

*Draft theses of the Vice-Minister of Digital Development,  
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of the Republic of Kazakhstan  
Mr. A. Ospanov*

**Dear ladies and gentlemen,  
Dear participants of the webinar,**

## **1 slide**

On behalf of the Republic of Kazakhstan, let me welcome you today. I am glad to have this opportunity to share with you a key idea for digital government and global partnership.

COVID-19 pandemic once again reminded us that we live in a closely connected world. State of emergency, a sharp decline in economic activity, quarantine, self-isolation - all of these consequences of pandemic are unprecedented. The pandemic will change the way we live.

But, current situation has shown us that we can continue to work, learn and develop. We see a clear increase in demand for digital services everywhere. Over the past few months, situation in the world has changed dramatically. Many companies have transferred their businesses online. All countries have decided to promote digital technologies as one of the main priorities.

## **2 slide**

I would like to note that Kazakhstan is making significant efforts to develop digitalization. We have already achieved certain success after 2 years of implementation of the State Program "Digital Kazakhstan". The main directions of the program are: digitalization of economic sectors, infrastructure, human capital, innovation ecosystem and, of course, **e-government**.

The projects of the program allowed us to adapt to new realities, and to strengthen close interaction between key economic sectors in IT sphere.

Today we can say that Kazakhstan is one of the leaders in digitalization among the CIS countries and Central Asia. Kazakhstan is actively promoting regional digital agenda. One of key areas of development is to increase availability of ICT and to provide access to Internet. This will accelerate adoption of digital solutions in agriculture, trade, healthcare, education and more.

Today Kazakhstan has one of the most accessible Internet, almost **84.2%** of our population have access to Internet.

At the same time, we understand that for successful development of digital technologies, we need to develop human capital. Digital literacy rate of population is **82.1%**.

We also actively develop innovation ecosystem. More **than 7,000 local** IT companies are provided all sorts of support measures to enter the global market.

### 3 slide

The 2020 UN Survey on e-government development shows the situation on development of e-government services in 193 countries. **I am happy to share,** ladies and gentlemen, that this year Kazakhstan took the **29th** place in this ranking, having risen by 10 positions compared to 2018. In terms of E-participation, Kazakhstan rose by 16 positions and took **26th** place. E-participation index shows the involvement of citizens in decision-making process, transparency and openness of state activities, which corresponds to Kazakhstan's policy of the "**hearing state**".

The results and analytics presented in the UN Survey on e-government are studied in detail and will be taken into account to ensure the stable development of e-government in interests of our citizens, and to consolidate high positions in this area on a global scale.

Digital state provides open, transparent and convenient opportunities for citizens and businesses, available online at any time. In recent years, Kazakhstan has made significant progress in the field of e-government. More than **83.7%** of public services are available to citizens in electronic format. By the end of this year, we plan to provide **90%** of services provided in electronic form.

The time for public services delivery has decreased in **3** times, paper flow has decreased by **30%**.

During the state of emergency in Kazakhstan, citizens had opportunity to remotely obtain **e-signature**, through remote biometric identification of a person. The service was launched on eGov website and provided to over **1 million** citizens. The registration in the database of mobile citizens by a video call was implemented. This service turned out to be in great demand, enabling our citizens to use various services, even in self-isolation. During state of emergency, more than **19 million** services were provided to citizens.

Today, **80%** of employees of government agencies and national companies continue their work remotely.

### 4 slide

Today we see the importance of promoting digital technologies. Our further vision is to develop **Artificial Intelligence, 5G, data analytics** and many other areas.

Today, more than **10.3 million** people are users of e-government portal, which provides about **800** services.

Also, I would like to note that we are trying to provide our citizens with the most convenient use of e-government services, at any time and in any place. For example, with E-gov mobile application, you can bind existing e-signature to built-in biometrics of device - Face ID, Touch ID. On E-gov mobile we provide **58** services and facilities.

We also pay special attention to public services delivery through social networks and Telegram bot, where **26** services are provided. To date, more than **5.1 million** issued services were provided through **Facebook, VKontakte and telegram-bot**.

In general, we have trained about **10.5 million** citizens on how to get online services quickly and efficiently.

To date, **54.7 million** public services have been provided to our citizens through various platforms.

## 5 slide

Currently, we work to regroup and rename public services under the "**life situations**" of citizens.

In this regard, we are actively introducing **proactive** and **composite** services. Now we have developed **27** proactive services that take into account events in people's lives. This will eliminate the need to visit public service center and even submit an application through the portal.

Some of the most popular services are the **birth of a child**, which consists of four services (registration of birth, assignment of benefits, enrollment in kindergarten, registration at the place of residence), and proactive services related to reaching **retirement age**.

## 6 slide

**Composite** services include several related services that will be provided in a complex. For this, a citizen will need to submit only **one** application. To date, we provided **55** composite services for **21** life situations.

For example, in 2018, a service was launched for assigning **pension** payments, state basic pension payments, and pension payments from the Unified Pension Fund. For **entrepreneurs**, registering a legal entity has been simplified. With one application, they can open a bank account and conclude an insurance contract.

## 7 slide

Today, states are increasingly shifting towards the use of the latest technologies for the transformation of e-government. Kazakhstan also aims to improve and develop public services delivery.

As noted in the Survey, digital government played a central role in overcoming the crisis. It becomes 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.

As you know, on **July 30** of this year a meeting of the **Working Group on Innovation and Technology for Sustainable Development** took place, where countries agreed to continue improving digital connectivity and monitoring e-resilience as part of the **Asia-Pacific Information Superhighway Master Plan**. This project is very important, as the broadband gap is one of the crucial development problems. Advanced technologies, such as artificial intelligence, and blockchain rely heavily on reliable, resilient and affordable broadband infrastructure, and seamless digital connectivity.

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

Kazakhstan underlines its commitment to the idea of global **digital partnership**. Effective digital collaboration requires multi-stakeholder participation - not only from governments, but also from other stakeholders such as civil society, academia, technology companies, and private sector.

In conclusion, let me once again sincerely thank **the UN** for the work done to assess the 193 UN member countries in the development of e-government. This ranking allows us to see the readiness and capabilities of the country in the use of ICT to provide citizens with public services. We have something to strive for!

Also I'd like to sincerely thank **ESCAP** for the opportunity to speak today. I would like to wish all of us effective joint work in achieving sustainable digital development in current difficult conditions.

**Thank you very much for your attention. Stay safe.**