DIGITALIZATION

THE MAIN DIRECTION OF DEVELOPMENT
The Tunduk, the wooden top of the yurt, is prominently displayed in the centre of the flag, surrounded by a sun with rays extending outward. Kyrgyzstan's State Flag featuring Tunduk.

- It serves as a reminder of the importance of coming together and working towards a common goal, regardless of individual differences.
- The Tunduk is also a symbol of the universe, representing the interconnectedness of all things and the cyclical nature of life.
- The Tunduk is a traditional symbol of the Kyrgyz nomadic lifestyle and represents unity and harmony within the community.
State Institution “Tunduk” was founded in 2018

The Tunduk platform is based on the Estonian system of interdepartmental interaction "X-road" system, which was provided by the Estonian government to the Kyrgyz Republic in 2016

Other operators: Estonia, Finland, Ukraine
COUNTRIES WITH X-ROAD ECOSYSTEMS
The system of interdepartmental electronic interaction "Tunduk"
The State portal of electronic services

**Services for citizens' life situations launch**

- Birth registration and obtaining a certificate online;
- Receiving a payment for a child birth online;
- Re-registration of vehicles Online;
- Real estate re-registration online;
- Registration of death and obtaining a certificate.

**Growth**

- 318,74% growth
- 4,875,36% growth

**Statistics**

- **Total number of users**
  - 2022: 177,257
  - 2023: 742,263
- **Total services received by users**
  - 2022: 157,694
  - 2023: 7,845,846

**Time and Money Saved**

- **6,538,205 users have saved time**
- **509.12 mln som users have saved money**

**E-services**

- **159 E-services**
- **7,845,845 services received by users of the portal**
Tunduk Mobile App

- **60 Services**
- **2 mln Downloads**
- **54 mln som online payment has been made**

Digital documents:
- ID-passport;
- Driving license;
- Vehicle registration certificate;
- Birth certificate;
- Marriage certificate;
- Certificate of dissolution of marriage;
- Pension certificate.

Legal debts
- Fines

Download statistics:
- 2 mln Downloads
- 452 Downloads in 2020
- 39 501 Downloads in 2021
- 139 904 Downloads in 2022
- 1 467 738 Downloads in 2023

Services:
- 2 mln Downloads
- 54 mln som online payment has been made

866% growth in downloads from 2020 to 2023.
TUNDUK
INCLUDED IN THE TOP-3 MOST POPULAR APP
Citizens are actively downloading the application to receive e-services

2 mln users (out of 3 ml adult population)
For instance, you went to a bank to receive a money transfer;
Another example, you were stopped by the patrol police,
INTERNATIONAL AND NATIONAL AWARDS

Partner of the Year 2019
Electronic Interoperability Centre of Kyrgyz Republic

ДИПЛОМ
Центрально-Азиатская премия Privacy Awards
Номинация: ПРИВАТНОСТЬ НЕ ДЛЯ ГАЛОЧКИ
Награждается: Команда разработчиков государственных цифровых сервисов «Тундурук БИРГЫЗТАН»

ДИПЛОМ
ПОБЕДИТЕЛЬ В НОМИНАЦИИ «ЛУЧШИЙ ІТ СЕРВИС» БЮРГГААНСКОГО ФОРУМУ «ІТ-2018»
1. Date source
   - Structured data
   - Semi-structured data
   - Unstructured data
2. Storage
   - Big Data
3. Analysis and monitoring system

«Tunduk LAKE»
«Tunduk LAKE»

- Analytics and research
- Development of new services
- Integration and data exchange
- Business intelligence and reporting
- Improved security and monitoring
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<th>Implementation of Super services</th>
<th>Big data processing</th>
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<tr>
<td>The state portal of electronic services and the mobile application &quot;tunduk&quot; development</td>
<td>Expanding accessibility of public services</td>
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<tr>
<td>Creation of a public notification system</td>
<td>«Tunduk Gov» mobile application development</td>
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<td>Recognition of the unified identification system by financial and credit organizations</td>
<td>Digitalization of citizens improving skills</td>
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Thank you for attention

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