The use of digital technologies in improving the efficiency of government and fighting corruption

Anti-Corruption Agency
Republic of Kazakhstan

DIGITAL KAZAKHSTAN

17 initiatives
120 events

HUMAN CAPITAL DEVELOPMENT
CREATION OF AN INNOVATIVE ECOSYSTEM
IMPLEMENTATION OF THE DIGITAL SILK WAY
TRANSITION TO DIGITAL STATE

Kazakhstan is one of the 15 countries implementing national digitalization programs.

The OSCE Secretariat bears no responsibility for the content of this document and circulates it without altering its content. The distribution by OSCE Conference Services of this document is without prejudice to OSCE decisions, as set out in documents agreed by OSCE participating States.
Transition to the digital state

$2 billion cost reduction for 2018-2019

- Transparency
- Accountability
- Customer Orientation

Minimization of Corruption

Law on «Public Services»
- The portal of «e-gov»
- One stop shops
- Standards and regulations of public services

Law on «Access to Information»
- «Open Government» Portals
- Open Data:
  - open regulations
  - open dialogue
  - open budgets
  - assessment of the effectiveness of government agencies
Providing public services

328 FRONT OFFICES
"Government for citizens"
Citizens receive all services on the principle of "one window"

MINIMIZATION of contacts with civil servants
89% of all services are provided without contact with civil servants
79% - in electronic form
10% - through front offices

KAZAKHSTAN is on
39th place at the United Nations EGDI
25th place on electronic services development

DIGITIZATION OF PUBLIC SERVICES
80% - available online
90% - until the end of 2020

Digital tools of law enforcement, judicial and tax authorities

- SYSTEM "E-APPEALS"
- GOVERNMENT PROCUREMENT
- JUDICIAL OFFICE
- PAYMENT OFFICE
- IP OF LEGAL STATISTICS
- E-PURCHASES
- E-LICENSE

100% automated public procurement business processes
2 times increase in government procurement by 1 lot
$ 950 million INDIRECT EFFECT (savings from increased competition in public procurement)
DIGITIZATION OF ECONOMIC INDUSTRIES

FINANCIAL SPHERE, TAX AND CUSTOMS ADMINISTRATION

- 1.8 times electronic payments increased
- 73% ONLINE cash registers
- 81% customs declarations issued automatically in 1 min.
- 2.3 times non-cash transactions increased
- USD 1.2 billion ADDITIONAL BUDGET INCOMES

SOCIAL AND LABOR SPHERE

- ELECTRONIC LABOR EXCHANGE
  - 523 thousand people are employed
  - 14 public services are in a proactive format

- PORTAL OF SOCIAL SERVICES:
  - special social services
  - provision of technical means of rehabilitation
  - sign Language Specialist
  - personal assistant services
  - spa treatment services

- 6 million public services received in electronic form
- $3.8 million cost saving for participants in the social and labor sphere

- 6 transition of public services in a proactive form in 2020

TRANSPARENCY INTERNATIONAL

CORRUPTION PERCEPTIONS INDEX 2019

- 34 score
- 113 rank (2019)
- 124 rank (2018)