The introduction of a digital identification mechanism will become a fundamental infrastructure. This will help build a universal digital environment for interaction and communication between financial institutions, customers, government agencies and organizations. This will qualitatively increase the level and efficiency of the provision of financial, government and other services.
https://digitalkz.kz/ru/
https://egov.kz/cms/ru/digital-kazakhstan

27. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? Please provide link and detail.

> The key event of the State Program "Digital Kazakhstan" is the implementation of the "Digital by default" principle, which provides for the planning and subsequent provision of public services exclusively in electronic form, with the expansion of self-service capabilities, within the framework of the "Transition to a digital state"
> https://digitalkz.kz/ru/
> https://egov.kz/cms/ru/digital-kazakhstan

28. Does the national e-government strategy make specific reference to data-once-only principle or similar? Please provide link and detail.

> When providing public services, the initial identification of a citizen begins with entering an IIN (individual identification number). Subsequently, in the presence of digitized information, through the IIN, the state body receives the necessary information for the provision of public services in full or in part. Therefore, at the moment this principle is observed according to the information that is stored in state databases.

29. Does the national e-government strategy make specific reference to the use of new/emerging technologies such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? Please provide link and detail.;

✖ Artificial intelligence (AI); link/detail: https://egov.kz/cms/en/ai-big-data
https://adilet.zan.kz/rus/docs/Z2000000347

✖ Robotics; link/detail: https://egov.kz/cms/en/robotization
https://adilet.zan.kz/rus/docs/Z2000000347

✖ Blockchains; link/detail: https://egov.kz/cms/en/robotization
https://adilet.zan.kz/rus/docs/Z2000000347

✖ 5G; link/detail: https://adilet.zan.kz/rus/docs/Z2000000347

✖ Internet of Things (IoT); link/detail: https://adilet.zan.kz/rus/docs/Z2000000347

☐ Others; link/detail: https://www.nitec.kz/index.php/en/post/smart-data-ukimet

1) Smart Data Ukimet project is being implemented within the State Program "Digital Kazakhstan" and is aimed at creating a single space of big data obtained from various sources for the purpose of providing analytical information on the activities of the Government of the Republic of Kazakhstan.
   The project objectives are:
   - Creation of a single big data space as a basis for the application of artificial intelligence;
   - Monitoring of the current state and its management by predicting the development of the situation;
   - Modeling the consequences of management decisions, based on the use of information and analytical module;
   - Guidance in crisis situations.
Smart Data Ukimet has 2 main modules - a module of primary data and information-analytical module.

2) https://sb.egov.kz/smart-bridge/home

"Smart Bridge" is a simplified process of integration between information systems of public authorities and the private sector. Smart Bridge will eliminate unnecessary bureaucracy between government agencies.

Firstly, it will be enough for the state body initiating the integration to send to another state body only one electronic application through this platform, and the answer will have to be provided to him within two working days. For comparison, earlier it was necessary to send a whole package of documents and wait for approvals for several months.

Secondly, Smart Bridge will reduce integration costs. This is due to the use of ready-made software tools that are available for free on the platform.

Thirdly, the project will allow businesses to transparently, online, send applications to government agencies to connect to their services, as well as monitor the progress of this application. Thus, application developers will be able to create new services for their customers. These are applications that work by analogy with services for checking fines, taxes, legal arrears, etc.

3) https://nabdc.kz/

Crypto-mining has become one of the recent trends of rapid development and boosts for government to create appropriate incentives and regulation. According to National Association for Blockchain and Data Center industry development in Kazakhstan (nabdc.kz). Due to the low cost of electricity and developed data transit infrastructure in Kazakhstan, there is a potential for data centers industry in Kazakhstan to attract foreign and local investments and develop on international scale. This includes, but not limited to, providing services internationally in the following areas: various energy intensive computations, cloud services, crypto-mining, back-up storage etc.

4) https://nu.edu.kz/ru/zakupki/kf-fond-podderzhki-issledovanij-razrabotok-v-sfere-iskusstvennogo-intellekta

Fund for support of research and development in the field of artificial intelligence of Nazarbayev University was created to attract the world's leading manufacturers of solutions in the field of artificial intelligence to the Republic of Kazakhstan. The purpose of the fund is to develop artificial intelligence in Kazakhstan in educational, research, scientific and technical, social, cultural, charitable, innovation, management areas, sustainable development and other socially useful areas.

30. Is the national e-government strategy aligned to any regional or global guidelines, recommendations or goals (e.g. United Nations, African Union, European Union, OECD)? Please provide link and detail.

https://adilet.zan.kz/rus/docs/P1700000827

One of the goals of the Digital Kazakhstan programs is to accelerate the pace of development of the economy of the Republic of Kazakhstan and improve the quality of life of the population through the use of digital technologies in the medium term. In this regard, the program is aligned to a range of international goals as follows:
1)   Improvement in the ranking of the WEF according to the indicator "Growth of innovative companies" (104th place to 2022)
2)   Improvement in the ranking of the WEF according to the indicator "Availability of venture capital" (80th place to 2022)
3)   ICT Development Index (30th place to 2022)

> 4)   Positions in the Doing Business rating according to the "Taxation" indicator (35th place to 2022)
>
> 5)   E-government development index (25th place to 2022)
>
> (see the section of the Digital Kazakhstan program 4. Goals, objectives, target indicators and indicators of the results of the Program implementation)

31. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? Please provide link and detail.

> According to the Address of the Head of State Kassym-Jomart Tokayev to the people of Kazakhstan, dated September 1, 2020, measures were taken to switch to the format of laconic national projects. In February of this year, the National Development Plan until 2025 was adopted. In order to implement the decree and the National Plan, the following have been developed: 1) The Concept for the Development of the Digital Management Sphere and the ICT Industry and 2) The National Project DigitEL (DigitalEraLifestyle / Digital Lifestyle).
> The main idea of the concept is Digital Transformation. The goal of Digital Transformation is effective public administration aimed at solving the needs and needs of citizens, decisions of which are made on the basis of reliable data generated through digital processes in industries, thanks to an accessible and secure infrastructure.
> The concept also defines the principles, approaches and tools of transformation.
> The national project has 6 directions, one of them is **Service in 5 minutes**, consisting of 3 tasks (digitized life situations, smartphoneization, service boutiques). Another direction is **Digital tools for the social sphere,** it unites for the spheres of health care, labor and social protection, citizens' safety, education, and urban development. Electronic health passports and remote provision of medical services, digital public safety measures, equipping police and courts, and electronic criminal cases, proactive job offer and electronic employment contracts, digital social card of the family, social wallet, digitization of archived data.
> https://www.zakon.kz/5063295-kontseptsiyu-po-tsifrovomu-obrazu.html
>
> The scenario planning method was also used in the calculation of target indicators and indicators of implementation results of the Digital Kazakhstan state program.

32. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? Please provide link and detail.

> In 2019 President Kassym-Jomart Tokayev's State of the Nation Address included that «Kazakhstan has taken a course towards the development of the digital economy. The government will have to adapt legislation to new technologies: 5G, Smart Cities, big data, blockchain, digital assets, new digital financial instruments».
> Now Ministry of Digital Development, Innovations and Aerospace Industry is working on the approval of the **draft law on stimulating innovation, digitalization and information security** that provides the ground for the introduction of "special legal regimes" i.e. regulatory sandboxes. The main goal of "special legal regimes" is the development of innovations in such sectors of the economy as ICT, medicine, education, industry, energy, etc. The adoption of "special legal regimes" at the legislative level will lead to the following effects:

- development of innovations as part of the implementation of domestic IT solutions by the business community and start-up projects;
- identification at an early stage of positive and negative consequences from the implementation of the project;
- elimination of administrative barriers in the implementation of innovative projects;
- attracting domestic and international investors to develop breakthrough projects in the territory of the Republic of Kazakhstan.

https://online.zakon.kz/Document/?doc_id=36952240

E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

33. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind?*

✖ Yes   ☐ No

If yes, please provide link and detail.

The main one is «Kazakhstan-2030» strategy. The Strategy outlined a long-term way of development of the sovereign republic, directed at transforming the country into one of the safest, most stable, ecologically sustained states of the world with a dynamically developing economy, http://www.akorda.kz/ru/official_documents/strategies_and_programs

According to the Address of the Head of State Kassym-Jomart Tokayev to the people of Kazakhstan dated September 1, 2020, measures were taken to switch to the format of national projects. In this regard, February 2021, the National Development Plan of the country until 2025 was adopted. In order to implement the decree and the National Plan, the following have been developed: 1) Concept for the development of digital management and the ICT industry and 2) National project DigitEL (DigitalEraLifeStyle).
The main idea of the concept is Digital Transformation. The goal of Digital Transformation is effective public administration aimed at solving the needs of citizens, decisions of which are made on the basis of reliable data generated through digital processes in industries, due
 to an accessible and secure infrastructure.
The National project DigitEL has 6 directions: Services in 5 minutes, IT Business as a new growth point, A hearing and effective state, High-quality Internet and information security, 0 papers from business, Digital tools for the social sphere.
https://www.zakon.kz/5063295-kontseptsiyu-po-tsifrovomu-obrazu.html

There is also a National Plan for ensuring the rights and improving the quality of life of persons with disabilities in the Republic of Kazakhstan until 2025: https://adilet.zan.kz/rus/docs/P1900000326

34. Is there a national e-participation policy/strategy or similar? *

✖ Yes   ☐ No

If yes, please provide link and detail.

Law of the Republic of Kazakhstan «On access to information» dated by 15th of November, 2015 No. 401V
http://adilet.zan.kz/eng/docs/Z1500000401

35. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and other vulnerable groups? *

✖ Yes   ☐ No
If yes, please provide link and detail.

https://egov.kz/cms/ru/services/citizen_and_the_government/e_app
Taking into account the importance of supporting socially vulnerable groups of the population 24 services of the Ministry of Labor and Social Protection of the Population aimed at providing social assistance to citizens can be obtained from home.
On egov portal with "Electronic appeals" service, women and other vulnerable groups can get such services as: Appointment of benefits for caring for a disabled person of the first group from childhood, Appointment of state targeted social assistance, Registration of documents for people with disabilities to provide them with prosthetic and orthopedic assistance, Provision of wheelchairs for disabled people, Appointment of state allowances for large families and others.

36. Does the Government provide any specific e-service(s) for women and other vulnerable groups?

✖ Yes   ☐ No
If yes, please provide link and detail.

Kazakhstan is actively introducing proactive and composite services. Now we have developed 27 proactive services that take into account events in people's lives. This will eliminate the need to visit public service center and even submit an application through the portal.
Some of the most popular services are the **birth of a child**, which consists of four services (registration of birth, assignment of benefits, enrollment in kindergarten, registration at the place of residence), and proactive services related to reaching retirement age.
https://egov.kz/cms/ru/services/pass014_mu

Composite services include several related services that will be provided in a complex. For this, a citizen will need to submit only one application. To date, we provided 55 composite services for 21 life situations.
For example, in 2018, a service was launched for assigning pension payments, state basic pension payments, and pension payments from the Unified Pension Fund. For entrepreneurs, registering a legal entity has been simplified. With one application, they can open a bank account and conclude an insurance contract.
https://egov.kz/cms/ru/services/pension/pass151_mtszn

https://egov.kz/cms/ru/news/24_services
6 new services for people with special needs, which were previously provided exclusively in the employment services and social programs of local executive bodies, have been transferred to the online format and are available on the e-government portal.

Now, in addition to 18 already existing online services, 6 more have become available: the provision of a sign language specialist, the provision of an individual assistant, spa treatment, deaf-typhlotechnical means, compulsory hygiene products, the provision of wheelchairs and prosthetic and orthopedic assistance.

The implementation of these services is one of our priorities. Our task is to make sure that Kazakhstanis with special needs can receive all the necessary government services without leaving their homes. https://www.gov.kz/memleket/entities/mdai/press/news/details/146223?lang=ru

To apply for the provision of services on the portal, citizen must select the appropriate service, the relying technical means of rehabilitation, the service provider, taking into account your needs and track the status of the application until the full implementation of the individual rehabilitation program. It is worth noting that when ordering these services, you can choose home delivery, and Kazpost couriers will deliver everything you need.

Targeted social assistance provides for the provision of comprehensive social assistance to low-income citizens:
firstly, it is a cash payment;
secondly, measures to promote employment, that is, referral to training, youth practice, public works, social jobs, microcredit, permanent jobs;
third, measures of social adaptation, including social rehabilitation of people with disabilities, legal advice, assistance in obtaining housing assistance to compensate for the costs of paying for housing and communal services, queuing for housing and kindergartens, as well as registering with antenatal clinics and other measures (organization of sections, circles, extracurricular activities and free meals for school-age children);
fourthly, a guaranteed social package for children from low-income families (provision of food kits and kits of household chemicals; provision of free meals at the place of study, school uniforms and school supplies, reduced fares on city public transport).
Citizens can get their TSA by applying on egov portal:
https://egov.kz/cms/ru/services/pass166_mtszn

https://www.gov.kz/memleket/entities/karaganda-social/press/article/details/12598?lang=ru

Government provides support for single mothers and their children
https://www.gov.kz/memleket/entities/enbek-shymkent/press/news/details/156128?lang=ru

37. Does the Government provide any specific e-participation measure(s) for women and other vulnerable groups? *

✖ Yes   ☐ No
If yes, please provide link and detail.

People from socially vulnerable groups who want to receive qualified legal assistance can get it through the special Lawcenter application for free. To do this, they need to register, confirm the status and create an order and after that the Pro bono lawyers contact the client.
There is also application form on the web-site of "Government for citizens" JSC where women and other vulnerable groups can apply for the feedback
https://gov4c.kz/ru/services/services-dlya-lits-s-ogranichennymi-vozmozhnostyami/

On the unified portal of internet resources of government bodies https://www.gov.kz/ citizens can find links on the web pages of all the Ministries (central state bodies), Akimats (local executive bodies) and other government agencies. Citizens can give a feedback to the work of the government agency, submit an appeal, find the link to the blog of the head of the agency, as well as find contact information.

38. Does the Government provide any specific measure(s) to build digital literacy/skills for women and other vulnerable groups? *

✖ Yes   ☐ No

If yes, please provide link and detail.

In order to develop human capital — one of the directions of the state program "Digital Kazakhstan", in all regions of Kazakhstan every year in the summer there are courses to train the population on digital literacy, the main goal of which is to increase the level of digital literacy of the population to 83% by 2022.
Within the framework of increasing the level of digital literacy, the Ministry of digital development, innovation and aerospace industry of Kazakhstan and JSC "National infocommunication holding "Zerde" developed and approved training programs on the following competencies:
1.   basic digital skills;
2.   skills to use "E-Government";
3.   skills to use "Open Government";
4.   "E-Commerce" skills;
5.   information security skills;
https://egov.kz/cms/ru/articles/communications/digital_literacy
In 2019, training was carried out with a focus on the training of socially vulnerable segments of the population (mothers with many children, pensioners, unemployed, etc.). At the end of 2019, the total number of people from socially vulnerable sector trained in the basic competencies of digital literacy amounted to 76.2 thousand people.
https://egov.kz/cms/ru/articles/digital_literacy

39. Does the Government use social media platform(s)? *

✖ Yes   ☐ No
If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

https://www.instagram.com/primeministerkz/?hl=ru
https://twitter.com/primeministerkz
https://www.facebook.com/primeminister.kz/
https://www.youtube.com/channel/UCPf1FQVQtODCfw31n51-W9Q
https://vk.com/primeminister_news

Please include any guidelines for government officials/institutions on the use of social media.

Within the framework of the law «On access to information» dated by 15th of November, 2015 No. 401V

http://adilet.zan.kz/eng/docs/Z1500000401 each state body has a virtual reception for interacting with population. Citizens can send their appeals to the heads of state bodies at the virtual reception through the eGov portal (https://dialog.egov.kz/blogs).Each government body at the local level also has virtual receptions on the official websites. All appeals are revised. Moreover, citizens can get public services via Telegram-bot @EgovKzBot, which is launched in 2015 for creating bots and to be a convenient channel for obtaining a wide variety of online services. Social media is actively used in the work of public institutions: issues received from the public on social networks are taken into account and feedback is provided for all citizens. The links to the official accounts can be found on the main pages of respective state body's internet-resources.

Using e-government services as well as other digital services through social media are also highly promoted in the framework of the "Digital Kazakhstan" state program. There are several guidelines and regulations for government officials and state institutions on work on the Internet, including in social networks and on blog platforms.
http://bap.prokuror.gov.kz/rus/printpdf/37082
Principles of information work of central bodies of the Republic of Kazakhstan, local executive bodies and national companies
http://sayasat-bko.gov.kz/dejatelnost/smi/principy-informacionnoi-raboty-centralnykh-organov-respubliki-kazakhstan-mestnykh-ispolnitelnykh-organov-i-nacionalnykh-kompanii.html

40. Does the Government publish information on how people's voices, including those among women and vulnerable groups, are included in policy decision-making? *

✖ Yes ☐ No
If yes, please provide link and detail.

The main goal of the Open Government is to create a transparent, accountable state, empower citizens to govern the state, strengthen the fight against corruption, and use new technologies to improve the efficiency of public administration.
Open government consists of such components as: open data, open legal acts, open dialogue, open budgets, as well as an assessment of the effectiveness of government agencies.
Open Dialogue is an open platform for dialogue between the population and the state, which eliminates barriers such as distance, a live queue, and lack of awareness of compliance with mandatory conditions. The main goal of the portal is to involve citizens in the activities of state bodies: users can directly submit an appeal and send proposals to a specific state body or local akimat, report on the quality of the cellular network, and participate in socially significant surveys. The portal consists of three main services:
• Blog platform of the first heads of civil society
• Internet conferences
• Polls
https://open.egov.kz/

F. Usage, User Satisfaction and Evaluation

41. Does the Government monitor/collect usage statistics of e-government services? *

✖ Yes ☐ No
If yes, please provide link and detail.

> On e-government portal there is a statistics on usage of e-government services
> https://egov.kz/cms/ru/information/about/stat

42. Does the Government measure user satisfaction of e-government services? *

✗ Yes ☐ No

If yes, please provide link and detail.

> In the State Program "Digital Kazakhstan" adopted in December 2017, there are five main directions and one of them is transition to the digital state. Within this direction, there is a key indicator - "Level of satisfaction of the population with the quality of independently received e-services". The goal is to increase satisfaction of citizens on e-government services up to 84% by the year 2022. The responsible public institution is the Ministry of Digital Development, Innovations and Aerospace Industry of Kazakhstan
> https://www.kz.undp.org/content/kazakhstan/ru/home/presscenter/announcements/2021/april/survey-public-service-delivery.html
> In accordance with the law "On public services" since 2014, public monitoring of the quality of publicservices provided has been carried out in Kazakhstan.
> https://adilet.zan.kz/rus/docs/Z1300000088
> The Agency for Civil Service Affairs of the Republic of Kazakhstan annually established public monitoring of the quality of the provision of public services. According to the results of public monitoring of the quality of the provision of public services in 2020, the level of satisfaction of the population was 75.1%. The quality of the provision of public services was assessed according to such criteria as information, availability, employees, procedure, timing, costs, feedback, results. To obtain public services, the respondents applied to various structures and organizations, depending on the body providing this service in accordance with the standards. https://www.inform.kz/ru/opredelen-uroven-udovletvorennosti-kazahstancev-kachestvom-okazaniya-gosuslug_a3771026

G. Other information

43. Please provide information about any ongoing global/regional partnership and/or digital cooperation, focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) *

> 1) On February 5, 2021 International Forum "Digital Almaty 2021 - Digital Reboot: A Leap into a New Reality" took place in Almaty.
> The main tasks of the forum are to form an agenda at the regional and global level in the field of digitalization, new strategies for digital transformation and trends in the field of new technologies, as well as discuss further steps and prospects for international cooperation. This year, the agenda is being shaped taking into account the global changes that have arisen in connection with the COVID-19 pandemic.
> Support for domestic IT solutions and the possibility of entering new markets, promoting business relations with regional partners and popularizing digitalization projects are the main topics of the forum. During the forum, an online exhibition of digital projects has been broadcasted.
> The most important event of the forum was a plenary session with the participation of the Prime Ministers of the EAEU and leading international experts.
> In 2021, the forum was held in a hybrid format, so most of the events within the forum were held online.

Digital Almaty Forum has been held for the fourth year in a row and is one of the key platforms for the formation and discussion of the global and regional digital agenda, challenges, solutions and policies in the field of digitalization around the world.

2) Kazakhstan is part of the Peer-to-Peer Learning Alliance on E-government established within the Astana Civil Service Hub. As a part of its peer learning and capacity building pillar, the Astana Civil Service Hub successfully facilitates and promotes peer-to-peer learning by launching Peer Learning Alliances, created to capture tacit knowledge of practitioners (or reformers) and share between reformers best solutions for country-specific problems, as well as develop and implement "best fit" reforms.
In June 2021 Astana Civil Service Hub, UNDP, together with JSC National Infocommunication Holding Zerde, the Estonian Academy of E-Governance and with the assistance of the Ministry of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan, organized a training course on digital transformation of public administration for vice-ministers responsible for digitalization (CDO), heads of the Digitalization Departments of the central government agencies of Kazakhstan and employees of the Zerde Holding.

During the training participants met online with heads of state bodies and institutions of Estonia, as well as with leading practitioners from the UK, Denmark and Singapore, studied best practices in the digital transformation of public administration, including the development of the architecture of "e-government", reengineering of business processes of public services, changing their models and optimization, as well as ensuring the legal framework for digital government, cybersecurity, policy planning, the use of flexible Technician for project management and decision making in the context of e-democracy.

3) In April 2021 Ministry for Digital Development, Innovations and Aerospace Industry and United Nations Economic and Social Commission for Asia and the Pacific (ESCAP) signed a Memorandum of Understanding. The memorandum identifies various areas of cooperation, including the organization of expert consultations and intergovernmental meetings in North and Central Asia, including through ongoing ESCAP initiatives and related projects at the regional level.
An ecosystem of startups is developing in Kazakhstan, strong IT champions and domestic technological solutions have appeared. Close cooperation with ESCAP will accelerate the development of the industry. Together we can develop and scale our innovative solutions, such as e-government, Internet coverage, etc. We have something to offer our neighbors, Uzbekistan, Kyrgyzstan and Turkmenistan are interested in adopting our technologies.
In addition, the parties plan to conduct a scoping study of the options for establishing a sub-regional digital solutions center in the Republic of Kazakhstan to support Central Asian countries and Mongolia in providing various digital solutions packages for policymakers in order to promote seamless digital markets in line with digital connectivity and transformation.

4) In May 2021 Ministry for Digital Development, Innovations and Aerospace Industry, UNICEF in Kazakhstan and International Telecommunication Union, signed a Memorandum of Understanding to jointly implement the GIGA initiative. As the lead country in the region for this initiative, Kazakhstan will lay the foundation for new funding models, partners and digital tools - and ultimately opportunities and choices for all youth. This work is critical to bridging the digital divide in Central Asia and around the world. The GIGA initiative aligns with Kazakhstan's vision for digital development and is important for providing Internet to schools throughout the region. Our partnership will create a solid foundation for an effective education system and digital economy.

5) In December 2020 Ministry of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan and the United Nations Development Program (UNDP) signed a Statement of Intent on cooperation in the areas of digitalization, provision of public services and innovation.

UNDP is supporting the attraction of leading international experts in the field of digitalization, and will also provide grant funding to the Center for Reengineering and Digital Transformation in the amount of USD 200 thousand.

The cooperation is expected to accelerate digital transformation in Kazakhstan in line with national development priorities and the 2030 Global Agenda for Sustainable Development. In particular, the parties will work to improve the access of citizens and business representatives to digital public services, implement digital solutions in the field of social protection, develop business packages for investors to provide high-quality Internet in remote villages, and train staff of IT departments of central government authorities to accelerate the digital transformation of the public sector.

44. Please provide any other information related to e-government development in your country.

In accordance with the message of the President of the Republic of Kazakhstan ("Kazakhstan in a new reality: time for action", September 1, 2020), working with "data" should reach a new level. Ensuring a unified database system and their further development is one of the main tasks of the Government. Optimization of information interaction processes through the "Data Exchange Agency" approach will allow to absorb bureaucracy and save citizens from the need to be involved in internal administrative procedures between state bodies. In addition, digital transformation will lead to the emergence of new models of services, including the proactive data-based services for citizens.

Currently, the "Zerde" Holding, as a service integrator of "electronic government", develops and maintains the architecture of central state bodies and local executive bodies and promotes the service model of informatization. In this regard, there are the following tasks:
1) Development of a reference architecture;
2) Development of approaches to public data management within the paradigm "Data as an important public asset "(Open API);
3) Development and improvement of the service model of informatization;
4) Standardization of digital ecosystem processes;
5) Promotion of the "smart city" concept.

As part of the further development of e-government, it is planned to focus on the following areas:
1) Omnichannel and mobile format of public services provision;
2) Proactive provision of public services;
3) Integration of all projects within a common e-government ecosystem.
4) High-quality, unified, machine-readable-by-default data sets;
5) Transition from the concept of e-government (E-GOV) to the concept of digital government (AI-GOV), based on forecasting the needs and requests of citizens.

H. Consent to publish this Questionnaire

I/We authorize UN DESA to publish my/our responses as deemed necessary. *

✕ Yes   ☐ No

THANK YOU

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.

Please complete this *OPTIONAL* Respondent Satisfaction Survey: https://forms.office.com/r/yTrKyZCjdT