



## Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2024

The objective of this questionnaire is to gather information from Member States in preparation of the United Nations E-Government Survey 2024. 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). The United Nations Department of Economic and Social Affairs (UN DESA) 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 2024 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](mailto:loschm@un.org)), Saae Kwon (email [saae.kwon@un.org](mailto:saae.kwon@un.org)) and Enkel Daljani (email [daljani@un.org](mailto:daljani@un.org))

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**COUNTRY NAME\***

**Contact information**

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Email*	<a href="mailto:a.mukanova@mdai.gov.kz">a.mukanova@mdai.gov.kz</a>

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.\*

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

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 for providing E-services is: <https://egov.kz/cms/en>. It is a unified mechanism for the interaction of the government with citizens and other government agencies, ensuring their coordination through information technologies. This mechanism has reduced queues in government offices and simplified and expedited the process of obtaining certificates, attestations, permits, and much more.

The mobile application of the electronic government "eGov Mobile" is an updated ecosystem of eGov.kz for delivering government services and services to the population. In addition to online services on their phones, Kazakhstan citizens can now always have "digital documents" at their fingertips - digital counterparts of their most demanded documents, which can be used legally on par with paper documents. Digital documents can be used when receiving government services at service centers, bank branches, and notaries. They can also be used when boarding trains or planes. Currently, 27 documents are available (ID card, driver's license, vaccination passport, PCR test result, birth certificate, etc.), actively used by citizens.

Open banking represents a new stage in the development of the banking industry, fostering competition, innovation, and improving service quality for customers. This initiative requires banks to provide information through open APIs and ensure secure data exchange with third parties. In Kazakhstan, as of today, Halyk Bank (<https://halykbank.kz/>) offers 33 public services. At Kaspi.kz (<https://kaspi.kz/>), more than 9.6 million users visit the government services section, and over 50,000 Kazakhstan citizens have obtained a driver's license.

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.

Pay 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 service eOtinish, available at <https://eotinish.kz/>, is a unified platform for receiving and processing citizens' inquiries. With the help of the eOtinish service, users can submit the following types of inquiries to government authorities: complaints, feedback, applications, requests, proposals, and messages. The platform automatically allocates inquiries to the appropriate government agencies and keeps the applicants informed about the entire process and the timeframes for consideration. All inquiries are entered into a unified database of inquiries. Moreover, all inquiries sent through eOtinish must be verified with an electronic digital signature.

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>

#### Open government data

The Open Data portal <https://open.egov.kz/> provides publicly available government data that can be accessed through requests to these portals:  
<https://data.egov.kz/>

<https://legalacts.egov.kz/>  
<https://dialog.egov.kz/>  
<https://budget.egov.kz/>

Public procurement

Public procurement of the Republic of Kazakhstan  
<https://www.goszakup.gov.kz/>  
State Revenue Committee Ministry of Finance of the Republic of Kazakhstan <https://kgd.gov.kz/en>  
Service for searching and monitoring tenders throughout Kazakhstan <http://zakupki.kz/>  
Service for searching procurement throughout Kazakhstan <https://tenderplus.kz/>  
The Eurasian Electronic Portal is a platform for online procurement. Holdings, national companies and large commercial organizations conduct purchases on the portal. <https://eep.mitwork.kz/>  
Innovative e-procurement system for the commercial segment <https://www.ets-tender.kz/>  
Procurement portal "Samruk-Kazyna" <https://zakup.sk.kz>

Others (if any)

During the period from 2022 to 2023, the number of electronic services provided in Kazakhstan was as follows:  
egov: over 63 million  
egovmobile: more than 26 million  
e-license: over 4.7 million.

Official website of the President of the Republic of Kazakhstan  
<http://www.akorda.kz/en>  
Official 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>

Agency for Strategic Planning and Reforms of the Republic of Kazakhstan  
<https://www.gov.kz/memleket/entities/aspr?lang=en>

Ministry of Internal Affairs  
<https://www.gov.kz/memleket/entities/qriim?lang=en>

Ministry of Healthcare  
<https://www.gov.kz/memleket/entities/dsm?lang=en>

Ministry of Industry and Infrastructure development  
<https://www.gov.kz/memleket/entities/miid?lang=en>

Ministry of Foreign Affairs  
<https://www.gov.kz/memleket/entities/mfa?lang=en>

Ministry of Information and Social Development  
<https://www.gov.kz/memleket/entities/qogam?lang=en>

Ministry of Culture and Sport  
<https://www.gov.kz/memleket/entities/mcs?lang=en>

Ministry of National Economy  
<https://www.gov.kz/memleket/entities/economy?lang=en>

Ministry of Defense  
<https://www.gov.kz/memleket/entities/mod?lang=en>

Ministry of Education  
<https://www.gov.kz/memleket/entities/edu?lang=en>

Ministry of Agriculture  
<https://www.gov.kz/memleket/entities/moa?lang=en>

Ministry of Trade and Integration  
<https://www.gov.kz/memleket/entities/mti?lang=en>

Ministry of Labor and Social Protection of population  
<https://www.gov.kz/memleket/entities/enbek?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 Abai Region

<https://www.gov.kz/memleket/entities/abay?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 Astana city

<https://www.gov.kz/memleket/entities/astana?lang=en>  
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 Zhetysu region

<https://www.gov.kz/memleket/entities/zhetysu-oblysy?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>  
Akimat of Ulytau region

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

3. Please provide the 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>  
National Information Technologies JSC  
<https://www.nitec.kz/index.php/en>

4. Does your country have a national 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:

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*	<a href="mailto:b.mussin@mdai.gov.kz">b.mussin@mdai.gov.kz</a>

5. Are there sectoral/line-ministry/local CIOs or equivalent positions across Government agencies/departments/ministries/jurisdictions? \*

Yes  No

If yes, please provide links and details on the above, including coordination/integration among national and sub-national levels on e-government strategies/programmes.

Ministry of Digital Development, Innovations and Aerospace Industry of the Republic of Kazakhstan  
<https://www.gov.kz/memleket/entities/mdai?lang=en>  
“National Information Technologies” JSC  
<https://www.nitec.kz/en?q=/>

In Kazakhstan, the institution of Chief Information Officer (CIO) has been successfully implemented in state bodies and local executive authorities.

**As an example of State bodies:**

- The CIO of Ministry of Labor and Social Protection of Population of the Republic of Kazakhstan  
<https://www.gov.kz/memleket/entities/enbek/about/structure/people/383?lang=ru;>
- The CIO of Ministry of Healthcare of the Republic of Kazakhstan
- <https://www.gov.kz/memleket/entities/dsm/about/structure/people/582?lang=ru;>

**Local executive authorities:**

- The CIO of Akimat of the city of Astana



- ❓ <https://www.gov.kz/memleket/entities/astana-urgsa/about/structure?lang=ru;>
- ❓ The CIO of Akimat of the city of Almaty
- ❓ <https://www.gov.kz/memleket/entities/almaty-digital?lang=ru.>

## Sectoral agencies/departments/ministries

6. Please provide names and portals (links) of the government agencies/departments/ministries at the national level in charge of the following\*

Planning/development	<a href="https://www.gov.kz/memleket/entities/economy?lang=en">https://www.gov.kz/memleket/entities/economy?lang=en</a> Ministry of National Economy of the Republic of Kazakhstan
Education	<a href="https://www.gov.kz/memleket/entities/edu?lang=en">https://www.gov.kz/memleket/entities/edu?lang=en</a> Ministry of Education and Science of the Republic of Kazakhstan
Health	<a href="https://www.gov.kz/memleket/entities/dsm?lang=en">https://www.gov.kz/memleket/entities/dsm?lang=en</a> Ministry of Healthcare of the Republic of Kazakhstan
Social Welfare (inclusion, social protection, etc.)	<a href="https://www.gov.kz/memleket/entities/enbek?lang=en">https://www.gov.kz/memleket/entities/enbek?lang=en</a> Ministry of Labor and Social Protection of Population of the Republic of Kazakhstan
Employment and Labour	<a href="https://www.gov.kz/memleket/entities/enbek?lang=en">https://www.gov.kz/memleket/entities/enbek?lang=en</a> Ministry of Labor and Social Protection of Population of the Republic of Kazakhstan
Environment	<a href="https://www.gov.kz/memleket/entities/ecogeo?lang=en">https://www.gov.kz/memleket/entities/ecogeo?lang=en</a> Ministry of Ecology and natural resources of the Republic of Kazakhstan
Justice	<a href="https://www.gov.kz/memleket/entities/adilet?lang=en">https://www.gov.kz/memleket/entities/adilet?lang=en</a> Ministry of Justice of the Republic of Kazakhstan
Economy/finance	<a href="https://www.gov.kz/memleket/entities/minfin?lang=en">https://www.gov.kz/memleket/entities/minfin?lang=en</a> Ministry of finance of the Republic of Kazakhstan  <a href="https://www.gov.kz/memleket/entities/economy?lang=en">https://www.gov.kz/memleket/entities/economy?lang=en</a> Ministry of National Economy of the Republic of Kazakhstan
Industry/trade	<a href="https://www.gov.kz/memleket/entities/miid?lang=en">https://www.gov.kz/memleket/entities/miid?lang=en</a> Ministry of Industry and Infrastructural Development of the Republic of Kazakhstan
Sustainable Development Goals (SDGs) [NEW]	Economic Research Institute <a href="https://economy.kz/en/">https://economy.kz/en/</a>
Climate Change [NEW]	Ministry of Ecology and natural resources of the Republic of Kazakhstan <a href="https://www.gov.kz/memleket/entities/ecogeo?lang=en">https://www.gov.kz/memleket/entities/ecogeo?lang=en</a> National Hydrometeorological Service of Kazakhstan

Others (Please specify)

[https://www.kazhydromet.kz/en/weather/in\\_city/4/921](https://www.kazhydromet.kz/en/weather/in_city/4/921)

Ministry of Digital Development, Innovations and Aerospace Industry of Republic of Kazakhstan

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

Ministry for Emergency Situations of the Republic of Kazakhstan

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

Ministry of Trade and Integration of Republic of Kazakhstan

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

Ministry of Foreign Affairs of the Republic of Kazakhstan

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

Ministry of Agriculture of the Republic of Kazakhstan

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

Ministry of Culture and Sport of the Republic of Kazakhstan

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

Ministry of Internal Affairs of the Republic of Kazakhstan

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

Entrepreneurship Development Fund

<https://damu.kz/>

National Chamber of Entrepreneurs of the Republic of Kazakhstan  
"Atameken"

<https://atameken.kz/ru/>

## B. Crisis/Emergency Response and Recovery [NEW]

7. Is there a dedicated specific digital strategy for crisis/emergency response and recovery (e.g. through digital transformation and digital inclusion)? Please provide links and details. [NEW]

Yes  No

According to the Order of the Prime Minister of the Republic of Kazakhstan dated May 20, 2022 No. 94-p. "On some issues of the Digital Government Office" <https://adilet.zan.kz/rus/docs/R2200000094> In order to digitally transform and move to "Data-driven government", the Digital Government Office was created. One of the tasks of this Office is to develop comprehensive proposals for identifying and (or) resolving incidents in public administration, socio-economic and other areas of activity.

An incident is understood as an emergency situation that has caused or may cause a violation of the stable functioning of state bodies and organizations, the sustainable development of socio-economic and other spheres of life and requires timely intervention and prompt resolution.

Decree of the Government of the Republic of Kazakhstan dated March 28, 2023 No. 269. « About approval of the Concept of digital transformation, development of the industry of information and communication technologies and cyber security for 2023 - 2029»  
<https://adilet.zan.kz/rus/docs/P2300000269#z41>

The objectives of the Concept are to indicate the best ways to solve pressing issues in the provision of public services for the population and the business community, the transformation of public administration and the further development of economic sectors using the capabilities of digital technologies in accordance with the priorities of the National Plan until 2025 and other higher documents.

Resolution of the Government of the Republic of Kazakhstan dated August 16, 2017, No. 486, on the Approval of Action Plans for the Elimination of Emergency Situations of Global and Regional Scale.  
Link: <https://adilet.zan.kz/rus/docs/P1700000486>

Order of the Minister of Internal Affairs of the Republic of Kazakhstan dated February 24, 2015, No. 149, on the Approval of Rules for the Organization and Operation of the State Civil Defense System.  
Link: <https://adilet.zan.kz/rus/docs/V1500011097>

Recommendations to the Population in Emergency Situations.  
Link: [https://egov.kz/cms/ru/articles/emergency\\_situations/recomend](https://egov.kz/cms/ru/articles/emergency_situations/recomend)

Resolution of the Government of the Republic of Kazakhstan dated November 29, 2017, No. 790, on the Approval of the State Planning System in the Republic of Kazakhstan.  
Link: <https://adilet.zan.kz/rus/docs/P1700000790>

Resolution of the Government of the Republic of Kazakhstan dated May 6, 2021, No. 305, on the Approval of Requirements for the Organization of Antiterrorist Protection of Vulnerable Objects.  
Link: <https://adilet.zan.kz/rus/docs/P2100000305>

8. Is there a specific national portal addressing crisis/emergency \*? [NEW]

Yes  No

If yes, please provide a link and more information about the specific national portal or dedicated section addressing crisis/emergency?

Ministry of Emergency Situations of the Republic of Kazakhstan  
<https://www.gov.kz/memleket/entities/emer?lang=en> is the main portal addressing crisis/emergency. At the same time, the portal <https://www.coronavirus2020.kz/> contains information about the situation with coronavirus in Kazakhstan. In each local entities of Ministry of Healthcare of the Republic of Kazakhstan also placed information about how to deal with the crisis situations.  
**Unified situation center of the digital government office** ensures the preparation of procedures and the adoption of high-quality management decisions of the digital government office, the Presidential Administration. The Center Provides information support for the analysis of problematic situations, monitors the current situation. It also provides information support for planning, holding events, analyzing incidents that have occurred in public administration, socio-economic and other areas of activity. <https://govtec.kz/esc>

## 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 № 418-V.

<https://adilet.zan.kz/eng/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.

1) The Law of the Republic of Kazakhstan of 21 May, 2013 № 94-V «On Personal Data and their Protection» <https://adilet.zan.kz/eng/docs/Z1300000094>

2) Order of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan dated October 21, 2020 No. 395 / HQ. 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.

Decree of the Government of the Republic of Kazakhstan dated June 30, 2017 No. 407.

«On approval of the Cyber Security Concept ("Cyber Shield of Kazakhstan")»

<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 dated 24 November 2015 № 418-V. «On informatization» <https://adilet.zan.kz/eng/docs/Z1500000418> 55-2) digital document service – an object of the information and communication infrastructure of "electronic government", assigned to the operator and designed for displaying and using documents in electronic form, generated on the basis of information from informatization objects.

According to Article 27, paragraph 3 of the "Law on Informatization," to obtain state and other services electronically through the web portal of the "electronic government" and a mobile communication subscriber device, service recipients in electronic form may use one-time passwords or biometric authentication in accordance with the legislation of the Republic of Kazakhstan. <https://adilet.zan.kz/rus/docs/Z1500000418>

The Law of the Republic of Kazakhstan dated 29 January, 2013 No.73-V. «On Documents of Identification» Article 6 point 4 «Identity documents used and provided to individuals and legal entities through the digital document service shall be equivalent to paper documents». <https://adilet.zan.kz/eng/docs/Z1300000073>

Order № 352/NK of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan as of September 28, 2020. Registered with the Ministry of Justice of the Republic of Kazakhstan on September 30, 2020 under № 21329. «On approval of the Rules for the formation, verification and use of electronic documents using the digital document service» <https://adilet.zan.kz/eng/docs/V2000021329>

The system of biometric identification "Digital ID" allows to identify a person by a photograph obtained from a video. Biometric data is compared with the state database of individuals using Liveness detection, which, through a video identification procedure with face recognition, carried out using a neural network, allows you to reliably determine that a person is not alive. Identification is based on certain points on the face.

Currently, the collection and processing of biometric information "Digital ID" are carried out in the following cases:

- ② Population registration (issuing identity documents);
- ② Implementation of migration control;
- ② Education, including remote examination proctoring and identity verification during document submission and access to examination rooms;
- ② Provision of financial services, including opening bank accounts, issuance of cards, and granting loans;
- ② Provision of government services, including obtaining an electronic digital signature remotely, as well as the possibility of authentication on the electronic services portal.

Biometric identification is not 100% reliable, and therefore it is used simultaneously with the second factor of receiving an SMS code to a mobile subscriber number, the number of which is registered in the database of mobile citizens.

To date, the following projects are being piloted using the Digital ID biometric identification system:

1. Provision of the state service "Issuance and withdrawal of registration certificates by the NCA of the Republic of Kazakhstan" through the e-government portal and the EgovMobile application, as well as entering the e-government portal;
2. cloud-based electronic digital signature;
3. Provision of public services through the mobile applications "E-Salyq Bussines" and "E-Salyq Azamat".

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

Yes  No

If yes, please provide link and detail.

The Law of the Republic of Kazakhstan dated 7 January, 2003 No.370. «On Electronic Document and Electronic Digital Signature» <https://adilet.zan.kz/eng/docs/Z030000370>

Electronic digital signature - a set of electronic digital symbols created by means of electronic digital signature and confirming reliability of an electronic document, its belonging and invariability of its content.

Cloud EDS provides the following benefits:

- Use of EDS with minimal technical training - no need to install software, works on any device with a camera and the Internet.
- Only the owner has access to the signature - binding an EDS to a citizen's face, even if his device has been taken over by intruders.
- Flash-card is no longer needed - secure storage of keys in the cloud using CIPF certified by GOST

Benefits for citizens:

- Use on any device. The digital signature is tied to the user's biometrics, the face cannot be lost or stolen
- EDS personalization. The digital signature is tied to the user's biometrics, the face cannot be lost or stolen.
- Safety. Keys are stored in encrypted form, which reduces the risk of key loss due to user inattention

The Ministry of Digital Development, Innovation and Aerospace Industry has implemented an alternative mechanism for signing electronic applications - QR signing through eGov Mobile and eGov Business mobile applications. The advantages of QR-signing are the elimination of the need to download an EDS to removable flash media and install an additional NCALayer application.

Today, QR-signing is available on the e-government portal ([www.egov.kz](http://www.egov.kz)), in the Judicial Office ([www.office.sud.kz](http://www.office.sud.kz)) and on the Otbasny Bank website ([www.otbasybank.kz](http://www.otbasybank.kz)).

How it works: to sign using QR, you need to log in to eGov Mobile (for individuals) or eGov Business (for legal entities) using Face ID, fingerprint or PIN code. On the main old app, open the eGovQR tab, read the generated QR and sign the document. Further, the signed documents are sent for further execution/consideration as intended. It is also worth noting that you can always familiarize yourself with the signed document.

Thus, QR-signing is a convenient and always available "at hand" way of signing electronic documents. Work to expand the scope of QR-signing continues. For example, work on the implementation of the possibility of QR-signing on the UAPF website is at the final stage.

One-time password - a password that is valid only for one session for authentication of subjects of receipt services in electronic form. As an alternative, for a number of public services, the possibility of signing with a one-time password is available. The short code is sent to the number registered for the applicant in the Mobile Citizens Database, according to the following rules.

<https://adilet.zan.kz/eng/docs/V1600013195>

According to Order of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan dated October 27, 2020 No. 405/HK. Registered with the Ministry of Justice of the Republic of Kazakhstan on October 30, 2020 No. 21549 « On approval of the Rules for creation, use, and storage of electronic digital signature private keys in the certification center»

<https://adilet.zan.kz/eng/docs/V2000021549>

Multi-factor authentication – a method of user authentication using a combination of various parameters, including the generation and input of passwords or authentication features (digital certificates, tokens, smart cards, one-time password generators and biometric identification tools). Biometric authentication - a set of measures that identify a person on the basis of physiological and biological invariable characteristics.

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 dated December 4, 2015 No. 434-V. «On Public Procurement» <https://adilet.zan.kz/eng/docs/Z1500000434>

Republic of Kazakhstan provides several platforms for e-procurement:

- 1) Web portal of public procurement of the Republic of Kazakhstan. <https://goszakup.gov.kz/>  
The system provides a single point of access to electronic services in the field of public procurement and allows you to participate in public procurement as a customer, organizer and supplier from any computer connected to the Internet.
- 2) The Eurasian Electronic Portal is a platform for online procurement. Holdings, national companies and large commercial organizations conduct purchases on the portal <https://eep.mitwork.kz/ru/>
- 3) Procurement portal «Samruk-Kazyna» The e-procurement information system on the new platform (hereinafter - EPIS 2.0) is a single portal in which a full cycle is performed from planning the need for goods, works and services, further procurement, conclusion and execution of contracts, ending with the delivery of goods to the warehouse <https://zakup.sk.kz/#/ext>

All public procurement carried out digitally.

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.

According to Budget Code of the Republic of Kazakhstan dated December 4, 2008 No. 95-IV <https://adilet.zan.kz/eng/docs/K080000095> Article 126, point 2. The report on execution of the development plan of the state body shall be drawn by the state body annually and posted on the Internet resource signed by the chief executive (with the exception of information that is secret and for official use) no later than February 15 of the year following the reporting year. Moreover, according to Article 31 point 9 Budget programs administrators shall hold discussions on: draft development plans of state bodies and budget programs; implementation of state bodies' development plans and of budget programs; reports on the achievement of target indicators of the state bodies' development plans, reports on the implementation of budget programs, reports on the execution of plans for the receipt and expenditure of money from the sale of goods (works, services), reports on the receipt and expenditure of money from charity, reports on the results of public discussions on the Internet portal of open budgets of draft budget programs and performance reports on the budget programs - at a meeting of the Public Council, formed in accordance with the Law of the Republic of Kazakhstan "On Public Councils".

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. On approval of the Rules for posting information and public discussion of draft budget programs (reports on the implementation of budget programs) on the Internet portal of open budgets dated April 30 2021 No. 149 <https://adilet.zan.kz/rus/docs/V2100022682>, the following information is posted 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 by registered users 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, 145 065 draft budget programs and 61 029 materials have been published on the Open Budgets portal.

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

Yes  No

If yes, please provide link and detail.

1) Code of the Republic of Kazakhstan dated June 29, 2020 No. 350-VI ZRK. «Administrative procedural and process-related code of the Republic of Kazakhstan» <https://adilet.zan.kz/eng/docs/K2000000350> Article 45, 5-1 State bodies and other persons in the exercise of state functions and the provision of public services arising from them are prohibited from collecting and requesting information from individual and legal entities if they are available in the objects of informatization of the "electronic government".

2) Order of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan dated October 14, 2022 No. 385/HK. Registered with the Ministry of Justice of the Republic of Kazakhstan on October 17, 2022 No. 30186 « On approval of the Data Management Requirements» <https://adilet.zan.kz/rus/docs/V2200030186>

3) According to Order of the Prime Minister of the Republic of Kazakhstan dated on May 20, 2022 No. 94-p. "On some issues of the Digital Government Office" <https://adilet.zan.kz/rus/docs/R2200000094> The National Project Office may engage other structural units of state bodies and organizations involved in the implementation of national projects and other documents of the State Planning System, as well as international and national highly qualified experts in the field of project management, investments, and finance.

4) **Law of the Republic of Kazakhstan dated November 16 2015 No. 401-V. «On access to information».** <https://adilet.zan.kz/eng/docs/Z1500000401>

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>

The Concept of digital transformation, development of the industry of information and communication technologies and cyber security for 2023 – 2029 approved by the Decree of the Government of the Republic of Kazakhstan dated on March 28, 2023 No. 269. <https://adilet.zan.kz/rus/docs/P2300000269#z41>

Through the Open Data Portal, the public can easily find, download and use datasets produced by government agencies. The portal contains descriptions of government datasets as well as information on how to access the datasets and additional tools. The set of data catalogs, as well as the data itself, is updated on an ongoing basis. <https://data.egov.kz/pages/about>

Open Dialogue is an open platform for dialogue between the population and the state, which eliminates such barriers as distance, a live queue, and ignorance of compliance with mandatory conditions. <https://dialog.egov.kz/application/about>

Open legal acts - The portal is intended for posting draft concepts of bills and draft regulatory legal acts that do not contain information with restricted access for public discussion by users. <https://legalacts.egov.kz/about>

The “Open Budgets” portal was primarily created to facilitate the understanding of citizens about the concept of “budget” in the state and to promote the development of an active citizenship through public control over the spending of budget funds. <https://budget.egov.kz/application/about>

18. 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

If yes, please provide link and detail.

1) Law of the Republic of Kazakhstan dated 24 November 2015 № 418-V “On informatization”

<https://adilet.zan.kz/eng/docs/Z1500000418> based on Article 1

point 38-2 blockchain - an information and communication technology that ensures the immutability of information in a distributed data platform based on a chain of interrelated data blocks, specified integrity confirmation algorithms and encryption tools;

point 54 national artificial intelligence platform - a technological platform designed to collect, process, store and distribute data sets and provide services in the field of artificial intelligence;

2) Based on Decree of the Government of the Republic of Kazakhstan dated March 28, 2023 No. 269. « About approval of the Concept of digital transformation, development of the industry of information and communication technologies and cyber security for 2023 - 2029»

<https://adilet.zan.kz/rus/docs/P2300000269#z41> In all regions of the country, data processing centers will be established. Considering that the 5G mobile communication infrastructure enables "always-on"

connectivity, characterized by low energy consumption, and in combination with big data analytics and the Internet of Things (IoT), it is intended to become one of the foundations and main driving forces of the digital economy.

As of today, there are 5G presence points in seven cities. The work on connecting to 5G in other cities is ongoing.

19. Is there any legislation, law or regulation on the ethical/responsible use of AI in public administration? [NEW]

Yes  No

If yes, please provide link and detail.

- 1) The Law is supplemented by Article 13-2 in accordance with the Law of the Republic of Kazakhstan dated 02.01.21 No. 399-VI <https://adilet.zan.kz/eng/docs/Z1500000418>

Operator of the national artificial intelligence platform - a legal entity determined by the Government of the Republic of Kazakhstan, which is entrusted with ensuring the development and operation of the National Artificial Intelligence Platform assigned to it.

- 2) Decree of the Government of the Republic of Kazakhstan dated March 28, 2023 No. 269. « About approval of the Concept of digital transformation, development of the industry of information and communication technologies and cyber security for 2023 - 2029» <https://adilet.zan.kz/rus/docs/P2300000269#z41> also uses and applies new technologies.

Additionally, AI development strategy in Kazakhstan is under development and will be approved by the end of 2023. AI Roadmap is currently developing which reflects Kazakhstan's strategic vision for trends, development tools, and regulatory approaches. The roadmap for today contains two blocks. The first is the creation of an AI ecosystem, which includes infrastructure, development of competencies, stimulation of R&D and support for start-ups. The second block is normative regulation, which includes legal regulation, technical regulation and approval of the Ethical Rules. At the same time, I want to say that Kazakhstan plans to adhere to the approach of minimal, situational intervention in the development of AI technologies through legal and technical regulation.

As an example of AI Kazakhstan have big project named Smart Data Ukimet (SDU). SDU – is a single big data space for providing analytical information on the activities of the Government of the Republic of Kazakhstan in the form of tables, graphs and visual panels, performing variant forecast calculations of indicators, developing a set of scenario forecasting models. The goal of the project is to increase the efficiency of central government bodies and local executive bodies using analysis, modeling and forecasting of socio-economic processes.

## D. Strategy and Implementation

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

Yes  No

If yes, please provide link and detail.

Decree of the Government of the Republic of Kazakhstan dated March 28, 2023 No. 269. « About approval of the Concept of digital transformation, development of the industry of information and

communication technologies and cyber security for 2023 - 2029»

<https://adilet.zan.kz/rus/docs/P2300000269#z41>

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

Two-year

Three-year

Five-year

Ten-year

Other

22. Is there a dedicated budget for digital government development? Please explain by informing on the percentage compared to national government expenditure. [NEW]

Yes  No

Every year, the state allocates about 500 billion tenge for the development of digitalization. In 2022, the state budget was 24.3 trillion tenge, which corresponds to 2% for the development of digitalization.

23. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail, including specific reference to an implementation roadmap.

Yes  No

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](http://www.akorda.kz/ru/official_documents/strategies_and_programs)

Concepts of digital transformation, development of the information and communication technology industry and cybersecurity for 2023 - 2029  
<https://adilet.zan.kz/rus/docs/P2300000269#z55>

Rules for digital transformation of public administration  
<https://adilet.zan.kz/rus/docs/P2200000881>

Concepts for the development of public administration in the Republic of Kazakhstan until 2030  
<https://adilet.zan.kz/rus/docs/U2100000522>

National project "Technological breakthrough through digitalization, science and innovation"  
<https://adilet.zan.kz/rus/docs/P2100000727>

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

Yes  No

Concepts of digital transformation, development of the information and communication technology industry and cybersecurity for 2023 - 2029

<https://adilet.zan.kz/rus/docs/P2300000269#z55>

The implementation of the Concept will contribute to the comprehensive development of the country's innovative potential, as well as strengthening the domestic innovation system and its transition to a qualitatively new level, providing a significant increase in the competitiveness of the Kazakhstani economy in the international market. In addition, the effective implementation of the state technology policy will achieve the goal of the Republic of Kazakhstan to build a diversified economy, qualitatively increasing the stability of the economy in the global arena.

<https://hlpf.un.org/countries/kazakhstan/voluntary-national-review-2022> In July 2022 at the session of the High-Level Political Forum Kazakhstan presented its second Voluntary National Review on the Implementation of Sustainable Development Goals.

According to Review these are activities have been implemented:

**According to SDG 1.**

- In 2022, the "Program to increase the income of the population until 2025" Comprehensive Plan was adopted.
- Targeted social assistance is assigned on a quarterly basis.
- The period of examination of a family's financial situation is carried out by the district commission for up to 7 days.
- Children from low-income families are given a guaranteed social package.
- Families with many children receive an allowance regardless of their level of financial income.

**According to SDG 2.**

- In 2021, the Concept of development of the Agro-Industrial Complex until 2030 and the National Project for development of the Agro-Industrial Complex for 2021-2025 were adopted.

**According to SDG 3.**

- Kazakh scientists have developed an inactivated type of QazVac vaccine to combat coronavirus infection
- Birth rate growth by 7.5% (from 21.77 per 1000 births in 2019 to 23.41 in 2021).
- Decrease in infant mortality by 0.6% (from 8.40 per 1000 births in 2019 to 8.35 in 2021).
- Decrease in mortality from malignant neoplasms by 7.7% (from 79.30 per 100,000 population in 2019 to 73.17 in 2021).
- 15% reduction in tuberculosis mortality (from 2.0 per 100,000 population in 2019 to 1.7 in 2021).

Security healthy lifestyle and assistance well-being for everyone in any age. During the coronavirus pandemic, the digitalization of the healthcare sector has improved. In particular, digital programs: COVID-19 Control Center, Unified Integration Portal(PCR studies), module "Vaccination", mobile applications "Ashyq", within the framework of the EAEU "I travel without COVID-19". Also, electronic passport of vaccination was implemented in eGov mobile application. Kazakhstan is one of the few countries where it has been developed domestic vaccine against COVID-19.

**According to SDG 4.**

- The Law on Inclusive Education was adopted.

- 96.6% of schools are connected to broadband Internet at a speed of 4 Mb/s or more, educational information resources are actively developing i.e. BilimLand, Kundelik, BilimAL, I-mektep, Mektep-EDU. From 2020 to 2023, the salary of teachers is increased by 25% annually, and students of pedagogical specialties are paid increased scholarships.
- 100% of colleges have access to over 30 information platforms.

#### **According to SDG 5.**

- In 2021, Kazakhstan became an official member of two global coalitions: action to combat gender-based violence and advance economic justice and law.
- The law introduced a mandatory quota of 30% for women and youth in electoral party lists, as well as in the distribution of deputy mandates.
- The list of jobs limiting the work of women is legally canceled.
- There are 31 family support centers in the regions.
- Women's entrepreneurship development centers have been opened in all regions of the country.
- Responsibility and penalties for violence against children have been strengthened.

#### **According to SDG 6.**

- Within the framework of the State Programs for the Development of Regions until 2020 and Nurlı Zher for 2020–2025, 1,058 water supply and sanitation projects were implemented over 3 years.
- Changes have been made to the Water Code

#### **According to SDG 7.**

- In 2020, 3 “green bonds” worth more than USD 33 mln were placed on Kazakh stock exchanges to stimulate renewable energy development.
- In 2021, 146 projects totaling KZT 51.3 billion were implemented, of which 39 projects were completed or an additional 149 thousand people received access to natural gas and level of gasification of the population amounted to 57.67%.

#### **According to SDG 8.**

- The National Action Plan for the implementation of the President's Address to the People of Kazakhstan dated March 16, 2022 “New Kazakhstan: the Path of Renewal and Modernization” is being implemented.
- The National Development Plan for 2020-2025 was approved.
- Implementation of the Employment Roadmap for 2020-2021 created jobs for 239 thousand people.
- A memorandum was signed with the International Social Security Association on the promotion of the Concept of “Zero Injuries - Vision Zero”.

**According to SDG 9.** Creating a Rack infrastructure, assistance inclusive and sustainable industrialization and innovation Accelerating the pace of development of the country's economy and improving the quality life of the population is ensured, among other things through the use of digital technologies. It should be noted that the pandemic has also accelerated the development of digital technologies in transport logistics. Since 2020, paper permission for transportation, as well as the issue of full transition to paperless document management in transport.

The formation of Kazakhstan as a modern country with an effective public administration through digital transformation, decision-makers based on reliable data is implemented on the basis of the National project "Technological breakthrough through digitalization, science and innovation" for 2021-2025.

**According to SDG 10.**

- Work continues to create a barrier-free environment for low-mobility groups of the population. As of January 1, 2021, 99.8% of the social infrastructure facilities from among the certified ones became available.
- A roadmap has been approved within the framework of the project office "Creating opportunities for economic activity among persons with disabilities".
- Migration Service Centers were opened and the principle of "one window" was introduced in the registration of labor patents.

**According to SDG 11.**

- Cycling infrastructure is actively developing in large cities of the country.
- Turkestan was officially recognized as the spiritual capital of the Turkic world at the summit of the Cooperation Council of Turkic-speaking States.
- In all regions, the proportion of local roads in good and satisfactory condition increases annually.

**According to SDG 12.**

Waste management, production and consumption were improved:

- Licensing of enterprises engaged in the processing and disposal of hazardous waste.
- Notification procedure for garbage collection organizations.
- Installation of GPS sensors on garbage collection vehicles.

The National Project "Green Kazakhstan" was approved (10.2021), which includes the task

**According to SDG 13.**

- In July 2021, a new Environmental Code was adopted.
- In 2021, the development of the "Strategy for achieving carbon neutrality of the Republic of Kazakhstan until 2060" was launched. The strategy provides for significant reforms in all sectors of the economy with an emphasis on energy, manufacturing, agriculture and forestry, transport, housing and communal services.

**According to SDG 14.**

In 2021, the National Project "Green Kazakhstan" was approved, within the framework of which it is planned to build 9 reservoirs for the purpose of water resources management.

**According to SDG 15.**

- In 2021, the National Project "Green Kazakhstan" was approved, and its objectives include development of specially protected natural reservations, preservation of biological diversity.
- State National Natural Park Ulytau with total area of 58.9 thousand hectares has been established. It is the 14th national park in the country.
- Differentiated system of technologies for reclamation of salt earth has been developed.

**According to SDG 16.**

- In 2021, the President of RK signed the RK Law "On Abolition of the Death Penalty".
- Kazakhstan joined the optional protocol of the Convention on the Rights of Persons with Disabilities.

- In 2022, Kazakhstan Child Wellbeing Index was approved.
- Paper confirmation on 28 public services has been cancelled.
- Kazakhstan increased its position in the Corruption Perception Index (2017 - 31 points, 2021 - 37 points).
- Kazakhstan rose by 45 positions in the Anti-Money Laundering Index (Basel AML Index).
- Holding of the Referendum on amendments to the RK Constitutional Charter with capture of amendments in the Presidential powers, work of the Parliament and other.

#### According to SDG 17.

- Concept of foreign policy of RK for 2020-2030 has been approved.
- Regional platform for sharing knowledge with regards to SDGs for the Central Asian countries has been launched.
- Kazakh agency of international development "KazAID" has been established, centralized official development assistance has been implemented.

In accordance with the System of State Planning in the Republic of Kazakhstan (Decree of the Government of the Republic of Kazakhstan dated November 29, 2017 No. 790), each concept must take into account the priorities of the United Nations Sustainable Development Goals.

Taking into account that digital solutions have an impact on most of the Sustainable Development Goals, the SDGs are most clearly identified in the national project "Technological breakthrough through digitalization, science and innovation". In particular, these are measures to provide quality education, sustainable economic growth, full and productive employment and decent work, as well as the creation of resilient infrastructure, sustainability of cities and towns.

In addition, Technological Disruption activities have a direct impact on eradicating poverty and reducing inequality.

For example, the Digital Family Map project. Thus, the Digital Family Map allows you to get more than 80 criteria for all 6.2 million families in the Republic of Kazakhstan, and build a scoring for social risks. The distribution of families by class, the method of dividing the family according to the level of well-being in all major areas (real estate, average per capita income, education, transport, health), which allows you to proactively respond in terms of offering state support measures to families/persons who find themselves in a difficult life situation.

The state sees the "real picture" of families in need of state support and proactively provide assistance to citizens.

Monitoring and constant support by social services of families in a difficult life situation will give them the opportunity to get out of this state and receive all public services in accordance with their rights.

<https://adilet.zan.kz/rus/docs/P2100000727>

25. 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.

Yes  No

In their digital development activities, local executive bodies, **like all state bodies and organizations of the Republic of Kazakhstan**, are guided by legal acts, documents of the State Planning System, road maps and plans approved jointly with central state bodies.

In accordance with Article 10 of the Law of the Republic of Kazakhstan dated November 24, 2015 No. 418 "On informatization" <https://adilet.zan.kz/eng/docs/Z1500000418>, local executive bodies create and develop objects of informatization of "electronic government".

Government services are provided centrally and information on them has been provided earlier.

According to the Concept of Digital Transformation and Development of Information and Communication Technologies and Cybersecurity for 2023-2029 (<https://adilet.zan.kz/rus/docs/P2300000269>), one of the goals is the implementation of "Smart City." This initiative refers to the utilization of ICT (Information and Communication Technologies) and other means to enhance the quality of life, efficiency of urban functioning, services, and competitiveness while ensuring alignment with the needs of current and future generations concerning economic, social, environmental, and cultural aspects.

Within that the Ministry developed a Smart City Standart which includes the long- and short-list of potential Smart City projects.

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

Yes  No

1. According to the Concept of Digital Transformation and Development of Information and Communication Technologies and Cybersecurity for 2023-2029 (<https://adilet.zan.kz/rus/docs/P2300000269>), digital transformation has become possible through the establishment of e-government infrastructure, which includes a wide range of services such as the "e-government portal," "E-License," "Smart Data Ukimet," digital projects like the "Digital Family Card," and "e-Otinish," as well as the mobile application "e-Gov Mobile." The digitization of government services, the creation of a unified e-Otinish platform for handling citizen inquiries, and the development of electronic contact center services allow the transformation of Citizen Service Centers (CSC) into a new digital platform, a kind of "super CSC." This will create a modern and, most importantly, universal platform for addressing all citizen-related issues with the government.

2. The Open Government portal of the Republic of Kazakhstan [open.gov.kz](https://open.egov.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 decisionmaking. 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. iKomek is the 24/7 center of the monitoring and rapid response of Astana 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 Astana 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 15 - Facebook and Instagram - e-mail address [109@ikomekastana.kz](mailto: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.

4. 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](http://www.gov.kz)

5. The budget of popular participation. All akimats provide residents with the opportunity to make suggestions in the following areas:

- Landscaping of the territory;
- Arrangement of sidewalks;
- Construction and repair of sidewalks, ramps and ditches;
- Creation, repair and lighting of public places (parks, squares, pedestrian zones, streets and other objects);
- Ensuring sanitation. Eg: <https://www.gov.kz/memleket/entities/abay-semey/press/news/details/508499?lang=ru>

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

Yes  No

Decree of the Government of the Republic of Kazakhstan dated March 28, 2023 No. 269. « About approval of the Concept of digital transformation, development of the industry of information and communication technologies and cyber security for 2023 - 2029»  
<https://adilet.zan.kz/rus/docs/P2300000269#z55> Paragraph 2 Data governance – is the process related to the accumulation, organization, retention, updating, storage of data, and retrieval of relevant information.

According to the Plan-Schedule for the implementation of the national project "Technological breakthrough through digitalization, science, and innovation" (<https://adilet.zan.kz/rus/docs/P2100000727>), the events related to Data governance are carried out based on two strategic indicators:

- Creation and maintenance of a digital citizen profile (Smart Data Management).
- Implementation of Smart Data Ukimet.

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

Yes  No

Decree of the Government of the Republic of Kazakhstan dated March 28, 2023 No. 269. « About approval of the Concept of digital transformation, development of the industry of information and communication technologies and cyber security for 2023 - 2029»

<https://adilet.zan.kz/rus/docs/P2300000269#z41> In order to reduce the risk of the most common threats to market entities (government agencies, commercial organizations), access to identification, authentication, and user action registration tools will be provided, along with measures to ensure the security of biometric data. For these purposes, a reference database of biometric data will be created, operating within a secure framework on the territory of the Republic of Kazakhstan, with the possibility of its utilization by entities providing biometric-based services.

The national project «Technological breakthrough through digitalization Science, and Innovation » provides for measures to automate and transfer services to an electronic format with a target value of 100% in 2025.

<https://adilet.zan.kz/rus/docs/P2100000727> contains activities for the Development of a national platform for digital biometric identification in order to develop digital services for business and commercial sectors.

In accordance with the Law of the Republic of Kazakhstan dated 15 April, 2013 No. 88-V. “About Public Services” the State Corporation is a unified provider that performs activities in rendering state services to individuals and (or) legal entities on "one window" principle. State Corporation collects, processes and stores biometric data of individuals for their biometric authentication in the provision of public services.

29. Does the national e-government strategy make specific reference to digital-by-design/digital-first<sup>1</sup> principle or similar? Please provide link and detail.

Yes  No

In Paragraph 1, task 4 of the Concept of digital transformation, development of the industry of information and communication technologies and cyber security for 2023 - 2029» (<https://adilet.zan.kz/rus/docs/P2300000269#z41>), we have a strategic direction to move towards digital-first approach.

Currently it's being achieved by the complex of initiatives:

- government agencies are obliged by law to reengineer processes prior to their automation (Clause 1 of Article 25 of the Law of the Republic of Kazakhstan “On Informatization”, <https://adilet.zan.kz/rus/docs/Z1500000418> );
- government agencies develop digital transformation roadmaps which schedules reengineering (<https://adilet.zan.kz/rus/docs/P2200000881>);
- transition from the architecture of an agency to a unified architecture of "digital government" based on domains (areas, industries) (“no silos” approach);
- expansion of the list of proactive/composite services - today, 40 types of proactive public services have been implemented, which are initiated based on data analysis and do not require an application from a citizen. In 2022, for the first time, a proactive-composite birth service was implemented in the eGovMobile mobile application, where an offer to receive the service is sent via a push notification.

In addition to that, the national project "Technological breakthrough through Digitalization, Science, and Innovation." provides for the transition from the declarative form of providing social services to the revealing one in order to expand the coverage of services for people in difficult life situations, including

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<sup>1</sup> To provide link or description

through the introduction of public services in 5 minutes on a smartphone  
<https://adilet.zan.kz/rus/docs/P2100000727>

30. Does the national e-government strategy make specific reference to data-once-only principle, **single-source-of-truth (SSoT)**, or similar? Please provide link and detail.

Yes  No

According to Article 45. point 5-1 of Code of the Republic of Kazakhstan dated June 29, 2020 No. 350-VI ZRK. «Administrative procedural and process- related code of the Republic of Kazakhstan» State bodies and other persons in the exercise of state functions and the provision of public services arising from them are prohibited from collecting and requesting information from individual and legal entities if they are available in the objects of informatization of the "electronic government".

<https://adilet.zan.kz/eng/docs/K2000000350>

For example, 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.

Today, with the help of the "Digital ID" biometric identification system, an EDS is obtained remotely through the e-government portal and the EgovMobile mobile application, without visiting a government agency [https://egov.kz/cms/en/news/remote\\_ds](https://egov.kz/cms/en/news/remote_ds)

31. Does the national e-government strategy make specific reference to a life-cycle approach? Please provide link and detail. [NEW]

Yes  No

Decree of the Government of the Republic of Kazakhstan dated March 28, 2023 No. 269. « About approval of the Concept of digital transformation, development of the industry of information and communication technologies and cyber security for 2023 - 2029» Chapter 2

<https://adilet.zan.kz/rus/docs/P2300000269#z41>

Digitization and the development of e-government are priority directions for the development of Kazakhstan. Over the years, Kazakhstan has made significant progress in this field by implementing various projects and measures to improve the quality of public services and ensure access to information technology. However, further work is required to achieve the desired level of maturity and become a smart nation.

The process of becoming a smart nation encompasses various aspects, such as creating an integrated information infrastructure, improving the quality and accessibility of public services through digital channels, developing electronic payment systems, implementing digital identification technologies, and applying artificial intelligence and process automation.

To achieve this goal, Kazakhstan continues to develop and implement strategic plans and programs aimed at digital transformation and modernization of government services. This includes improving the legislative framework, ensuring cybersecurity, enhancing digital literacy among the population, and strengthening partnerships between the government, private sector, and society.

32. Does the national e-government strategy make specific reference to inclusion-by-default, inclusion-by-design<sup>2</sup> or similar? Please provide link and detail. [NEW]

Yes  No

The concept of digital transformation, development of the information and communication technology industry and cybersecurity for 2023-2029 (Decree of the Government of the Republic of Kazakhstan dated March 28, 2023 No. 269) provides for ensuring the accessibility of Internet resources for people with disabilities, provides for accessibility requirements for people with disabilities opportunities, in connection with which the regulatory legal acts will be brought into line with this international standard Web Content Accessibility Guidelines (WCAG), as well as developed and implemented software for voicing the text of the content of Internet resources in the state language.

<https://adilet.zan.kz/rus/docs/P2300000269>

Services in Kazakhstan for vulnerable group are digitally driven and based on analysis of more than 80 parameters. The **Digital family card** resource has been launched, which will allow citizens to receive social assistance without contacting the authorized bodies. The digital family map will make it possible to draw up a social portrait of families (without their application) through integrated information systems and determine the financial situation of the family, its social status, income, standard of living and well-being; it will make it possible to draw up a social portrait of the region and the country as a whole and effectively manage budget funds. <https://www.gov.kz/memleket/entities/vko-social/press/article/details/105430?lang=en>

33. Does the national e-government strategy make specific reference to digitalizing a specific percentage of public services? [NEW]

Yes  No

If yes, please provide link and detail.

The National project «Technological breakthrough through digitalization» provides for measures to automate and transfer services to an electronic format with a target value of 100% in 2025.

<https://adilet.zan.kz/rus/docs/P2100000727>

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

✘ Artificial intelligence (AI); link/detail: According to Entrepreneur Code of the Republic of Kazakhstan <https://adilet.zan.kz/eng/docs/K1500000375> based on Article 144. Procedure for organizing inspections

✘ Robotics; link/detail: Decree of the Government of the Republic of Kazakhstan dated March 28, 2023 No. 269. « About approval of the Concept of digital transformation, development of the industry of information and communication technologies and cyber security for 2023 - 2029»

<https://adilet.zan.kz/rus/docs/P2300000269>

In accordance with the international standard ISO18295, the single contact center applies Intelligent voice robot. The main goal of the project is uninterrupted support of the population 24/7, as well as:

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<sup>2</sup> To provide link or description

- achievement of the FCR (First Call Resolution) indicator - 80% of the tasks solved at the first call of the client;

- reduction of the average waiting time;

- optimization of 20% of the ECC staff after the implementation and launch of 50 services;

Technical and organizational measures were taken to set up and implement 50 information statistical self-service services (SSS) and 5 interactive dynamic self-service services (DSS).

As a result of the work carried out in the period from January 01 to April 30, 2023, the number of calls to the IGR amounted to 3,016,643 calls.

✘ Blockchains; link/detail: The Concept of digital transformation, development of the industry of information and communication technologies and cyber security for 2023 – 2029

<https://adilet.zan.kz/rus/docs/P2300000269#z470>

Blockchain projects <https://egov.kz/cms/en/robotization/projects-blockchain>

A pilot project has been launched to introduce automatic legal analysis when registering collateral from second-tier banks and Digital Mortgage (a pilot project to automate and optimize real estate purchase processes, with the execution of a pledge agreement using Blockchain technology).

The optimized process was launched on the basis of the Joint Order on the implementation of a pilot project for the provision of public services "State registration of rights (encumbrances) to real estate" and "Registration of pledge of movable property not subject to mandatory state registration" using the "Blockchain" technology. Participants: Otbas Bank JSC, Halyk Bank of Kazakhstan JSC, Bank Freedom Finance Kazakhstan JSC.

In 2022, more than 31,000 pledges were registered as part of the pilot, including more than 24,000 without the participation of a registrar.

✘ 5G; link/detail: The Concept of digital transformation, development of the industry of information and communication technologies and cyber security for 2023 – 2029

<https://adilet.zan.kz/rus/docs/P2300000269#z470>

✘ Internet of Things (IoT); link/detail: The Concept of digital transformation, development of the industry of information and communication technologies and cyber security for 2023 – 2029

<https://adilet.zan.kz/rus/docs/P2300000269#z470>

✘ Invisible/anticipatory/proactive/seamless services<sup>3</sup> [NEW]: Law of the Republic of Kazakhstan dated 24 November 2015 № 418-V « On informatization» <https://adilet.zan.kz/rus/docs/Z1500000418#z68>

The Concept of digital transformation, development of the industry of information and communication technologies and cyber security for 2023 – 2029 <https://adilet.zan.kz/rus/docs/P2300000269#z470>

Work continues on the transfer of services to a proactive format. To date, 40 proactive services are available, more than 2 million services have been provided.

In addition, in order to simplify the process of receiving services in eGov Mobile, a proactive-composite birth service implemented through PUSH notifications.

<https://www.akorda.kz/ru/o-merah-po-realizacii-predvybornoy-programmy-prezidenta-respubliki-kazahstan-spravedlivyy-kazahstan-dlya-vseh-i-dlya-kazhdogo-seychas-i-navsegda-26102515>. In

accordance with the Election Platform of the President of the Republic of Kazakhstan “Fair Kazakhstan is for everyone and for everyone. Now and Forever” provides for the implementation of a digital infrastructure for remote interaction between the state and citizens and businesses based on the E-gov

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<sup>3</sup> To explain

mobile application, using state databases for the proactive provision of services throughout the entire human life cycle (“Invisible Government” project).

Thus, within the framework of the Invisible Government project, work is being carried out to reengineer life with the transfer of services to a proactive, composite format, excluding human participation in the process of providing services (full automation of services), and sending useful notifications through eGovMobile, etc.

✖Others; link/detail:

1) <https://www.nitec.kz/ru/proekty/smart-data-ukimet?q=/ru/proekty/smart-data-ukimet>

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.

35. 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.

Yes  No

National project "Technological breakthrough through digitalization, science and innovation"

<https://adilet.zan.kz/rus/docs/P2100000727>

The formation of Kazakhstan as a modern country with effective public administration through digital transformation, making decisions based on reliable data, as well as ensuring the efficient and safe use of infrastructure in the digital age, increasing the contribution of science to the socio-economic development of the country.

In this regard, the program is aligned to a range of international goals as follows:

Strategic index 1. 33<sup>rd</sup> place in 2025 in IMD Digital Competitiveness Ranking.

Strategic index 2. 70<sup>th</sup> place in 2025 in Global Competitiveness Index of the World Economic Forum "Innovative Capacity".

The concept of digital transformation, the development of the information and communication technology industry and cybersecurity for 2023 - 2029 provides for the application of the International Standard for Web Content Accessibility WCAG Web Content Accessibility Guidelines in order to make Internet resources accessible to people with disabilities.

<https://adilet.zan.kz/rus/docs/P2300000269>

#### **Cooperation with EU:**

Kazakh-European cooperation in the field of digitalization [https://www.inform.kz/en/kazakhstan-eu-cooperation-in-digitalization-discussed-in-brussels\\_a4014684](https://www.inform.kz/en/kazakhstan-eu-cooperation-in-digitalization-discussed-in-brussels_a4014684)

#### **Cooperation with OECD: Eurasian Competitiveness Program**

Kazakhstan's cooperation with the OECD has started in 2008 as part of the Eurasian Competitiveness Program (hereinafter referred to as the YPC) which includes 13 countries of Central Asia, the Caucasus and Eastern Europe. [https://economy.kz/en/OESR/Kazakhstan\\_i\\_OESR/](https://economy.kz/en/OESR/Kazakhstan_i_OESR/)

<https://www.oecd.org/publications/improving-framework-conditions-for-the-digital-transformation-of-businesses-in-kazakhstan-368d4d01-en.htm>

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

Yes  No

Approval of concepts and national projects is carried out in accordance with the System of State Planning in the Republic of Kazakhstan.

<https://adilet.zan.kz/rus/docs/P1700000790>

specifically:

The concept of digital transformation, the development of the information and communication technology industry and cybersecurity for 2023 - 2029;

<https://adilet.zan.kz/rus/docs/P2300000269>

National project "Technological breakthrough through digitalization, science and innovation"

<https://adilet.zan.kz/rus/docs/P2100000727>

Further planning and monitoring of the progress of projects is carried out within the framework of the Rules for the implementation of project management <https://adilet.zan.kz/rus/docs/P2100000358>

In addition, the Rules for the Digital Transformation of Public Administration provide for the development and approval of roadmaps that will include the goals, effectiveness and efficiency of the public administration system, which are planned to be achieved by the state body through digital transformation in the planning period. <https://adilet.zan.kz/rus/docs/P2200000881>

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

Yes  No

According to point 14 of the Action Plan for the Implementation of the Concept of Digital Transformation, Development of the Information and Communication Technology and Cybersecurity Industry for 2023-2029 (<https://adilet.zan.kz/rus/docs/P2300000269>), a draft law has been developed that will introduce measures of regulatory sandbox for the application of digital technologies.

Currently, in Kazakhstan, a regulatory sandbox is already being applied in the financial sector through the establishment of the FinTech Lab at the Astana International Financial Center.

38. Does the Government have any official tool/mechanism to monitor the progress of the implementation of its e-government strategies? Please provide link and/or details [NEW]

Yes  No

According to the Order of the Prime Minister of the Republic of Kazakhstan dated May 20, 2022, No. 94-r, "On certain matters of the Office of the Digital Government" (<https://adilet.zan.kz/rus/docs/R2200000094>), the Office performs functions related to coordination and methodological support of project activities of government agencies and organizations, ensuring operational monitoring of the implementation of documents within the State Planning System. It also oversees priority reforms and strategic investment projects, develops proposals for timely correction of deviations from the set indicators of documents within the State Planning System, and facilitates the adaptation and comprehensive implementation of project management in the activities of government agencies and organizations.

## E. Digital Inclusion and E-Participation

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

39. 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 document regulating digitalization is the Law on Informatization.

<https://adilet.zan.kz/rus/docs/Z1500000418#z1>

The Concept of digital transformation, the development of the information and communication technologies and cybersecurity industry for 2023-2029 provides options for ensuring the accessibility of Internet resources for people with disabilities, as well as accessibility requirements for people with disabilities. In this regard, regulatory legal acts will be brought into line with this international standard Web Content Accessibility Guidelines (WCAG), and software will be developed and implemented to read the text of the content of websites in the state language.

<https://adilet.zan.kz/rus/docs/P2300000269>

40. 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>

The Law of the Republic of Kazakhstan dated 15 April, 2013 No. 88-V. «On State Services»

<https://adilet.zan.kz/eng/docs/Z1300000088>

Decree of the Government of the Republic of Kazakhstan dated March 28, 2023 No. 269. « About approval of the Concept of digital transformation, development of the industry of information and communication technologies and cyber security for 2023 - 2029»

<https://adilet.zan.kz/rus/docs/P2300000269#z41>

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

Yes  No

If yes, please provide link and detail.

All citizens of Kazakhstan, including women and other vulnerable groups, are provided with government services through the following platforms:

1. 327 Citizen Service Centers (CSC)
2. Egov Mobile
3. Second tier banks of Kazakhstan

[https://egov.kz/cms/ru/services/citizen\\_and\\_the\\_government/e\\_app](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.

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

Yes  No

If yes, please provide link and detail.

**The Government provides these specific e-services:**

**1) Proactive childbirth service** [https://egov.kz/cms/ru/news/birth\\_child](https://egov.kz/cms/ru/news/birth_child)

Citizens can register the birth of a child in a more convenient proactive format without visiting the eGov.kz Portal. In the proactive childbirth service, SMS messages and notifications are optimized for a more convenient process.

The proactive format of obtaining services is convenient as the state itself offers a citizen to receive a relevant service in a particular life situation. Thus, a person does not need to go anywhere, it is sufficient to send the required information in response to the received SMS.

Within a day after the birth of a child, the information system having received a notification from a medical institution will send a congratulatory SMS from 1414 to a child's parent with a step-by-step request for information necessary for the provision of services.

Previously, citizens received SMS messages in a different format: in the R X X format, where X are the numbers indicated in the message. Now the process has become much simpler, now you do not need to specify the letters, you only need to answer the questions asked.

In order to get the service, you need to be registered in the Mobile Citizens Database (MCD) as SMS messages cannot be obtained without registration. The service is free-of-charge, you only need to have a positive balance on the phone number.

The information needed for the service delivery is taken from the information systems of various government agencies and the information that is missing will be requested from a child's parent via SMS requests containing examples of fill-in.

Upon the service delivery, citizens receive SMS notification on the issuance of a child's birth certificate (on paper) or a substantiated refusal.

**2) Targeted social assistance** [https://egov.kz/cms/en/news/targeted\\_social\\_assistance](https://egov.kz/cms/en/news/targeted_social_assistance)

The government offers Kazakhstani families to get targeted social assistance in a proactive format without the need to provide any documents. Recipients of targeted social assistance receive a notification through an SMS from eGov.kz.

Recipients are notified on the right to receive targeted social assistance. The notification is sent as SMS from 1414. The targeted social assistance is provided to citizens who comply with the criteria contained in the state databases. It is important to note that only those citizens who are registered in the Mobile Citizens Database will receive messages.

**3) Free and preferential meals.** <https://e.bilimal.kz/main/view?type=meals>

This State service is provided to certain categories of students and pupils in general education schools. It is provided to families:

- Eligible for receiving targeted social assistance from the government;
- In need of emergency assistance due to natural disasters or determined by the collegiate body of the educational organization;
- Whose per capita income is below the subsistence minimum;
- For orphans and children left without parental care living in families.

**4) Accessible Kazakhstan** <https://doskaz.kz/about#realization>

"Accessible Kazakhstan" is a virtual map of the country that displays information about the accessibility of public facilities for safe and comfortable visits and use by all residents of our country.

Card users can use the service for people with limited mobility and people with special needs (and these are people with disabilities, parents with small children in wheelchairs, the elderly, pregnant women, temporarily injured people, children under 7 years old) and plan the most accessible and safe route, and also find out how accessible and safe to visit the selected object is.

5) «Altyn Alka» reward <https://www.gov.kz/situations/419/1018?lang=ru>

In accordance with the Law "On State Awards of the Republic of Kazakhstan," mothers who have given birth to and raised six children, with the sixth child reaching the age of one year and having other living children, are awarded the "Kumis Alka" pendant. Additionally, mothers who have given birth to seven or more children, with the seventh child reaching the age of one year and having other living children, are awarded the "Altyn Alka" pendant.

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

Yes  No

If yes, please provide link and detail.

<https://adilet.zan.kz/rus/docs/P1900000326> National plan to ensure the rights and improve the quality of life of persons with disabilities in the Republic of Kazakhstan until 2025

<https://fundwomen.kz/ru/fund-mission> The Fund for Sustainable Development and Support of Women's Entrepreneurship was established in June 2018 as part of the IV Congress of the Council of Business Women of the NCE RK "Atameken". The Foundation implements projects aimed at empowering women who want to implement their ideas in entrepreneurship, create new jobs and increase family income.

Along with the services on the e-government portal, a social services portal has been implemented, which allows you to receive services and means of rehabilitation. <https://aleumet.egov.kz/>

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

Yes  No

If yes, please provide link and detail.

According to the Concept of Digital Transformation, Development of the Information and Communication Technology (ICT) and Cybersecurity Industry for 2023-2029

<https://adilet.zan.kz/rus/docs/P2300000269#z113>, there has been significant growth in the IT market over the past 10 years. The share of the IT market has increased from 28% to 46% of the total volume of the ICT sector, including digital literacy among women and vulnerable population groups. This has been facilitated by an active policy of digitalization and an accelerated process of digital transformation during the coronavirus crisis.

For example, there is a public fund called ITeachMe (<https://iteachme.kz/>) that is focused on supporting, promoting, and protecting the rights and interests of persons with disabilities, as well as individuals from socially vulnerable groups. The fund aims to enhance their competencies and provide training in new digital skills that will help them become competitive in the labor market and financially independent citizens. Currently, there have been 863 applications for participation (209 with

disabilities), out of which 209 are women, with 123 women reaching the finals out of a total of 112 participants.

The "TEchnoWomen" project provides new opportunities for all girls and women in the digital world.  
<https://technowomen.kz/index.php/projects/>

Astana Hub, in collaboration with the National Commission on Women and Family and Demographic Policy under the President of the Republic of Kazakhstan, announces the enrollment for IT training courses for women interested in starting a career in the IT field. As part of the program, unemployed women over the age of 18 can receive free training in No Code School, Freelance School, as well as basic computer literacy. These programs will help to acquire the necessary skills for remote work in the IT industry.

45. 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

In Kazakhstan, each government body has its own blog and social media accounts, where they actively participate in the social life of our people.

The social media of Prime Minister of Kazakhstan:

<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](https://vk.com/primeminister_news)

If yes, 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 23 <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.

All appeals (requests) from the Blog of Ministries are also registered in EOTinish (<https://eotinish.kz/> )

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

Yes  No

If yes, please provide link and detail.

In accordance with the Rules for the registration and recording of inquiries received by state bodies, local self-government bodies, legal entities with one hundred percent state participation, as well as the management of the Information and Analytical System "Electronic Requests," when processing inquiries, messages, requests, feedback, and proposals through publicly accessible information systems compliant with the legislation of the Republic of Kazakhstan on electronic documents and digital signatures, their registration in the Information System "Electronic Requests" (EOTinish) is automatically conducted through autofilling of accounting forms OL-1. <https://adilet.zan.kz/rus/docs/V2100022768>

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/>

The rules for the registration and recording of petitions received by state authorities are currently under consideration and approval by the Government.

## F. Usage, User Satisfaction and Evaluation

47. 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>

48. Does the Government measure usage data with dis-aggregation by gender?\*

Yes, it does. By gender: men - 47.75% and women - 52.55% receive services electronically in 2022.

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

Yes  No

If yes, please provide link and detail.

<https://adilet.zan.kz/rus/docs/Z1300000088>

In accordance with Art. 26 of the Law on Public Services, public monitoring of the quality of public services is carried out annually, the results of which determine the level of satisfaction of the population with the quality of services received.

The e-Government Portal has implemented an online questionnaire that allows you to assess the quality of the services received. <https://egov.kz/cms/> The results of the online questionnaire are also taken into account when summing up the results of public monitoring. <https://www.gov.kz/memleket/entities/qyzmet/documents/details/412375?lang=ru> <https://www.gov.kz/memleket/entities/qyzmet/press/news/details/542441?lang=ru>

Also in the eGovMobile application in each public service, the “Leave feedback on the service” functionality is implemented, where the service recipient is given the opportunity to evaluate the service (on a 5-point scale), as well as leave a comment.

Does the Government collect user satisfaction data with dis-aggregation by gender?\*

<https://www.gov.kz/memleket/entities/qyzmet/documents/details/412375?lang=ru>

According to the results of public monitoring of the quality of public services, among the surveyed service recipients, 63% are female and 37% are male, the most significant age category is service recipients aged 30–39 (37.6%), as well as 40-49 years old (27%). Youth is also an active category service recipients - in the aggregate 18.5% of the population under the age of 29 years.

The smallest category of service recipients are older people from 50 years and older - 16.9% in total.

## G. Partnership and International Cooperation

50. Please provide information about any ongoing global/regional partnership and/or digital cooperation, with United Nations (such as UNDESA, Regional commissions, UNDP, UNICEF ...) focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) \* [NEW]

**UNDP:** The Government of the Republic of Korea, Astana Civil Service Hub and UNDP launched a project on digitalization and innovation in the public sector in Central Asia and the Caucasus <https://www.undp.org/kazakhstan/press-releases/government-republic-korea-astana-civil-service-hub-and-undp-launched-project-digitalization-and-innovation-public-sector>

**UN ESCAP:** Digital Ministry of Kazakhstan is working on initiative to establish the UN Digital Solutions Center for Sustainable Development in Central Asia.

<https://www.gov.kz/memleket/entities/mdai/press/news/details/555521?lang=en>

**UNICEF: GIGA**

GIGA is a global initiative of UNICEF and ITU to connect every school to broadband Internet, which Kazakhstan has joined to provide every child with a wide range of opportunities for quality education and further career choice. One of the goals of the initiative is to create the infrastructure necessary to provide these opportunities. (<https://www.unicef.org/kazakhstan/en/press-releases/giga-steering-committee-held-its-second-meeting-kazakhstan>)

**UN DESA:** [https://egov.kz/cms/en/news/un\\_representative](https://egov.kz/cms/en/news/un_representative)

51. Please provide information about any other ongoing global/regional partnership and/or digital cooperation, with other non UN-bodies. [NEW]

**Organization of Turkic States (OTS):** Digital Ministry of Kazakhstan is working on creation of the “OTS Digitalization Center” under the international techno park of IT startups “Astana Hub”. Parties also discussed the initiatives to be implemented by this Center, such as preparation of “Turkic Metaverse”- a platform that will contribute to the development of gov-tech projects, creation of “Silkway Innovation House” as a representation of technology parks of the OTS countries in Silicon Valley and common “OTS Venture Fund” to attract funding for startups from entire Turkic region.

[https://www.turkicstates.org/en/haberler/secretariat-organized-ad-hoc-working-group-meeting-on-information-and-communications-technologies-of-the-ots\\_2943](https://www.turkicstates.org/en/haberler/secretariat-organized-ad-hoc-working-group-meeting-on-information-and-communications-technologies-of-the-ots_2943)

[https://www.turkicstates.org/en/haberler/secretariat-organized-field-visit-program-to-technoparks-and-innovation-center-of-turkiye\\_2914](https://www.turkicstates.org/en/haberler/secretariat-organized-field-visit-program-to-technoparks-and-innovation-center-of-turkiye_2914)

**Shanghai Cooperation Organisation (SCO):** Digital Ministry of Kazakhstan is planning to held offline meeting of ICT Ministers of the SCO in February 2024 during the Digital Almaty Forum. Also, the Ministry is developing a Concept of techno parks pool among the member states of the SCO.

#### **Cooperation with NIA**

On April 21-23, 2019, a Memorandum was signed between the Ministry of Special Development, Innovation and Aerospace Industry of the Republic of Kazakhstan (hereinafter - ICSRIAP) and the Ministry of Science and ICT of the Republic of Korea on the Fourth Industrial Revolution and a Letter of Intent in the opinion of representatives of the IT center. The letter of intent provides for cooperation in such priority areas as the development of an innovative ecosystem and start-ups, the use of artificial intelligence, Big Data, the Internet of Things, the development of the IT industry, the development of smart cities in the form of pilot projects, etc. On November 21, 2019, a Memorandum of Cooperation was signed between Zerde National Infocommunication Holding JSC and the National Information Society Agency of the Republic of Korea (NIA) to create and operate the Information Technology Cooperation Center. From 2020 to 2022 joint projects for the development of big data were implemented: the total number of employees who underwent various trainings in the field of big data analytics amounted to about 200 people; with the participation of Korean specialists, a platform for big data analytics was developed, and analytical cases for local stakeholders were developed. On February 2, 2023, within the framework of the Digital Almaty international forum, a Cooperation Agreement was signed between NIA and NIT JSC for 2023-2025. As part of the agreement, it is planned to implement projects for the development of cloud solutions, cloud data processing centers, the exchange of experience in Big Data and Master Data, and the development of smart cities.

## THANK YOU

Please provide any other information that will help us in understanding e-government development in your country.

Given the importance of smartphones in the lives of citizens, work has been done to ensure the possibility of obtaining public services and services on mobile devices. So, in the mobile application eGov Mobile, you can get 1000 types of public services, which is **80% of the total number of services**. **There are 13.7 million users of the eGov Mobile application, 18 million services were provided in 2022.**

To improve convenience for citizens with the ability to choose different platforms for receiving public services, to eliminate dependence on a single point of service provision, as well as to increase the level of receipt of public services among the population, work is underway to bring public services to external platforms / mobile applications of second-tier banks.

To date, 16 types of public services can be obtained through the applications of second-tier banks. In 2022, more than 1 million services were provided. The Video-PSC application has been launched, which allows you to receive paper government services without contacting Citizen Service Centers. In order to regulate the issue of implementation and use of the Service, the Law of the Republic of Kazakhstan "On Informatization" has been amended in terms of defining the Digital Documents Service, defining the norms and rules for the formation, use, verification and access to electronic documents through the Service.

The Law "On amendments and additions to certain legislative acts of the Republic of Kazakhstan on the promotion of innovation, development of digitalization and information security" (hereinafter referred to as the draft Law) (including the Law "On Identity Documents", the Law "On border", the Labor Code of the Republic of Kazakhstan, "On the health of the people and the healthcare system") in terms of ensuring the legal recognition of digital documents on a par with a paper document. This Law allowed citizens to freely use digital documents in any life situations and increase the scope of their use. To date, 20 types of digital documents are available in the service, which have been used about 10.3 million users.

**A pilot IQALA project** has been launched, which provides for the optimization of the business process for concluding an agreement (s) between the new owner of real estate and utility providers in Astana. After the acquisition of real estate, information on the registration of property rights is transmitted to the City Services Center, after which the Center initiates an SMS message about the possibility of concluding utility contracts in a proactive mode, without visiting utility organizations, then the owner follows the link in the IQala IS ([www.ns.gov.kz](http://www.ns.gov.kz)) where he concludes relevant contracts in electronic form. The procedure for signing electronic documents and processes has been simplified, namely the provision of public services in the auto-signing mode, when the result is generated and issued by the information system automatically, without the participation of officials. The introduction and expansion of the practice of checking the applicant and issuing the result of the provision of services automatically helps to minimize corruption risks and factors, eliminate contact between the applicant and the service provider, as well as reduce the time for providing the service to one or two days. Also, the auto-signing mode is enshrined at the level of the Law. Relevant amendments have been made to the Law "On Amendments and Additions to Certain Legislative Acts of the Republic of Kazakhstan on the Promotion of Innovation, Development of Digitalization, Information Security and Education".

**The eDensaulyq service** has been implemented in the eGovMobile mobile application, which contains extended information for the population on donor status, electronic prescriptions, medical exemptions, registration of pregnant women, clinical examination, hospitalization, laboratory test results and sick leave. This service will allow Kazakhstanis to have quick access to their medical data.

**The implementation of the "Digital Notary" project** made it possible to digitize the process of obtaining a power of attorney, as well as to simplify and increase convenience for citizens, regardless



of their location, including for citizens who are abroad. It will be enough to log in to eGovMobile and make a video call to the notary. Due diligence will be carried out through biometric identification and digital signature signing.

At the same time, the generated power of attorney will be available in the Digital Documents service and it will be possible to present it at the place of demand.

**Social Wallet is a mobile application** through which a citizen can:

- visually see all the support measures received from the state
- fully analyze state assistance to each citizen
- protection against arrests of citizens' funds
- select bank accounts
- monitor the use of social assistance funds
- receive proactively and promptly social assistance and other state payments using IIN.

Today, through the Social Wallet, free and reduced-price meals are provided to schoolchildren, as well as receiving free medicines.

**The "Digital Family Map" project** is aimed at ensuring the transition from the declarative to the revealing nature of the provision of public services and support measures. The main evaluation criteria are total income, social living conditions, health of relatives, employment, education and need for social assistance, etc.

**The "Digital Family Map" allows** you to get more than 80 criteria for all 6.2 million families in the Republic of Kazakhstan, and build a scoring for social risks. The distribution of families by class, the method of dividing the family according to the level of well-being in all major areas (real estate, average per capita income, education, transport, health), which allows civil society to proactively respond in terms of offering state support measures to families/persons who find themselves in a difficult life situation. The state will see the "real picture" of families in need of state support and proactively provide assistance to citizens. Monitoring and constant support by social services of families in a difficult life situation will give them the opportunity to get out of this state and receive all public services in accordance with their rights.

The main measure of state support for citizens of the Republic of Kazakhstan is Targeted Social Assistance (hereinafter referred to as TSA). Previously, in order to receive this assistance, the applicant was required to present twenty-four documents, which required material and time costs, and significantly complicated the access of citizens to this service. Today, having all the necessary criteria in the Digital Family Card, this service is implemented in a proactive format. Today, a citizen who falls under the criteria for receiving TSA receives an SMS in response to which he must send an account number, and the money will be credited to his account without additional effort on the part of the citizen. At the moment, based on the SDU IAS data, other proactive services are being implemented, such as providing hot meals to schoolchildren and attaching to a medical organization.

**The eOtinish service** <https://eotinish.kz/> allows you to submit the following types of appeals to government agencies:

**Complaint:** a demand for the restoration or protection of rights, freedoms, or lawful interests of a citizen or other individuals that have been violated by an administrative act or action (inaction).

**Feedback:** an appeal in which the applicant can express their opinion on the internal and external policies pursued by the government, as well as on events and phenomena of public importance.

**Application:** an appeal that includes a request for assistance in realizing the rights, freedoms, and lawful interests of oneself or others.

Proposal: an appeal containing a proposal for improving laws and other regulatory legal acts of the Republic of Kazakhstan, the activities of government bodies, the development of social relations, and the improvement of socio-economic and other spheres of state and societal activities.

Inquiry: a request for information on personal or public matters of interest.

Report: a notification of violations of laws and other regulatory legal acts of the Republic of Kazakhstan, deficiencies in the work of government bodies, local self-government bodies, legal entities with 100% state participation, and their officials.

The eOtinish platform automatically distributes appeals based on the competence of government agencies and informs the applicant about all stages and deadlines of appeal consideration. Additionally, all appeals are entered into a unified database of appeals.

#### Consent to publish this Questionnaire

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

Yes  No

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