



CAREC Study Tours

18 April 2024, Astana

PROGRAM

Participants (international): Representatives of digital and ICT ministries; private sector, development partners

Date/Time	Event
18 April (Thu) AM	<p>Study Tour 1: Logistics and delivery services; promotion of digital services or online marketplace and platforms Group A: KAZ, KGZ, TAJ, TKM, UZB Organizer: USAID Future Growth Initiative Destination: Kazpost</p> <p>Group B: AZE, PRC, GEO, MON, PAK Organizer: Asian Development Bank (ADB) Destination: BTS Digital</p>
18 April (Thu) PM	<p>Study Tour 2: Digital payment; financial services; green finance; export/trade promotion</p> <p>Combined Groups A and B Organizer: ADB Destinations: QazTrade Centre Astana International Financial Centre</p>

CAREC = Central Asia Regional Economic Cooperation. The CAREC Program covers Azerbaijan, PR China, Georgia, Kazakhstan, Kyrgyz Republic, Mongolia, Pakistan, Tajikistan, Turkmenistan, and Uzbekistan.

I. Study Tour 1

18 April 2024, 9:00—12:00

Activity: Visit a leading e-commerce or technology company to showcase logistics and delivery services, promote digital services or online marketplace and platforms

Participants: Group A: KAZ, KGZ, TAJ, TKM, UZB

Organizer: USAID Future Growth Initiative

Destination - Kazpost

Kazpost is the national postal operator of Kazakhstan, providing a wide range of postal and logistics services within the country and internationally, parcel delivery, express delivery, financial services, and e-commerce solutions. It has been undergoing significant transformations to modernize its services, including implementing cutting-edge technology, such as drones for delivering mail to remote areas, and focusing on reducing the ecological impact of its operations (*The Astana Times*). The company has also introduced automated self-service centers for sending and receiving packages, enhancing customer convenience.

Program:

Group A Itinerary	
09:00	Departure from St. Regis Astana (Kabanbay Batyr Ave., 1 Nura district)
09:50-10:00	Guest reception at the sorting center of Kazpost JSC Astana (13, A185 Street)
10:00-10:35	Presentation of the Kazpost Sorting Center Yelzhan Kasymov, Deputy Director of ILTC South Astana Daniyar Itibaev, Chief Manager of the Parcel Business Department C2X
10:40-11:10	Trip to Kazpost Astana Post Office (13 Mukhtar Auezova Street)
11:20-11:50	Presentation of the Parcel Supermarket of Kazpost Asel Syzdykova, Deputy Director Daniyar Itibaev, Chief Manager of the Parcel Business Department C2X
11:50-12:00	Presentation of the QazPost Marketplace Gani Shyndaliev
12:05-12:10	Departure for Lunch Travel time of 20 minutes
12:30- 13:30	Lunch at Eternal Sky Restaurant (BC Moskva, Dostyk Street, 18, 25 th floor) Hosted by USAID/FGI
13:30-	Travel to afternoon study tour destination

Participants: Group B: AZE, PRC, GEO, MON, PAK**Organizer:** ADB**Destination:** BTS Digital

BTS Digital specializes in developing digital products and services that enhance everyday life, streamline business processes, and improve government administration, leveraging artificial intelligence and big data to offer solutions with global relevance. Their solution, Aitupay, offers instant wallet transfers, commission-free payments for over 1,000 services, and seamless wallet transactions with Kazakh-issued VISA and Mastercard cards, including withdrawals.

Program:

Group B Itinerary	
9:00	Departure from St. Regis (Kabanbay Batyr Ave., 1 Nura district)
9:50	Arrival at BTS Digital (1/4 Koshkarbaev Ave., DownTown Business Center, Dubai block)
10:00-10:10	Introduction of BTS Digital

10:10-10:40	Instant Payment System/ CMTI
10:40-11:00	Aitu Passport
11:00-11:20	SuperApp Platform
11:20-11:40	Aitu Cloud
11:40-12:00	Q&A
12:00-13:30	Lunch at Eternal Sky Restaurant (BC Moskva, Dostyk Street, 18, 25 th floor) Hosted by ADB
13:30	Travel to afternoon study tour destination

II. Study Tour 2

18 April 2024, 14:30—18:00

Activity: Demonstrate innovation in electronic payment mechanisms and financial services including green finance; share cross-border payment experience and address cybersecurity threats; role in enabling digital trade, export/trade promotion

Participants: Combined Groups A and B

Organizer: ADB

Destinations: QazTrade Centre and Astana International Financial Centre

Qaz Trade engages in trade policy development and its implementation to enhance the country's national trade system. Functioning under Kazakhstan's Ministry of Trade and Integration, QazTrade focuses on supporting exporters, improving service systems, and fostering effective government-business interactions. It is actively involved in various projects to boost domestic and international trade, economic integration, and the promotion of exports through programs like the QazTrade Accelerator. Additionally, QazTrade aims to streamline the process of entering global markets for Kazakhstani businesses, helping them navigate the complexities of international trade and to expand non-oil exports significantly by 2025.

Program:

Groups A and B Itinerary	
14:30	Arrival at QazTrade (Astana, Mangilik El Avenue, 8 BC Altyn-Orda, 7 th floor, tel. no. +7 7172 76 88 05)
14:30-16:00	QazTrade Study Tour
	Welcome Remarks by Mr. Nurlan Kulbatyrov, Deputy Director General, QazTrade Center for Trade Policy Development
	Information and Analytical Support for Exporters Speaker: Expert of Department for Trade Negotiations
	QazTrade Accelerator Program Speaker: Expert of Department for Trade Negotiations
	QazTrade Academy Educational Platform Speaker: Expert of Department for International Integration

	Helping Exporters to Trade at the Alibaba.com Marketplace Speaker: Expert of E-Commerce Department
	Export Promotion Measures: Compensation to Exporters Speaker: Expert of Department for Providing Compensation to Exporters
	Organization of Participation of Exporters in Trade and Economic Missions, National Stands Speaker: Expert of Export Promotion Department
	Q&A Session with Participants
16:00	Travel to next study tour destination

The Astana International Financial Centre (AIFC) is a financial hub in Kazakhstan aimed at connecting the economies of Central Asia, the Caucasus, EAEU, Western China, Mongolia, the Middle East, and Europe. It is recognized for its robust infrastructure, innovative focus, and autonomous judicial system, designed to meet the highest international standards. The AIFC operates within a unique legal framework to facilitate commercial transactions, attract investments, and resolve disputes, fostering an environment conducive to financial and non-financial businesses.

Program:

Groups A and B Itinerary	
16:30	Arrival at Astana International Financial Centre (AIFC), block C3.1 <i>(Mangilik El, Building 55/18 C3.3, Astana City, tel. No. +7 7172 959 000)</i> Reception led by Dr. Temir Sembinov, Head of Global Partnerships, AIFC Authority
16:30-16:50	Introduction of activities of the AIFC Court and International Arbitration Centre Passage to C3.2
16:50-17:10	Introduction of the main activities of the AIFC <ul style="list-style-type: none"> • Astana Financial Services Authority • AIFC Green Finance Centre Passage to C3.3
17:10-17:20	Tour of the AIFC Expat Centre
17:20-17:30	Departure from block C3.3
17:30	Travel back to St. Regis