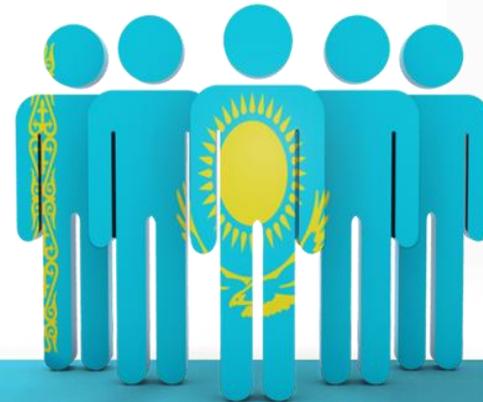


e_{gov}

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

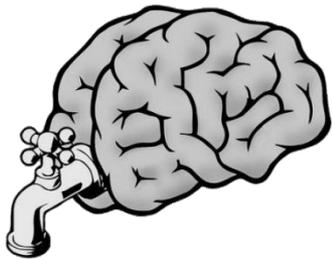




Corruption



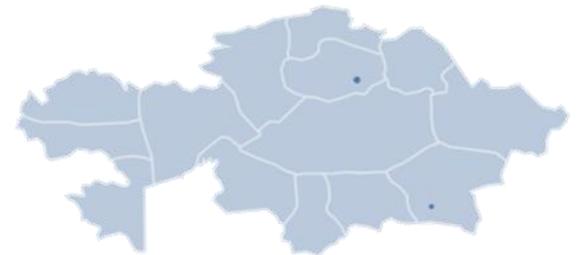
Large volume of documents



Lack of usage



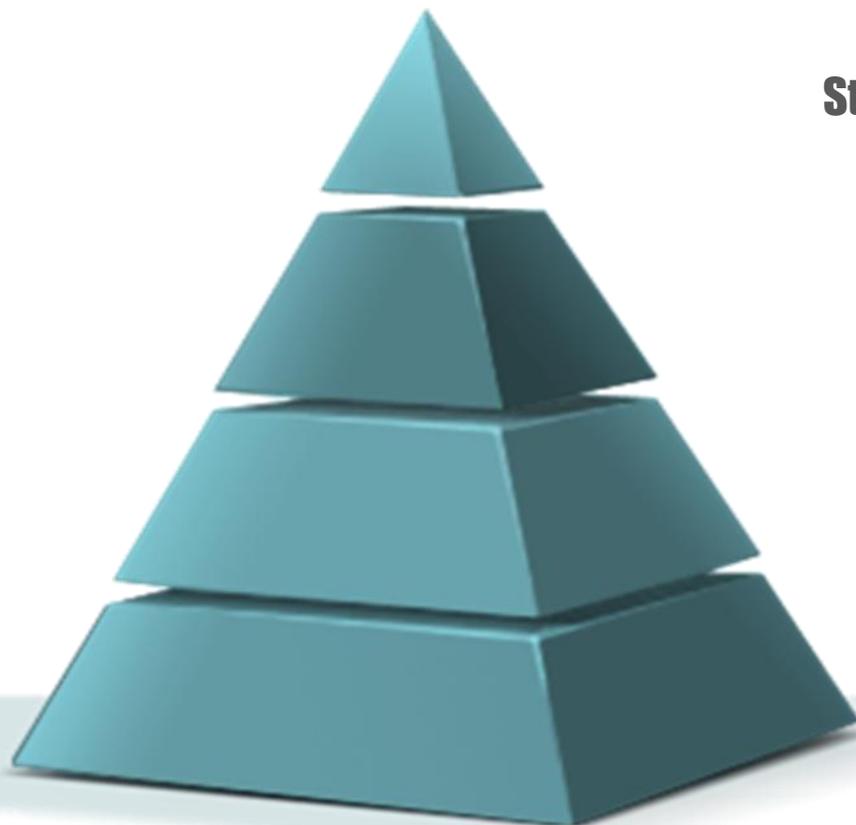
High costs



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**



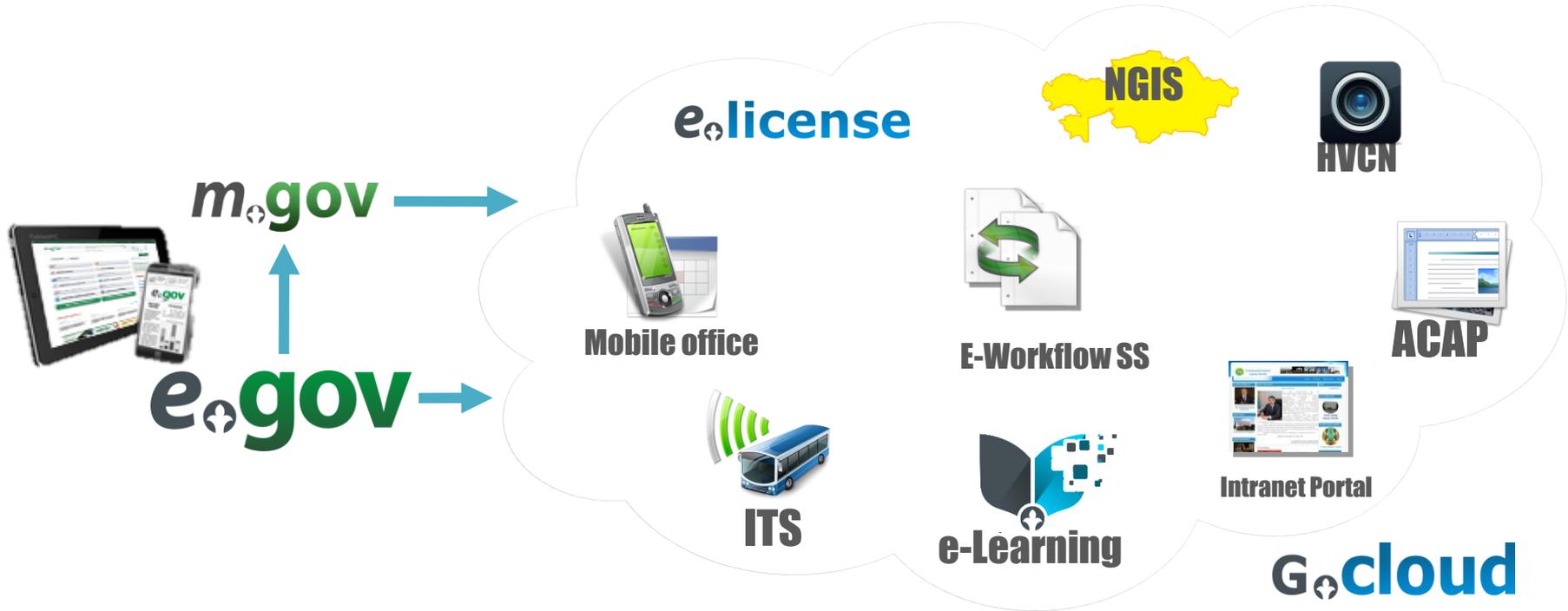
Strategy & Business

Information

Applications

Infrastructure

Enterprise architecture method



INCREASE
Information
security

CONSOLIDATION
IS of PA through Intranet
portal of PA

CONSOLIDATION
and virtualization
of server

ELECTRICITY
costs

DOWNTIME

58%

19%

25%

**in 4
times**

One stop shop office (more than 250)



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%)



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**

