CENTRAL ASIA as a platform
Two centers of attraction already exist

Leader - Russian Federation
Eurasian Economic Union

Leader - China
One Belt, One Road

Leader EU - CA - China
Central Asia as a single platform
Non-zero-sum games

Games in which the gain of one player does not necessarily mean the loss of another, when all participants in the game can win at the same time, are called non-zero-sum games. Almost any economic activity is an example of a non-zero-sum game.

John F. Nash, Nobel Prize Recipient in Economics
A new history of Central Asia

- A young, fast-growing urbanizing population with large unmet needs
- Rapid adoption of digital and mobile technologies, creating an overtaking opportunity: Central Asia is a world leader in the field of mobile money
- GDP growth potential X2 by 2032
- Reducing the gap by up to 2.6 times in terms of income compared to developed countries
- Untapped resource wealth and new innovations to unleash it
Internet access level, 2020

54%*

GDP 2020

290 billion

US dollars*

WHO WILL BENEFIT FROM THE DIGITAL SINGLE MARKET:

For people
- Purchase and sell goods and services from all Central Asian countries
- Attract increased investment from both Central Asian countries and external investors, fostering greater growth and job creation
- Improve quality of life of every citizen with technology

For business
- Allow to purchase and sell from a 77 million market size
- Business starts to grow, innovate and compete on fair terms

For the state
- Platform Development
- Exchange of methodology experience
- Scaling the best industry projects
- Unified standards for NPA, IoT technical standards, etc.

Potential market, million people*

38.55

The volume of the e-commerce market, million US dollars*

<table>
<thead>
<tr>
<th>Country</th>
<th>Value (million US dollars)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kazakhstan</td>
<td>2143.4</td>
</tr>
<tr>
<td>Uzbekistan</td>
<td>643.9</td>
</tr>
<tr>
<td>Kyrgyzstan</td>
<td>162.8</td>
</tr>
<tr>
<td>Tajikistan</td>
<td>54.7</td>
</tr>
</tbody>
</table>

But challenges remain to unlock this potential...

- Various digital laws, regulations and policies
- Limited cross-countries infrastructures and strong dependence on infrastructure and products of foreign markets
- Digital markets are mostly national and do not benefit from the scale of the entire region
- Average level of digital skills. According to the World Bank, the governments of Central Asian countries need to develop a digital ecosystem, as well as invest in the development of digital skills of the population
- Providing Internet access
Digital Central Asia as a platform will help unlock the potential with the help of a **single digital market**

Earlier the Concept of Central Asia as a platform Strategy through the Digital Solutions Center for Sustainable Development (DSCSD) was proposed by Askar Tazhiyev

**Vision**
To transform Central Asia into a single digital market

**Mission**
To drive the agenda of Digital Transformation of Central Asia through a bold and innovative multi-stakeholder approach
Key Policy Drivers

Azerbaijan
Azerbaijan actively participates in the directions of the Digital Markets Harmonization Initiative (DCR) and assumes the role of a coordinating country in the direction of "Innovation and Startup ecosystems" and the subsection "Electronic Customs".

Kazakhstan
A significant work is currently being carried out in Kazakhstan on the development of innovations and the construction of an innovation ecosystem, the creation of a knowledge-intensive economy.

Kyrgyzstan
The issue of digitalization has been at a high level in Kyrgyzstan over the past few years. A number of important projects have been implemented in various industries – medicine, education, transition to electronic document management.

Tajikistan
There is considerable interest and potential for a complete digital transformation of Tajikistan's economy – from new technology companies to e-government, cashless payments and smart city solutions.

Turkmenistan
The implementation of the Digital Economy Development Concept, launched in 2019 in the country, developed for the period up to 2025, is a roadmap for the technological transformation of all industries and their public administration, the formation of a knowledge economy based on a huge resource and production potential.

Uzbekistan
The Republic of Uzbekistan is implementing comprehensive measures for the active development of the digital economy, as well as the widespread introduction of modern ICT in all sectors of the economy, primarily in public administration and social sphere.
How to achieve a single digital market in Central Asia?

**Connect**
Build a sustainable digital infrastructure for Central Asia

**Innovate**
Drive agile policy and regulatory harmonization to attract investment in the digital landscape of Central Asia

**Transform**
Leverage technology to accelerate the inclusive adoption of digital public goods and services across Central Asia
The Digital Code will make it possible to rationalize the relevant legislation by combining a dozen and a half separate laws into one legislative act.

The Code will also simplify the process and make the needs of digital transformation clearer.

As part of the development of the model Digital Code, it is planned to carry out the following types of work:

- Conducting an analytical study of the legislation of Central Asian countries in order to update, systematize legislation regulating relations in the field of information and communication technologies (ICT), digitalization of public administration and economic sectors
- Development of a Model (typical) project Digital Code for Central Asian countries
Experience in the design, development, maintenance of architecture

Optimization of government functions and processes 80%

Optimization of data flow and information interaction
Growth of monetization from ownership of information systems
Services focus on citizens and business

THE RESULTS OF PAST YEARS:

- A unified architecture of state bodies has been formed
- Basic components of "electronic government" have been formed
- A typical architecture of the "electronic akimat" has been developed

26 ARCHITECTURE FOR STATE BODIES LOCAL EXECUTIVE BODIES
31 INFORMATION AND COMMUNICATION SERVICES HAVE BEEN DESIGNED
530 FROM 2016 TO 2021, 530 EXAMINATIONS OF UNIQUE PROJECTS WERE CARRIED OUT

Architectural development
Architecture implementation
Maintenance/Development of architecture

Opportunities on transformation
Carrying out transformation
Change management

- Defining paths and development options
- Creating the value and receiving initial benefits
- Operation and development for receiving maximum benefits
Experience in business process reengineering

In 2020, reengineering of 9 process groups was carried out:
- MH - 7 process groups
- MLSPP - 1 process group
- MES - 1 process group.

Target models are transferred to public authorities for implementation.

In 2021, 110 business processes (BP) were re-engineered within 24 life situations (LS):
- MA - 61 BP / 4 LS
- MD - 4 BP / 1 LS
- MF - 13 BP / 8 LS
- MJ - 13 BP / 3 LS
- MNE - 2 BP / 3 LS
- MES - 1 BP / 1 LS
- MIA - 9 BP / 4 LS
- MIID - 4 BP / 2 LS
- MEGNR - 2 BP / 2 LS
- MTI - 1 BP / 1 LS
Reengineering of business processes
on the example of car registration

OFFLINE:

Checking and payment of fines in a special window or through a terminal
15-30 MIN

The queue for the delivery of documents
15-20 MIN

Registration of the application through the operator
10-20 MIN

Waiting for the production of a technical passport and numbers
40-120 MIN

THE PROCESS OF RE-REGISTRATION:
2-3 HOURS

THROUGH KASPI.KZ

Making an application through the application
5-10 MIN

EVERY DAY
UP TO 35% OF TRANSACTIONS ARE MADE THROUGH THE KASPI APP

MORE THAN 1 BLN TENGE WAS WITHDRAWN IN CASHLESS TRANSACTIONS

Registration of the delivery of the technical passport and numbers
5-10 MIN

THE PROCESS OF RE-REGISTRATION:
10-20 MIN
E-gov mobile

«Mobile Government» Information System is designed to automate the processes of public services delivery to the public through mobile communication devices.
eGov Mobile in figures

11,5 mln
Application users

7 mln
Issued Digital Signatures (DS)

33,9 mln
Delivered services

125
Number of services in application

11,4 mln
Users in Mobile Citizens’ Database (MCD)

280,2 mln
SMS sent in 2021

Application download statistics by operating systems

Number of delivered services

5 304 196
2019

9 053 772
2020

19 880 114
2021
Services in 5 minutes

TRANSFORMATION OF PUBLIC SERVICE DELIVERY APPROACHES

REAL-LIFE SITUATIONS (RLS)

- **Ministry of Justice of the Republic of Kazakhstan**
  - Submission of an electronic application for marriage registration
  - Registration of marriage (matrimony), including amendments, additions and corrections to the civil status records

- **Ministry of Digital Development, Innovations and Aerospace Industry of the Republic of Kazakhstan**
  - Issuance and revocation of the registration certificate of the National Certification Authority of the Republic of Kazakhstan

- **Ministry of Foreign Affairs of the Republic of Kazakhstan**
  - State registration of marriage (matrimony) abroad

**Useful information about RLS**

- Conditions of marriage
- Marriage for the first time and in the absence of children
- How to apply online
- Marriage, if he was married and/or has children
- Marriage between Kazakhstans abroad
- Marriage with a foreigner
- Marriage with a convicted person
- Obtaining a marriage certificate
- What documents need to be changed after marriage

PROACTIVE

Data transfer to Information system of the government agency

- **Ministry of Justice of the Republic of Kazakhstan**
- Issuance and revocation of the registration certificate of the National Certification Authority of the Republic of Kazakhstan

**Ministry of Labor and Social Protection of Population of the Republic of Kazakhstan**

- State registration of marriage (matrimony) abroad

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ОБЕСПЕЧЕНИЕ ДОСТУПНОСТИ ВСЕХ ГОСУДАРСТВЕННЫХ УСЛУГ НА СМАРТФОНЕ

- 125 services
- 434 services (on «E-licensing» State data base)

External platforms
Digital documents

**Issues:**

- Abundance of paper documents
- Copies are certified by a notary public

Documents in a mobile device

Capability to send and verify
Digital documents

AVAILABLE DOCUMENTS

- Identification card
- Driving license
- Birth certificate
- Marriage certificate
- Certificate of change of surname, first name, patronymic
- Divorce certificate
- Technical data sheet
- Result of PCR testing for COVID-19
- Student ID card
- Diploma
- Pensioner's certificate
- Kandas ID card
- Vehicle registration certificate
- Social ID
- Vaccination passport
- Certificate of a person with a disability
- Certificate of a large family
- Certificate of a recipient of targeted social assistance

ADVANTAGES

- Delivery of public and other services without provision of original copies
- Provision of access to documents to third parties using secure QR-code
- Capability to share electronic versions of documents through messengers or using e-mail
- Service for obtainment of electronic documents for government agencies' information systems and private sector (upon a citizen's consent)
Thank you for your attention!