

28th OSCE Economic and Environmental Forum  
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Session 2, Anti-Corruption Agency, Kazakhstan

## 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

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

1



HUMAN CAPITAL DEVELOPMENT

2



CREATION OF AN INNOVATIVE ECOSYSTEM

3



IMPLEMENTATION OF THE DIGITAL SILK WAY

4



TRANSITION TO DIGITAL STATE

5



DIGITIZATION OF ECONOMIC INDUSTRIES

5 directions

# Transition to the digital state

\$2 billion cost reduction for 2018-2019

- TRANSPARENCY
- ACCOUNTABILITY
- CUSTOMER ORIENTATION

## MINIMIZATION OF CORRUPTION

### COMFORTABLE SERVICES



#### Law on «Public Services»

- ✓ The portal of «e-gov»
- ✓ One stop shops
- ✓ Standards and regulations of public services

### AVAILABLE INFORMATION

#### 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



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

### ■ 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

### ■ DIGITIZATION OF PUBLIC SERVICES

80% - available online  
90% - until the end of 2020



**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)

## 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

# 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



## CORRUPTION PERCEPTIONS INDEX 2019

**34 score**

**113 rank**  
(2019)

**124 rank**  
(2018)

