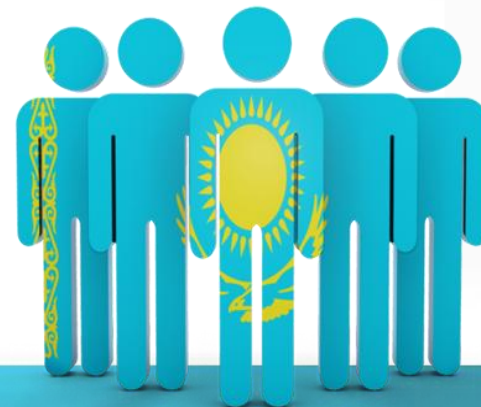


e_{gov}

**Integrated public
service delivery:
Kazakhstan's experience**

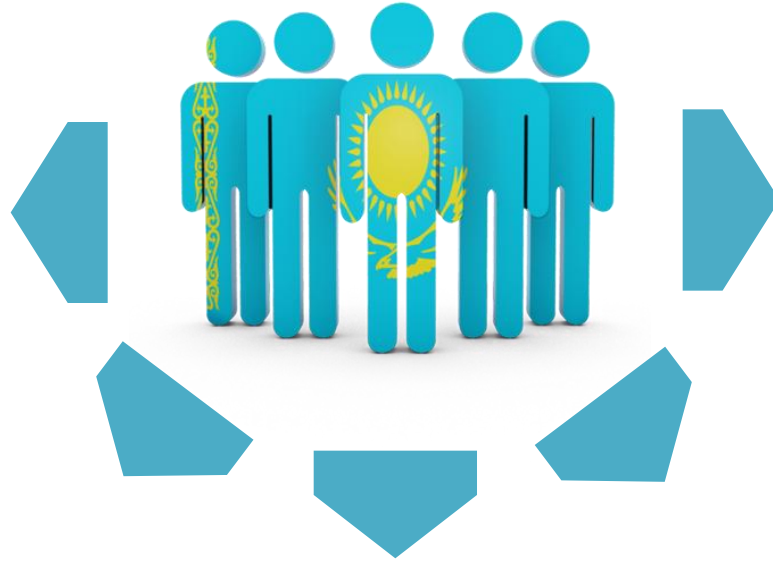


Public service delivery challenges

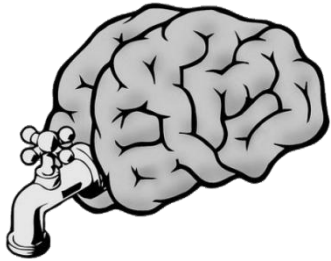
2 2



Corruption



**Large volume
of documents**



Lack of usage



High costs



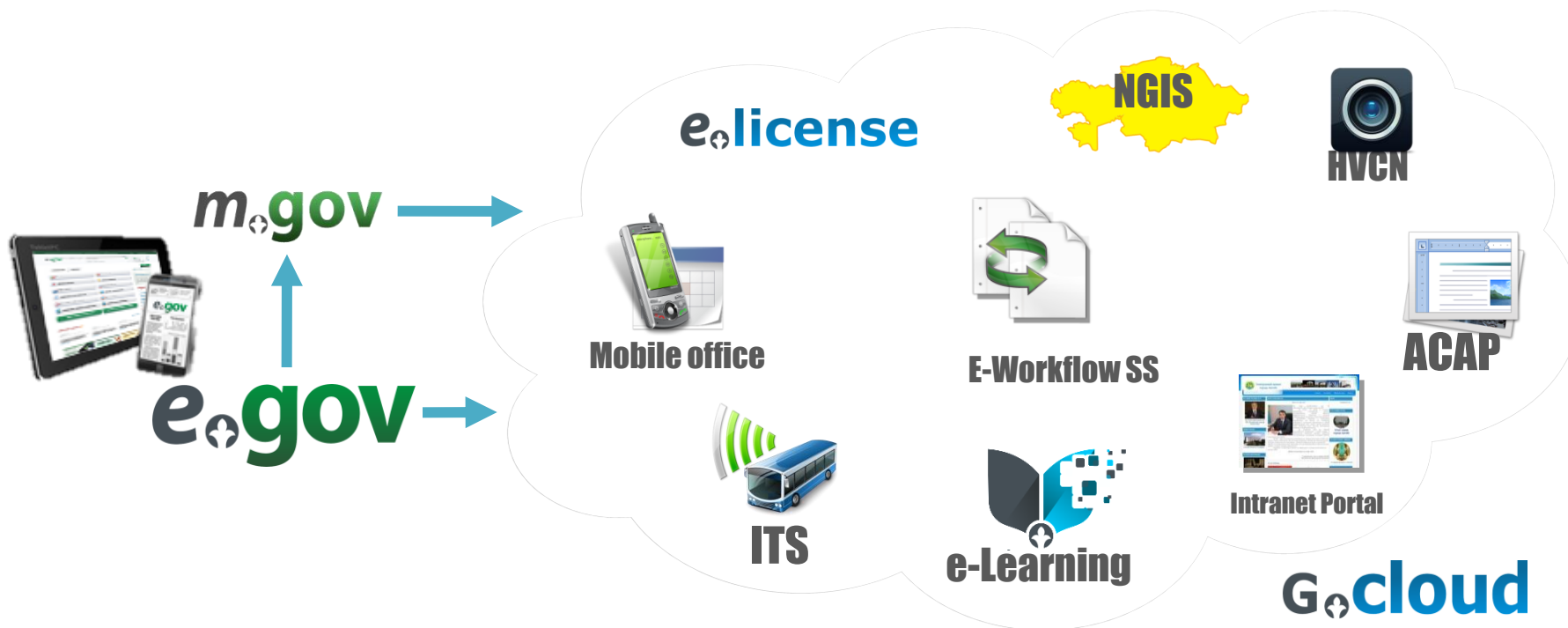
Big territory



- **Legislation improvements**
- **Establishment of e-Gov infrastructure**
- **Optimization of public business processes**
- **Establishment of One stop shop office**
- **Expansion of e-service bi-lateral channels**



Enterprise architecture method



INCREASE
Information
security

CONSOLIDATION
IS of PA through Intranet
portal of PA

58%

CONSOLIDATION
and virtualization
of server

19%

ELECTRICITY
costs

25%

DOWNTIME

**in 4
times**

One stop shop office (more than 250)

6 5



148 Types of public services
117 e-format

**Mobile OSSO**
(**70** m-OSSOs operate)

42 Principle of exterritoriality services



Disability employment

For disabled citizens with lack of skills



Ability to book appointment

2013 **16** mln public services

11 mln e-format (69%)

Specialized one stop shop office: driving license delivery (2 hours)⁷



1 Application processing



2 Driving license fee payment



3 Driving theory test



4 Driving practical test



5 Validity check



6 Delivery of driving license

Establishment of business entity (less than 40 mins)

8 8



Step 1.

Sign in. Choose the needed service
(eGov web-portal, Individuals DB), **1 min.**

Step 2.

Choose the company name
(Legal Entities DB), **5 min.**

Step 3.

Assign the legal address
(Real Estate Registry DB, Address Registry DB), **5 min.**

Step 4.

Register the legal entity
(Legal Entities DB), **15 min.**

Step 5.

Register with tax and statistic authority
(Tax Committee, Statistic Agency's IS), **10 min.**

Step 6.

Obtain the e-license

Economically active population – 9 mln.

>40k visitors use
e-Gov portal daily

>87k children (46%)
were registered online
for kindergarten queue

>16k licenses (100%)*



3 mln. digital
signatures

>40k couples
registered marriage

Indirect economic benefits, 2016

Digital signature

\$22 mln.

Gov. Procurement system
conditional economy

\$215 mln

e-licensing system

\$50 mln.

*100% of licenses are granted by means of e-licensing portal

**THANK YOU
FOR YOUR
ATTENTION**

