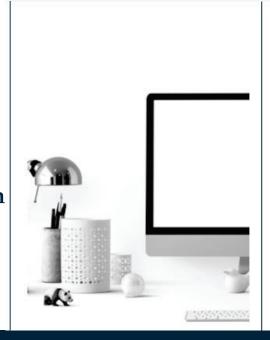
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ENGLISH only

28th OSCE Economic and Environmental Forum First Preparatory Meeting, Vienna, 17-18 February 2020 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

4











HUMAN CAPITAL DEVELOPMENT

CREATION
OF AN INNOVATIVE
ECOSYSTEM

IMPLEMENTATION OF THE DIGITAL SILK WAY

TRANSITION TO DIGITAL STATE

DIGITIZATION OF ECONOMIC INDUSTRIES

COMFORTABLE SERVICES

Transition to the digital state

\$2 billion cost reduction for 2018-2019

- TRANSPARENCY
- **■** ACCOUNTABILITY
- CUSTOMER ORIENTATION

MINIMIZATION OF CORRUPTION



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 EGDI
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.



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:

- 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



CORRUPTION PERCEPTIONS

INDEX 2019

34 score



113 rank (2019)

124 rank (2018)

