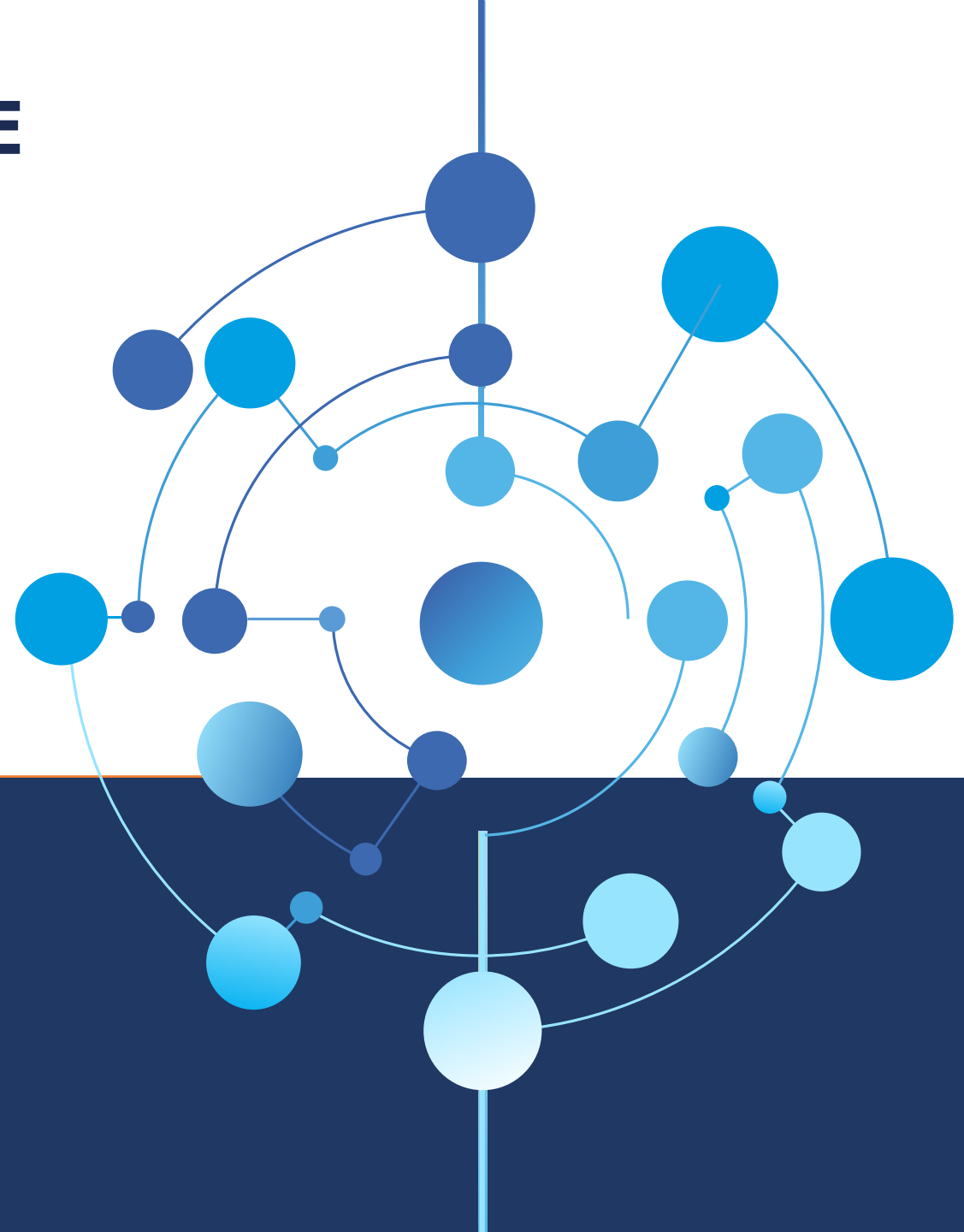


# DIGITAL GOVERNMENT IN THE DECADE OF ACTION FOR SUSTAINABLE DEVELOPMENT

Vice-Minister for Digital Development,  
Innovations and Aerospace Industry of the  
Republic of Kazakhstan Mr. Abylaikhan Ospanov



Virtual session, 20 August 2020

# «DIGITAL KAZAKHSTAN» STATE PROGRAM

2

EFFECTS of  
Digital  
Kazakhstan  
state program



**120 000**

NEW WORKING PLACES



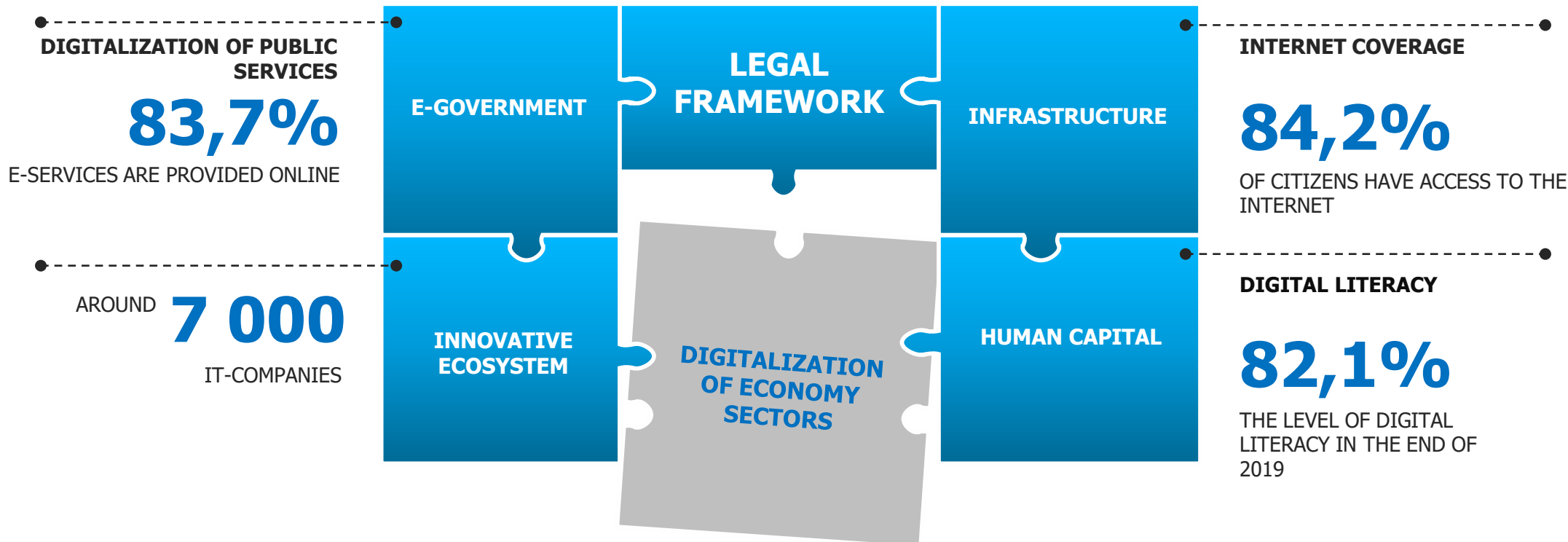
**802,5** BLN. KZT

OVERALL ECONOMIC EFFECT



**37,8** BLN.KZT

INVESTMENTS ATTRACTED TO  
THE INNOVATIVE ECOSYSTEM



# E-GOVERNMENT IN KAZAKHSTAN

3



**29 PLACE**

IN THE UN E-GOVERNMENT  
SURVEY 2020

**+10**



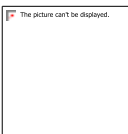
**26 PLACE**

IN E-PARTICIPATION INDEX 2020



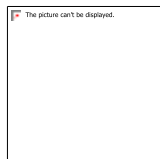
**1 PLACE**

AMONG CIS COUNTRIES IN THE  
UN E-GOVERNMENT SURVEY 2020



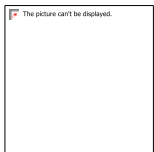
Up to **30%**

**REDUCED PAPER  
DOCUMENTATION**



**IN 3 TIMES**

**REDUCED THE TIMING  
FOR E-SERVICES** (FROM 31  
TO 10 DAYS)



UP TO **70 MLN**

**REDUCED PAPERWORK**

more than **83,7%** e-services are  
available

GOAL BY THE END  
OF 2020

**90%**

**E-SERVICES**

**DURING THE STATE OF EMERGENCY DUE  
TO COVID-19 PANDEMIC:**



MORE THAN  
**1 MLN**

**E-SIGNATURES  
PROVIDED  
REMOTELY**



MORE THAN  
**19 MLN**

**E-SERVICES  
PROVIDED**



**80%**

of employees of  
government  
agencies and  
national  
companies  
continue their  
work remotely

# E-SERVICES AND MOBILE APPLICATIONS

4



## EGOV PORTAL

More than 800 services

10,3 mln users



## EGOV MOBILE

58 услуг и сервисов



## TELEGRAM BOT

26 services



## PUBLIC ACCESS PONTS

312 единиц



## CONNECTION POINT

1425 units



## TRAININGS

10,5 mln of citizens trained on getting e-services

**54.7**  
mln of services  
provided



## DURING THE STATE OF EMERGENCY DUE TO COVID-19 PANDEMIC:

MORE THAN  
**19 MLN**

E-SERVICES  
PROVIDED



Service for third  
parties



Digital Documents



Face ID  
Touch ID

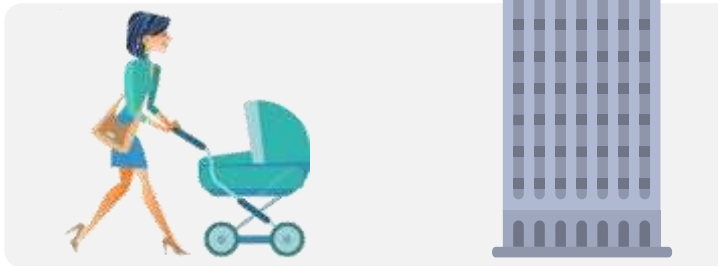
## PROACTIVE SERVICES

# 27

Proactive services on  
17 life cases

### Childbirth - January 2018

**Was:** personal application  
with documents



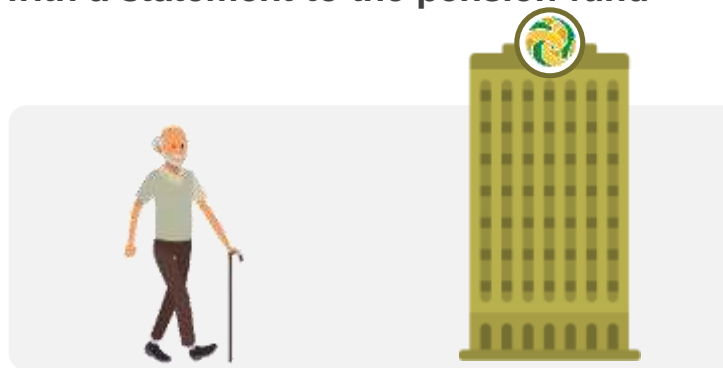
**Now:** getting a service  
without application

More than **108** thousand  
services have been provided  
since the launch



### Payment of the state guarantee - October 2018

**Was:** personal application  
with a statement to the pension fund



**Now:** automatic assignment  
and payment

For 9 months  
In 2019, more than 20  
thousand services  
were provided





## COMPOSITE SERVICES

# 55

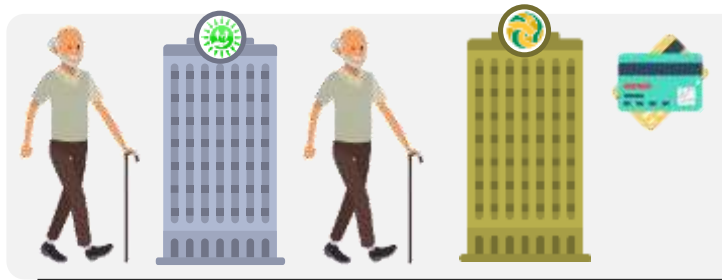
Composite services on  
21 life cases

### One application Pension - October 2018

**Was:** visiting 2 organizations  
and submission of 3 applications

Public Corporation

Pension Fund



**Now:** getting a service  
With 1 application



Public Corporation

For 9 months  
In 2019, more than  
30 thousand services  
were provided



### Business registration - February 2018

**Was:** visiting 3 organizations

Public corporation

Bank

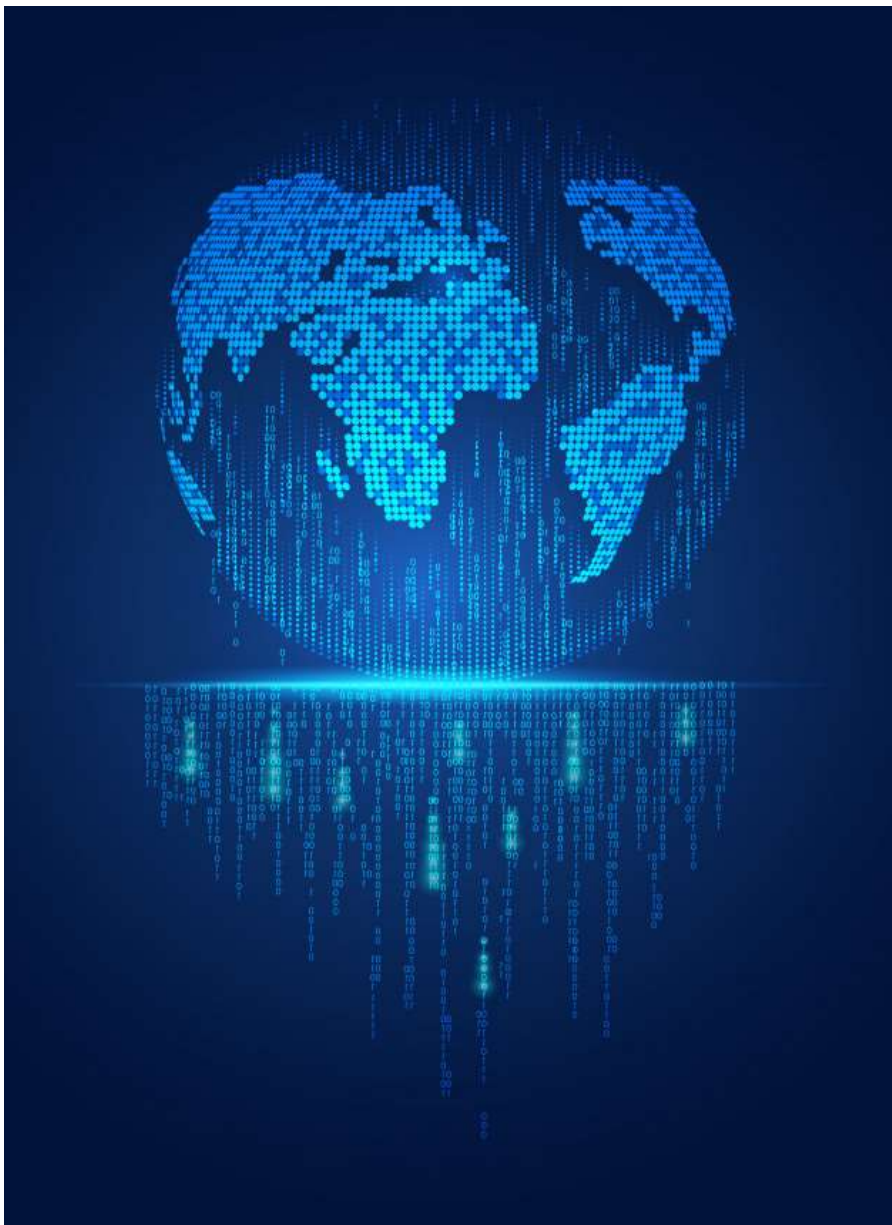
Insurance company



**Now:** online business registration  
with account opening and insurance

More than 40  
thousand services  
were provided in  
2018





It was **digital government** that played a central role in overcoming the crisis, becoming an important element of communication and cooperation between government and society during the COVID-19 pandemic.

The **UN Survey** supports countries' efforts to provide effective, accountable and inclusive digital services for all and to bridge the digital divide

Over the past few months, the situation in the world has changed dramatically, all countries have assigned the task of promoting digital technologies as one of the main priorities for the coming periods.

We understand that **universal access** to the Internet is essential for the successful development of digital processes

## ASIA-PACIFIC INFORMATION HIGHWAY

This project is very **important**, as the broadband gap has become one of the pressing development problems. A number of advanced technologies such as big data, AI, blockchain, etc. rely heavily on reliable, resilient and affordable broadband infrastructure, and seamless digital connectivity.

We encourage countries to **actively cooperate** on the development of proposals for a new **Master Plan** of the Asia-Pacific Initiative on the Asia-Pacific Information Superhighway for 2023-2026 and present it to the ESCAP Committee on ICT, Science and Technology

**THANK YOU FOR YOUR  
ATTENTION!**

