ESCAP
Economic and Social Commission for Asia and the Pacific

MINISTRY OF DIGITAL DEVELOPMENT, INNOVATIONS AND AEROSPACE INDUSTRY OF THE REPUBLIC OF KAZAKHSTAN

digital ministry_

Kazakhstan National Round Table Consultations on Digital Public Services for SMEs

in support of the Asia Pacific Information Superhighway (APIS) Action Plan 2022-2026

0900-1500 hrs (GMT+7), Wednesday, 5 March 2025

Ministry of Digital Development, Innovation and Aerospace Industry

C2.4, QazExpo Congress, Astana, Kazakhstan

Event Page

Evaluation

Study on DPS

Digital Foresight

Round Table in Kazakhstan on 5 March has highlighted the following main project Insights

Recommendation 1

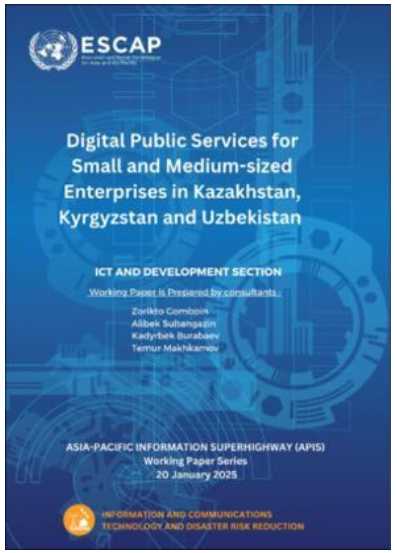
Standardize the terms associated with the provision of digital services for SMEs

Recommendation 2

Conduct an analysis of the business processes of public services to identify bottlenecks of digital services provision

Recommendation 3

Enhance access to digital public services for SMEs for all citizens



Recommendation 4

Establish a mechanism for the continuous improvement of digital public services for SMEs

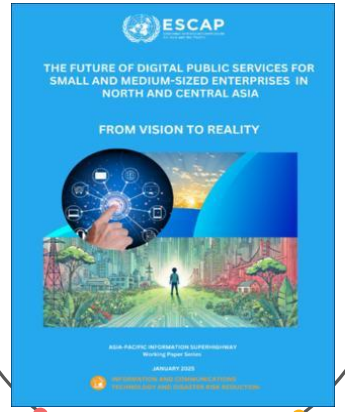
Recommendation 5

Strengthen regional cooperation in Asia-Pacific on digital public services, including those designed for SMEs

Report

Source: APIS Working Paper Series "Digital public services for small and medium-sized enterprises in Kazakhstan, Kyrgyzstan and Uzbekistan"

The RT reviewed recommendations on the future of the Digital Public Services for SMEs in the NCA (Report), and in Kyrgyzstan (as of 12 Dec 2024)



Regulators

Need more streamlined and efficient interaction between the state and businesses

Service Providers

Importance of trust and transparency, envisioning a symbiotic relationship where the state and business entities work together proactively

Report

SMEs

Equitable access to public services for all SMEs, supported by advanced policies and a shared vision through inclusive dialogue

International Partners

Establishment of a cooperative platform to share best practices across the Asia-Pacific region

Source: APIS Working Paper Series "The future of digital public services for small and medium-sized enterprises in North and Central Asia : from vision to reality"

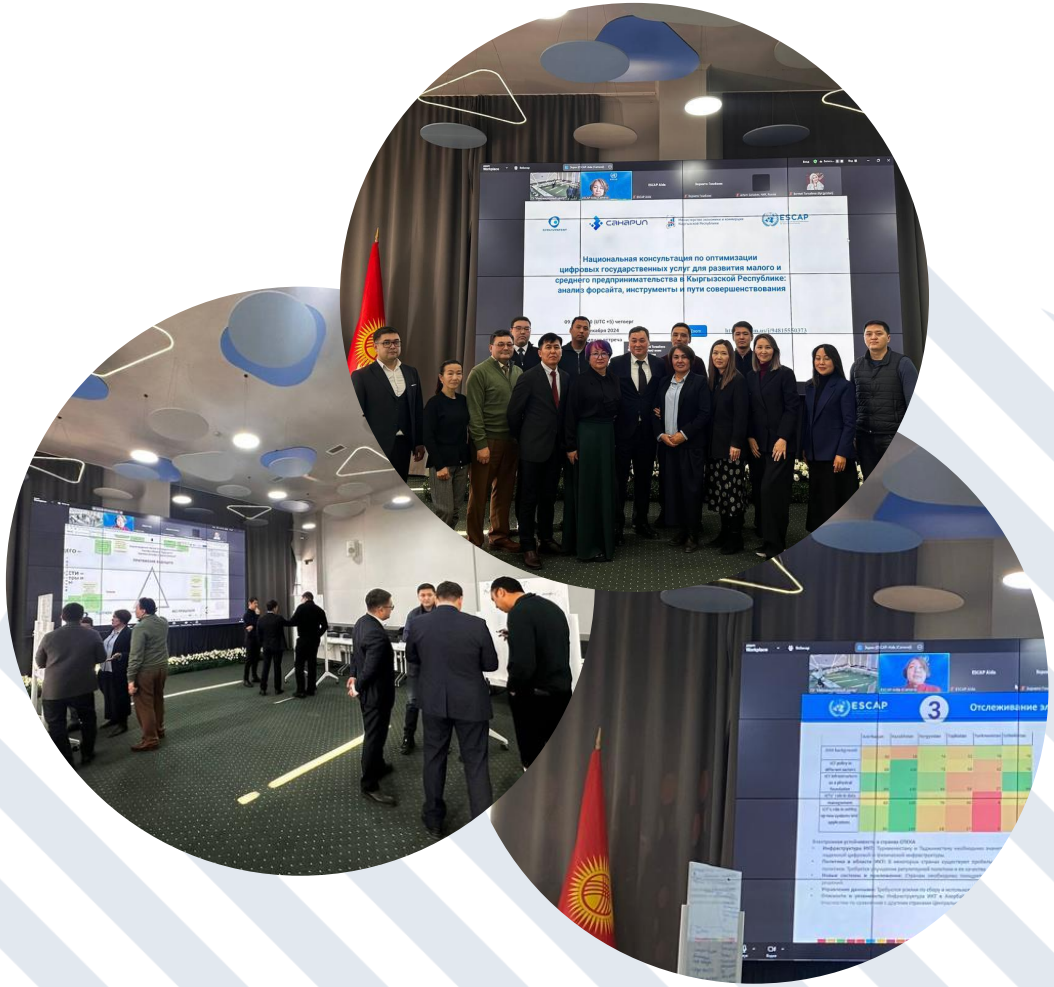
KYRGYZPATENT

САНАРИП

Министерство экономики и коммерции
Кыргызской Республики

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FUTURE TRIANGLE AND CAUSAL LAYERED ANALYSIS of the Digital Public Services for Small and Medium-Sized Enterprises in Kyrgyzstan



National Workshop Proceedings
12th December 2024
Innovation Center of KyrgyzPatent, Bishkek, Kyrgyzstan

INFORMATION AND COMMUNICATIONS
TECHNOLOGY AND DISASTER RISK REDUCTION

Asia-Pacific Information Superhighway (APIS) Action Plan 2022-2026

The RT on 5 March in Kazakhstan had noted the key takeaways from the national workshop on Foresight on DPS for SMEs in Kyrgyzstan as of 12 December 2024, namely:

- **Challenges Identified**: Bureaucratic inefficiencies, complex regulations, and low digital literacy.
- **Future Vision:** Adaptive government services with AI-driven automation and a unified digital platform.
- **Priority Actions:**
- Streamline regulations to reduce SME burdens.
- **Enhance digital literacy** to ensure accessibility.
- **Strengthen government-business collaboration** for seamless service integration.
- **Outcome**: A transparent, efficient, and inclusive digital ecosystem to boost SME competitiveness and economic growth in Kyrgyzstan.



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MINISTRY OF DIGITAL TECHNOLOGIES OF THE REPUBLIC OF UZBEKISTAN

Ministry of Higher Education, Science and Innovation of the Republic of Uzbekistan

Uzbekistan Foresight on Digital Public Services for Small and Medium-sized Enterprises

EVENT PAGE

09:00 - 15:00 hrs (GMT+5), Monday, 3 March 2025 | By invitation only
Conference room of the Ministry of Higher Education, Science, and Innovation
Tashkent, Uzbekistan

FORESIGHT

STUDY ON DPS

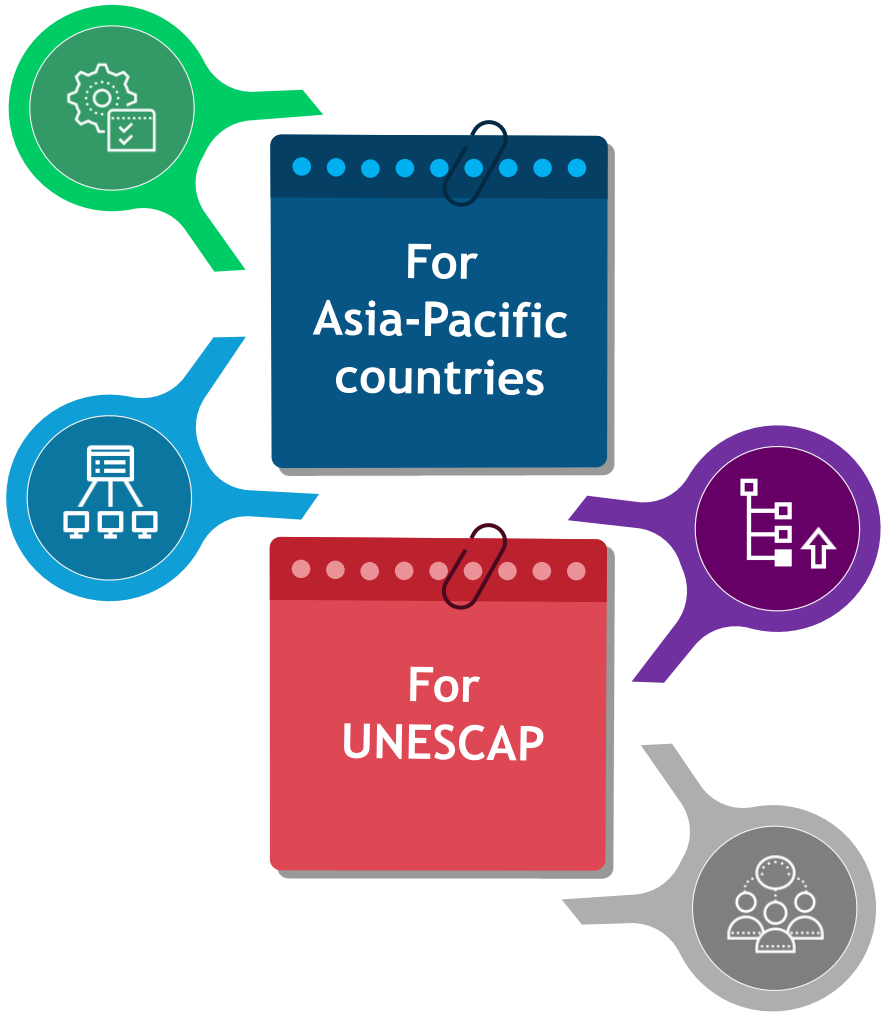
The RT recommendations of 5 March are built on the outcomes of the NCA study and highlighted the following 4 points:

Recommendation 1

Prioritize services for SMEs

Recommendation 2

Build interoperable E-Gov systems



Recommendation 1

Develop a methodology for assessing the quality and efficiency of DPS for SMEs

Recommendation 2

Establish an expert group on the development of DPS

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Protocol of recommendations of the Round Table consultation on «Digital Public Services for SMEs in Kazakhstan»

Participants of the national consultation (Round Table on March 5, 2025, Astana) recommend:

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 (maturity matrix) within project time frame, including the development of a digital product in the form of a digital business card, accounting for the work of women's cooperatives.

1.MDDIAI RK, together with the ESCAP Secretariat, to consider creating an expert group on the development of DPS, which could cover:

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

2.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.

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