Accessibility. Efficiency. Transparency
“Data should do the running around, not citizens”

Gerhard Schroeder
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Emerging

- Connected
- Transactional
- Enhanced

e-Government Portal
Enhanced
e-Government web - portal
National Certification Authority
Gateway
National Databases
2,805,325 addresses
data on 16.5 million persons
data on 350 thousand legal entities
Government agencies’ Information Systems
The Implementation of Transactional Services

Transactional

Connected

Enhanced

Emerging

eGov payment gateway

e-Licensing

National Certification Authority

e-procurement

Gateway

Government agencies’ Information Systems

National Databases

e-Government web - portal

1

2

3

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Connected

- eGov payment gateway
- e-procurement
- Gateway
- National Databases
- e-Licensing
- Government agencies’ Information Systems
- National Certification Authority
- e-Government web-portal
- eGov payment gateway
Step 1. Healthcare Ministry and Civil Status Registry Office’s ISs

Step 2. Individuals DB

Step 3. State Centre of Pension Payments, Civil Status Registry Office, Commercial Banks’ ISs

Step 4. Education Dept.’ ISs (e-Akimat)
Year 2012: 60%

Year 2013: 100%
ELECTRONIC GOVERNMENT OF THE REPUBLIC OF KAZAKHSTAN

MULTI-CHANNEL ACCESS

Call center 1414
Mobile phones
Internet
Public service centers
Public access points

e.gov
Agencies and Government executives’ blogs

Virtual Reception

Feedback

Web Conferences

Interoperation through social media

Currently, we are rated the 2nd in e-Participation Index, on a level with Singapore!
Developing and publishing the government data

Supporting the start-ups in the e-services area, conducting tenders

Developing and launching the eGov API interfaces
Accessibility. Efficiency. Transparency