

Respondent

< 31 Anonymous >

26:02  
Time to complete

1. Country name \*

Kyrgyz Republic

## Contact information

2. Your name \*

Dastan Dogoev

3. Title \*

Minister

4. Organization \*

Ministry of Digital Development

5. Email \*

info@ict.gov.kg

6. 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 am authorized but 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

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

*Note: E-government and digital government are used interchangeably in this Questionnaire.*

State Portal for Electronic Services <https://portal.tunduk.kg/> Portal of electronic services of the state registration service of the Kyrgyz Republic <https://portal.srs.kg/ru>

8. Please provide link(s) for portal(s) providing following services/features:

- E-services or similar \*

State Portal for Electronic Services <https://portal.tunduk.kg/>

9. Please provide link(s) for portal(s) providing following services/features:

- E-participation or similar \*

State Portal for Electronic Services <https://portal.tunduk.kg/> <http://proverka.gov.kg/ru/>

10. Please provide link(s) for portal(s) providing following services/features:  
- Open government data

<http://data.gov.kg/>

11. Please provide link(s) for portal(s) providing following services/features:  
- Public procurement

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

12. Please provide link(s) for portal(s) providing following services/features:  
- Others (if any)

Portal of electoral data <https://shailoo.gov.kg> <https://tizme.gov.kg/> Information portal of licenses and permit documents <https://elicense.gov.kg/> Electronic invoice <https://www.sti.gov.kg/elektronnye-schet-faktura> Taxpayer Personal Area/ Electronic Reporting System <https://salyk.kg/> Electronic Patent <https://epatent.salyk.kg/auth/eid> Electronic Visa <http://evisa.e-gov.kg/index.php?lng=ru> Portal of Electronic Services of State Registration Service <https://portal.srs.kg/ru> Electronic registration of legal entities <http://e-kattoo.minjust.gov.kg/auth/login> Electronic queue for preschool educational institutions <https://balabakcha.edu.gov.kg/> Education Management Information System <https://emis.edu.gov.kg/> Electronic enrollment in school <https://mektep.edu.gov.kg/> <http://www.customs.gov.kg/article/page/onlinecamera> Online appointment with a doctor <https://registratura.med.kg/index> <https://fgi.gov.kg/> Information portal for management and accounting and register of state property <https://etp.okmot.kg/> Electronic marketplace

13. 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 of the Kyrgyz Republic <http://ict.gov.kg/>

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

Yes

No

---

## Contact information of national Chief Information Officer (CIO) or equivalent

15. Name \*

Dastan Dogoev

16. Title \*

Minister

17. Organization \*

Ministry of Digital Development

18. Email \*

info@ict.gov.kg

---

## Multiple and/or networked CIOs or equivalent across Government Ministries

19. Are there multiple and/or networked CIOs or equivalent positions across Government agencies/departments/ministries? \*

Yes

No

20. Please provide link and detail on above, including coordination/integration between national and sub-national levels on e-government development.

<http://ict.gov.kg/index.php?r=site%2Fsanarip&cid=27>. The digital transformation policy of the Kyrgyz Republic is formulated in the Concept "Digital Kyrgyzstan 2019-2023" (CDK) approved by the Security Council on the 14th December 2018. The Concept is equipped with a Roadmap enabling to implement the Concept during the mentioned period. CDK reflects the Kyrgyz Government's continued policy commitment to tackle digital transformation in every sphere of social, economic, and political life during the timeframe of 5 years. It provides guidance for all interrelated sectors associated with digitalization. The Concept has identified three key priorities, which for the most part provide a comprehensive coverage of the reform needs of the Sector: (i) Creating new opportunities for the population through the development of digital skills; (ii) Provision of high-quality digital services, increase of efficiency, effectiveness, openness, transparency, accountability and fight against corruption of the public administration system, increasing the level of citizen involvement in the processes of making state and municipal decisions through digital transformation of the system of state and municipal government; (iii) Ensuring economic growth through digital transformation of priority sectors of the economy, strengthening international partnership and the creation of new economic clusters. Priorities of digitalization are translated into six core interventions, which are supported by the respective sub-measures: (i) Development of digital skills through the introduction of digital education and the development of digital skills at all levels of the education system; development of IT education, preparation of highly qualified IT professionals; digital skills training for the entire population, including vulnerable groups; development of national digital content in local languages; (ii) Improvement of the normative and legal base focused on creation an enabling environment conducive to sustainable innovative development; strengthening trust and security; (iii) Capacitating the state institutions to accelerate digital transformation through capacity building of state institutions; (iv) Development of digital infrastructure and platform through provision of digital infrastructure (broadband and other internet solutions); data protection, cybersecurity and data processing center; single digital platform; (v) Development of a digital state through promotion of digital parliament; public and municipal e-services; digital justice; transparency and accountability; (vi) Development of digital economy through digitalization of economy; stimulation of domestic digital innovations; stimulation of international technology transfer; digitalization of agriculture; digitalization of light industry; digitalization of tourism sector; stimulation of creative economy. The concept "Digital Economy of the Kyrgyz Republic 2021-2023" is being developed, aimed at creating a customer-oriented environment. The document includes the main areas such as digital education and human capital development in the field of ICT, the creation of a sustainable digital infrastructure, the construction of an "e-Gov", the creation of conditions for the development of the digital economy.

## Sectoral agencies/departments/ministries

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

### 21. Planning/development \*

Administration of the President of the Kyrgyz Republic  
[http://www.president.kg/ru/apparat\\_prezidenta](http://www.president.kg/ru/apparat_prezidenta) Ministry of Digital Development of the Kyrgyz Republic <http://ict.gov.kg/>

### 22. Education \*

Ministry of Education and Science of the Kyrgyz Republic <https://edu.gov.kg/ru/>

### 23. Health \*

Ministry of Health and Social Development of the Kyrgyz Republic <http://med.kg/ru/>  
<https://mlsp.gov.kg/>

### 24. Social Welfare (social inclusion, social protection, etc.) \*

Ministry of Health and Social Development of the Kyrgyz Republic <http://med.kg/ru/>  
<https://mlsp.gov.kg/>

### 25. Employment and Labour \*

Ministry of Health and Social Development of the Kyrgyz Republic <http://med.kg/ru/>  
<https://mlsp.gov.kg/>

### 26. Environment \*

State Committee on Ecology and Climate of the Kyrgyz Republic

## 27. Justice \*

Ministry of Justice of the Kyrgyz Republic <http://minjust.gov.kg/ru/>

## 28. Economy/finance \*

Ministry of Economy and Finance of the Kyrgyz Republic <http://mineconom.gov.kg/ru>

## 29. Industry/trade \*

Ministry of Energy and Industry of the Kyrgyz Republic <http://www.gkpen.kg/>

---

## B. COVID-19 Response and Recovery

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

Yes

No

Other

---

## COVID-19 response

31. Please provide link(s) and more information about the specific national portal or dedicated section addressing the COVID-19 pandemic? \*

Website of the Ministry of Health and Social Development of the Kyrgyz Republic  
<http://med.kg/ru/rekomendatsii-dlya-naseleniya.html>

32. 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? \*

Yes

No

33. Please provide link and detail.

Republican Headquarters for the Prevention of the Importation and Further Spread of Coronavirus in the Territory of the Kyrgyz Republic <https://www.gov.kg/ru/p/covid-19> A communication plan for combating COVID-19 was developed and implemented by the company «M-Vector», selected within the framework of the "Digital CASA-KR" project (contract for 13092 USD).

34. Is there a specific post-COVID-19 digital strategy for recovery and allocation of public resources (e.g for digital transformation, digital inclusion)? \*

Yes

No

35. Please provide link and detail.

<http://cbd.minjust.gov.kg/act/view/ru-ru/218195> PLAN of response to coronavirus infection (COVID-19) and early recovery between the Government of the Kyrgyz Republic and the Emergency Response Coordination Group, approved by the Decree of the Government of the Kyrgyz Republic No. 194 dated November 21, 2017

## C. Legal Framework

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

Yes

No

37. If yes, please provide link and detail.

<http://cbd.minjust.gov.kg/act/view/ru-ru/202010> Law of the Kyrgyz Republic No. 213 dated December 28, 2006 «On Access to Information Held by State Bodies and Bodies of Local Self-government of the Kyrgyz Republic» The objectives of the Law are to ensure the implementation and protection of the right to access information held by state bodies and local self-government bodies and to achieve maximum information openness, publicity, and transparency in the activities of state bodies and local self-government bodies.

<http://cbd.minjust.gov.kg/act/view/ru-ru/589?cl=ru-ru> Law of the Kyrgyz Republic No. 89 dated December 5, 1997 «On Guarantees and Freedom of Access to Information» The law regulates relations arising in the process of realizing the right of everyone to freely seek, receive, research, produce, transmit and disseminate information.

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

Yes

No

39. If yes, please provide link and detail.

<http://cbd.minjust.gov.kg/act/view/ru-ru/111719> Law of the Kyrgyz Republic No. 210 (15) dated December 15, 2017 «On Protection of State Secrets of the Kyrgyz Republic» This Law regulates the legal and organizational basis for classifying information as state secrets, systems for their protection, relations related to the classification and declassification of such information, as well as other activities in the field of state secrets in the interests of national security. <http://cbd.minjust.gov.kg/act/view/ru-ru/202269> Law of the Kyrgyz Republic No. 129 dated July 20, 2017 "On Personal Information" The law is aimed at legal regulation of work with personal data on the basis of generally accepted international principles and norms in accordance with the Constitution and laws of the Kyrgyz Republic in order to ensure the protection of human and civil rights and freedoms related to the collection, processing and use of personal data. <http://cbd.minjust.gov.kg/act/view/ru-ru/111634> Law of the Kyrgyz Republic No.127 dated July 19, 2017 "On Electronic Governance" The law defines the procedure for electronic government in the Kyrgyz

Republic. <http://cbd.minjust.gov.kg/act/view/ru-ru/11511> Decree of the Government of the Kyrgyz Republic No. 762 dated November 21, 2017 «On Approval of the Requirements for the Protection of Information Contained in the Databases of State Information Systems». <http://cbd.minjust.gov.kg/act/view/ru-ru/11512> Decree of the Government of the Kyrgyz Republic No. 760 dated November 21, 2017 «On approval of the Requirements for ensuring the security and protection of personal data during their processing in personal data information systems, the implementation of which ensures the established levels of protection of personal data». <http://cbd.minjust.gov.kg/act/view/ru-ru/38> Law of the Kyrgyz Republic No.27 dated March 30, 1998 "On Commercial Secrets" The purpose of the Law is to protect trade secrets and prevent unfair competition in the implementation of economic activities.

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

Yes

No

41. If yes, please provide link and detail.

<http://cbd.minjust.gov.kg/act/view/ru-ru/15479> Strategy of Cybersecurity of the Kyrgyz Republic for 2019-2023 approved by the decree of the Government of the Kyrgyz Republic No. 369 dated July 24, 2019. The purpose of this Strategy is to form a domestic cybersecurity system and policy to ensure an appropriate level of security for citizens, business and the state, which allows them to protect their vital interests in cyberspace and ensure sustainable socio-economic development of the Kyrgyz Republic, including the digital transformation of the economy. <http://cbd.minjust.gov.kg/act/view/ru-ru/13652> Concept of information security of the Kyrgyz Republic for 2019-2023 approved by the decree of the Government of the Kyrgyz Republic No. 209 dated May 24, 2019. The purpose of this Concept is to develop and implement measures aimed at protecting the interests of the individual, society and the state in the information sphere and to create an effective national system for ensuring information security of the Kyrgyz Republic, which is a combination of legal, organizational and economic methods for the implementation of state policy in this area. <http://cbd.minjust.gov.kg/act/view/ru-ru/11511> Decree of the Government of the Kyrgyz Republic No. 762 dated November 21, 2017 «On Approval of the Requirements for the Protection of Information Contained in the Databases of State Information Systems».

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

Yes

No

43. If yes, please provide link and detail.

<http://cbd.minjust.gov.kg/act/view/ru-ru/157373> Regulations on the Unified Identification System of the Kyrgyz Republic <http://cbd.minjust.gov.kg/act/view/ru-ru/157372?cl=ru-ru> Decree of the Government of the Kyrgyz Republic No. 748 dated December 31, 2019 «On certain issues of implementation of e-government in the Kyrgyz Republic»

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

Yes

No

45. If yes, please provide link and detail.

<http://cbd.minjust.gov.kg/act/view/ru-ru/111635> Law of the Kyrgyz Republic No. 128 dated July 19, 2017 «On electronic signature» The law regulates relations on the use of electronic signatures in civil transactions, in the provision of state and municipal services, in the performance of state and municipal functions, as well as in the performance of legally significant actions. <http://cbd.minjust.gov.kg/act/view/ru-ru/111634?cl=ru-ru> Law of the Kyrgyz Republic No.127 dated July 19, 2017 "On Electronic Governance" The law defines the procedure for electronic government in the Kyrgyz Republic.

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

Yes

No

47. If yes, please provide link and detail.

<http://cbd.minjust.gov.kg/act/view/ru-ru/111125> Law of the Kyrgyz Republic No.72 dated April 3, 2015 "On Public Procurement" The law is to ensure the economy and efficiency of the use of public funds in the implementation of public procurement.  
<http://cbd.minjust.gov.kg/act/view/ru-ru/14127> Regulations on the procedure for conducting public procurement of goods, works and services through the electronic catalog

of the public procurement web portal, approved by the Decree of the Government of the Kyrgyz Republic No 243 dated May 30, 2019

48. Is there any legislation, law or regulation on digitally publishing government expenditure? \*

*Note: This is related to SDG Indicator 16.6.1*

Yes

No

49. If yes, please provide link and detail.

<http://zakupki.gov.kg/>

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

Yes

No

51. If yes, please provide link and detail.

<http://cbd.minjust.gov.kg/act/view/ru-ru/216896?cl=ru-ru#p1> Decree of the Government of the Kyrgyz Republic No. 20-r dated February 15, 2019 «On the approval of the roadmap for the implementation of the Concept of digital transformation "Digital Kyrgyzstan 2019-2023".  
<http://cbd.minjust.gov.kg/act/view/ru-ru/111634?cl=ru-ru> Law of the Kyrgyz Republic No.127 dated July 19, 2017 "On Electronic Governance" The law defines the procedure for electronic government in the Kyrgyz Republic. <http://cbd.minjust.gov.kg/act/view/ru-ru/11735> Decree of the Government of the Kyrgyz Republic No. 200 dated April,11 2018 «On the approval of the Requirements for the interaction of information systems in the system of interdepartmental electronic interaction "Tunduk"

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

Yes

No

53. If yes, please provide link and detail.

<http://cbd.minjust.gov.kg/act/view/ru-ru/202010> Law of the Kyrgyz Republic No. 213 dated December 28, 2006 «On Access to Information Held by State Bodies and Bodies of Local Self-government of the Kyrgyz Republic» The objectives of the Law are to ensure the implementation and protection of the right to access information held by state bodies and local self-government bodies and to achieve maximum information openness, publicity and transparency in the activities of state bodies and local self-government bodies.

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

Yes

No

55. If yes, please provide link(s) and detail(s).

---

## D. Strategy and Implementation

56. Is there a national e-government strategy or equivalent? \*

Yes

No

## Please provide information where relevant:

57. How long is the period/cycle of the national e-government strategy or equivalent? \*

Two-year

Three-year

Five-year

Ten-year

Other

58. Is the national e-government strategy guided by or aligned with the national development strategy? \*

Yes

No

59. Please provide link and detail.

National Development Strategy of the Kyrgyz Republics for 2018-2040  
<http://cbd.minjust.gov.kg/act/view/ru-ru/61542>

60. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? \*

Yes

No

61. Please provide link and detail.

The strategic goals of the country's digital development within the framework of the Concept fully correspond to the National Development Strategy of the Kyrgyz Republic for 2018 - 2040. Also, the goals of the concept are fully consistent with such sustainable development goals as: 4. Quality education 8. Decent work and economic growth 9. Industry, Innovation and Infrastructure 16. Peace, justice and strong institutions 17. Partnership for the goals

62. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? \*

Yes

No

63. Please provide link and detail.

<http://ict.gov.kg/index.php?r=site%2Fsanarip&cid=27> Concept of digital transformation "Digital Kyrgyzstan 2019-2023" and its Roadmap <http://cbd.minjust.gov.kg/act/view/ru-ru/218146> Action Plan for the implementation of the Decree of the President of the Kyrgyz Republic "On declaring 2020 the Year of Regional Development, Digitalization of the Country and Support for Children" No. 1 dated January 8, 2020

64. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? \*

Yes

No

65. Please provide link and detail.

<http://ict.gov.kg/index.php?r=site%2Fsanarip&cid=27> Concept of digital transformation "Digital Kyrgyzstan 2019-2023" and its Roadmap The digitalization of services and user-oriented services will be ensured through the integration and interaction of various state bodies and local governments. State bodies of local self-government and business structures will interact through the system of interdepartmental electronic interaction "Tunduk".

66. Does the national e-government strategy make specific reference to a national data governance framework or similar? \*

Yes

No

67. Please provide link and detail.

<http://ict.gov.kg/index.php?r=site%2Fsanarip&cid=27> Concept of digital transformation "Digital Kyrgyzstan 2019-2023" and its Roadmap

68. Does the national e-government strategy make specific reference to national digital identity? \*

Yes

No

69. Please provide link and detail.

<http://ict.gov.kg/index.php?r=site%2Fsanarip&cid=27> Concept of digital transformation "Digital Kyrgyzstan 2019-2023" and its Roadmap

70. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? \*

Yes

No

71. Please provide link and detail.

<http://ict.gov.kg/index.php?r=site%2Fsanarip&cid=27> Concept of digital transformation "Digital Kyrgyzstan 2019-2023" and its Roadmap The digital transformation of the country

will not be completed without the digitalization of the entire state. This process should be based on principles such as the state - it is a platform, digital by default, digital from start to finish, and service orientation to mobile devices.

72. Does the national e-government strategy make specific reference to data-once-only principle or similar? \*

Yes

No

73. Please provide link and detail.

<http://ict.gov.kg/index.php?r=site%2Fsanarip&cid=27> State bodies of local self-government and business structures will interact through the system of interdepartmental electronic interaction "Tunduk".

74. 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)? \*

Yes

No

75. Artificial intelligence (AI) - please provide link and detail:

76. Robotics - please provide link and detail:

77. Blockchains - please provide link and detail:

78. 5G - please provide link and detail:

79. Internet of Things (IoT) - please provide link and detail:

Clause 44 of Roadmap for the implementation of the Concept of digital transformation  
"Digital Kyrgyzstan 2019-2023

80. Others - please provide link and detail:

81. Is the national e-government strategy aligned to any regional or global guidelines, recommendations, goals (e.g. United Nations, African Union, European Union, OECD)? \*

Yes

No

82. Please provide link and detail.

83. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? \*

Yes

No

84. Please provide link and detail.

Decree of the President of the Kyrgyz Republic "On urgent measures to enhance the introduction of digital technologies in the public administration of the Kyrgyz Republic"  
[http://www.president.kg/ru/sobytiya/ukazy/18342\\_podpisan\\_ukaz\\_o\\_neotloghnih\\_merach\\_po\\_aktivizacii\\_vne](http://www.president.kg/ru/sobytiya/ukazy/18342_podpisan_ukaz_o_neotloghnih_merach_po_aktivizacii_vne)

85. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? \*

Yes

No

86. Please provide link and detail.

<https://www.nbkr.kg/contout.jsp?item=2145&lang=RUS&material=99428> In order to reduce barriers to the introduction of innovative services / technologies into the banking and payment systems market by existing and new players, the Board of the National Bank of the Kyrgyz Republic adopted a resolution on August 12, 2020 "On approval of the Regulation "On a special regulatory regime". Interest in new technologies is due to the need to solve problems both for consumers of banking services in terms of reducing their cost, increasing accessibility for the end consumer, and for the regulator through ensuring transparency and control over the processes of providing services, increasing competition in the market and minimizing risks in the activities of financial and credit institutions. In accordance with this resolution, the procedure for considering applications, making decisions on the issuance, suspension and termination of licenses within the framework of a special regulatory regime is determined.

## E. Digital Inclusion and E-Participation

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

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

Yes

No

88. If yes, please provide link and detail.

Decree of the President of the Kyrgyz Republic "On urgent measures to enhance the introduction of digital technologies in the public administration of the Kyrgyz Republic"  
[http://www.president.kg/ru/sobytiya/ukazy/18342\\_podpisan\\_ukaz\\_o\\_neotloghnih\\_merach\\_po\\_aktivizacii\\_vne](http://www.president.kg/ru/sobytiya/ukazy/18342_podpisan_ukaz_o_neotloghnih_merach_po_aktivizacii_vne)

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

Yes

No

90. If yes, please provide link and detail.

<http://cbd.minjust.gov.kg/act/view/ru-ru/202100?cl=ru-ru> Law of the Kyrgyz Republic "On the Procedure for Considering Citizens' Appeals" No. 67 dated May 4, 2007 This Law is aimed at the legal regulation of relations related to the implementation of the right of everyone to apply to state bodies and local self-government bodies, enshrined in the Constitution of the Kyrgyz Republic, as well as the procedure for considering citizens' appeals by state bodies, local self-government bodies and officials, including in electronic form.

91. 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

92. If yes, please provide link and detail.

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

Yes

No

94. If yes, please provide link and detail.

<https://portal.tunduk.kg/> - Submission of an application for payment for the birth of a child  
- Applying for a monthly social security benefit for children in case of the loss of a breadwinner - Applying for a Monthly Social Security Benefit for Children with Disabilities - Applying for a wheelchair - Applying for the appointment of maternity benefits

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

Yes

No

96. If yes, please provide link and detail.

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

Yes

No

98. If yes, please provide link and detail.

Within the framework of the "Digital CASA-Kyrgyz Republic" project, digital skills training will be provided to the population and government structures, including the gender aspect and other vulnerable groups. <http://ict.gov.kg/index.php?r=site%2Fproject&cid=25>

99. Does the Government use any social media platform(s)? \*

Yes

No

100. 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://t.me/tunduk\\_kg](https://t.me/tunduk_kg) <https://www.facebook.com/ict.gov.kg>  
<https://www.facebook.com/dcasakr/> <https://www.instagram.com/dcasakr/>

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

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

Yes

No

103. If yes, please provide link (URL) and detail.

---

## F. Usage, User Satisfaction and Evaluation

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

Yes

No

105. If yes, please provide link and detail.

<https://portal.tunduk.kg/>

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

Yes

No

107. If yes, please provide link and detail.

<http://www.stat.kg/media/files/2d3ce15c-2581-42cf-b693-8c9dbe33ecdf.pdf> Assessment of digital transformation in the Kyrgyz Republic

108. Does the Government collect usage and/or user satisfaction data with disaggregation by gender? \*

Yes

No

109. If yes, please provide link (URL) and detail.

## G. Other information

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

Cooperation with European Union under the program "Contract for Reforming the Digitalization Sector" signed by the Prime Minister of the Kyrgyz Republic S.N. Zhaparov (Order of the Kyrgyz Republic dated October 23, 2020 No. 352-r) Project of World Bank «Digital CASA –Kyrgyz Republic» Partnership within the EAEU, SCO, CIS, ITU, Turkic Council, RCC, UN ESCAP, UPU

111. Please provide any other information related to e-government development in your country. \*

The concept "Digital Economy of the Kyrgyz Republic 2021-2023" is being developed, aimed at creating a customer-oriented environment. The document includes the main areas such as digital education and human capital development in the field of ICT, the creation of sustainable digital infrastructure, the construction of an "e-Gov", the creation of conditions for the development of the digital economy. The main tasks of the Concept: - development of human capital and training of professional personnel in the field of ICT for the entry of the Kyrgyz Republic into the global digital economy; - ensuring the availability of quality education for preparing citizens for life and work in the digital economy; - building "Electronic Government - E-Gov", including by transforming state and municipal services into electronic format; - improving the mechanism of public administration, aimed at

complete automation and elimination of the "human factor" in the provision of state and municipal services for citizens and the business community; - reducing the digital divide by providing access to quality education and health services, various state and municipal services for all citizens of the Kyrgyz Republic; - development and improvement of the legal framework for building a competitive digital (creative) economy; - development and implementation of new information and communication technologies; - creation and further development of sustainable digital infrastructure (data processing and storage center, the introduction of new generation technologies; - building mechanisms for attracting internal and external investors for the development of the digital economy and platforms for the exchange of best practices. - creating conditions for the development and application of the digital economy (e-commerce, electronic trading platforms, etc.) with the involvement of internal and external investors; - ensuring the safety of citizens, protecting their data when the use of information technology through the use of advanced technical solutions in the field of information security/

## Consent to publish this Questionnaire

112. 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> (<https://forms.office.com/r/yTrKyZCjdT>)