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ESCAP
Economic and Social Commission for Asia and the Pacific

Strengthening policies and regulatory frameworks of digital public services for small and medium-sized enterprises (SMEs) in North and Central Asia in support of the Asia Pacific Information Superhighway (APIS) Action Plan 2022-2026

Protocol of Recommendations of the National Consultations on DPS for SMEs in Kazakhstan

(ref: Round Table on March 5, 2025, MDDIAI, Astana)

Participants of the national consultation recommended:

1. **Ministry of Digital Development, Innovations, and Aerospace Industry of the Republic of Kazakhstan (MDDIAI RK)**, in collaboration with relevant bodies, to consider consolidating all digital public services (DPS) and necessary state support measures for businesses under the "one-stop-shop" (one window) principle.
2. **Project Team:** to develop a methodology for assessing the quality and effectiveness of DPS for SMEs (digital maturity matrix), including the development of a digital product in the form of a digital business card, accounting for the work of women's cooperatives.
3. **MDDIAI RK**, together with the ESCAP secretariat, to consider creating an expert group on the development of DPS, which could cover:

- Exchange of experience in creating and developing digital government service platforms.
- Consideration of the best regional and international practices.
- Discussion of innovations and experiences in implementing new and emerging technologies in the provision of DPS.
- Creation and maintenance of a knowledge base on DPS and DPS platforms available to entrepreneurs in the region.
- Discussion of opportunities and barriers for legally significant cross-border exchange of DPS system results.

4. **Countries of the North and Central Asia region:** to harmonize approaches to the development of DPS with a vision of legally and technically compatible and integrated e-government systems in the region.