

# E-Government of Kazakhstan

Shanghai, China

5 November 2014



The diagram features a central stack of three white documents with dark blue outlines. The top document has a dark blue circle at the top and several horizontal lines representing text. The middle document is partially obscured by the top one, and the bottom document is also partially obscured. To the left of the stack, there are two dark blue rectangular callout boxes. To the right, there is one such box. These boxes are connected to the central stack by thin green lines. The background consists of concentric green circles and a light blue background with diagonal lines.

2005

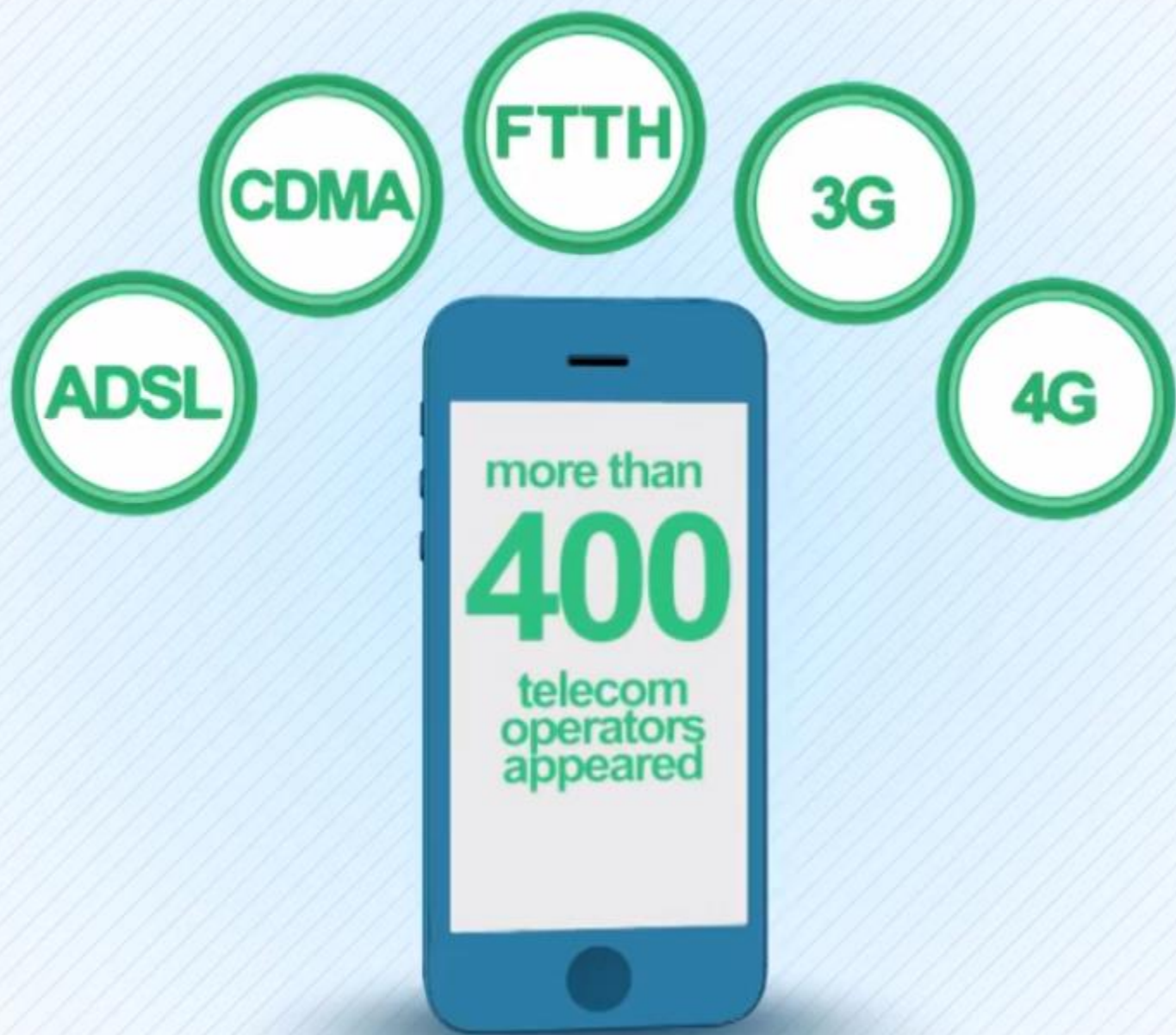
**LAW  
"ON ICOMMUNICATIONS"**

2004

**E-GOVERNMENT  
FIRST PROGRAMM**

2003

**LAW  
"ON INFORMATIZATION"**





# INTERNET TARIFFS DECREASED BY



**TIMES**



DOWNLOADING INFORMATION

POPULATION  
USES THE INTERNET

70%

60%

50%

40%

30%





**CREATED  
AND  
DEVELOPED**

**STATE DATABASES  
OF INDIVIDUALS AND ENTITIES**

**PROPERTY  
REGISTER**

**PAYMENT  
GATEWAY**

**SYSTEM OF  
INTERDEPARTMENTAL WORKFLOW**

**VARIOUS INFORMATION  
SYSTEMS OF GOVERNMENT**

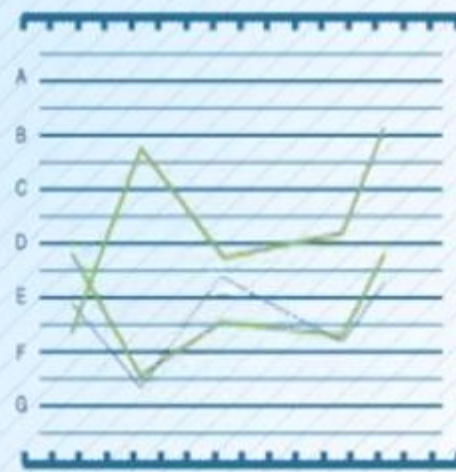
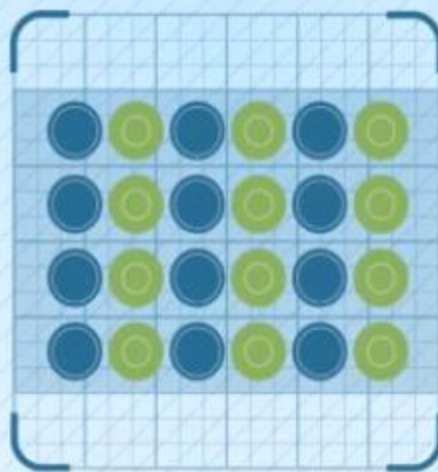
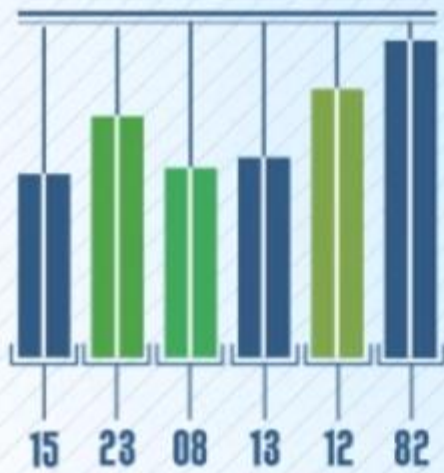
government services



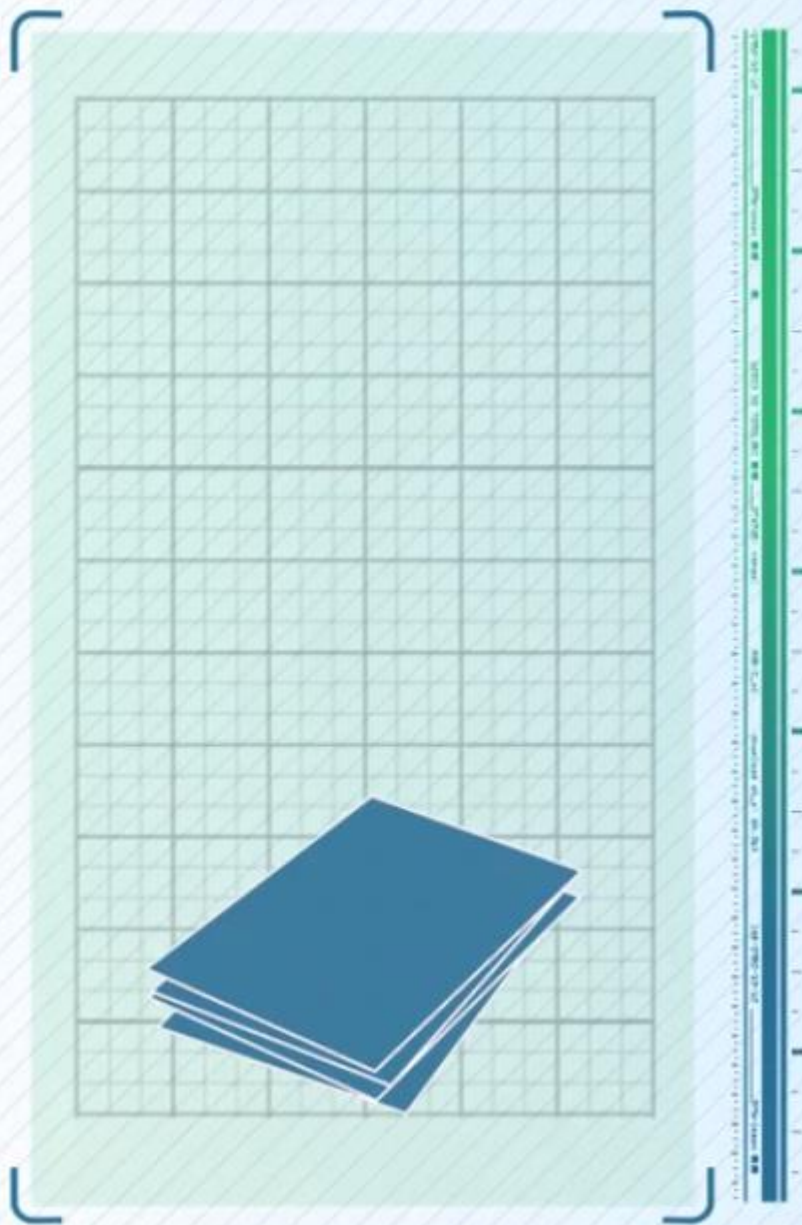
ANALYS

OPTIMIZATION

AUTOMATIZATION









# 2012

# 2013

# 2014



**40  
million**



**40  
million  
documents**



**40  
million  
documents**





**1**  
**HOUR**



**e<sub>u</sub>license**



**citizens can receive many inquiries within a few minutes**



**more than**  
**570**  
**services are provided**

**40** **million electronic  
services are issued**





# CITIZEN SERVICE CENTER



**MOBILE**  
CITIZEN SERVICE CENTRE



**MOBILE**  
TEAMS



**the service time  
was reduced**

**15-20  
minutes**





# Quality of services



# 2012

FIRST SPECIALIZED CITIZEN SERVICE CENTER



DRIVER'S LICENSE



REGISTER VEHICLES

EXAMINATION AND OBTAINING  
A DRIVING LICENSE PROCEDURE  
REISSUING OF CAR FOR ANOTHER OWNER



m.gov



170%



# m<sub>o</sub>gov

## MOBILE FORMAT



smartphones



tablets



cell phones





**Thank you all for your attention!**