



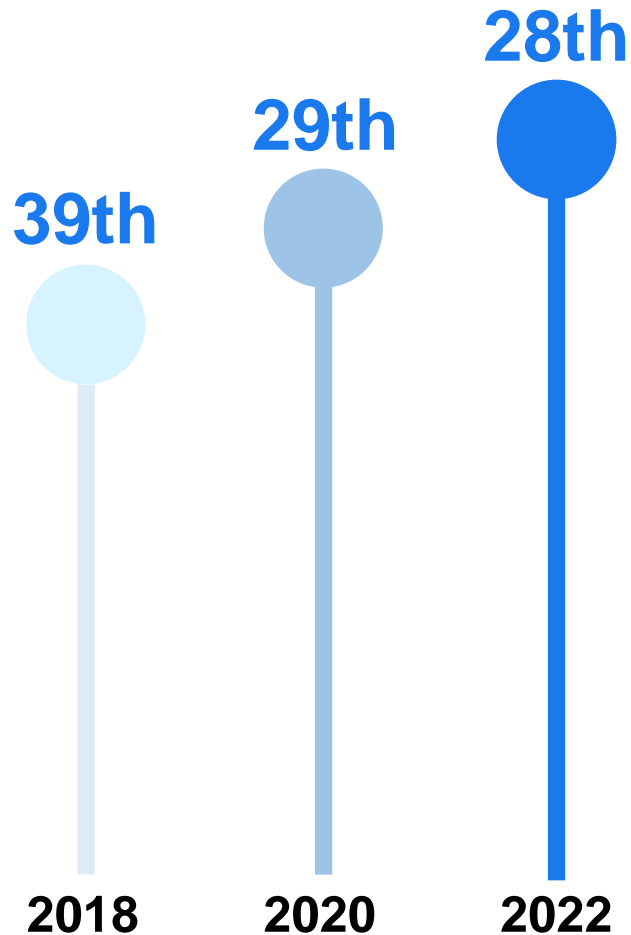
GovTech

Minister of Digital Development, Innovations, and Aerospace
Industry of the Republic of Kazakhstan

The United Nations E-Government Development Index (EGDI)



United Nations

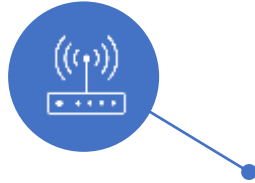


28th BY **eGov** DEVELOPMENT INDEX

8th BY ONLINE SERVICES INDEX

KAZAKHSTAN IN FIGURES. CURRENT STATE

92% of services available online



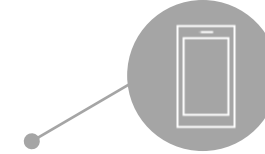
50 million services provided online in 2023



46 proactive services over 2 million services provided



4.6 million E-gov Mobile is used a month



80% available on mobile devices



16 public services on external platforms



27 digital documents made use of 7.5 million times



e.gov license



e.gov notary



e.gov Otinish



Smart Data Ukimet

e.gov pay

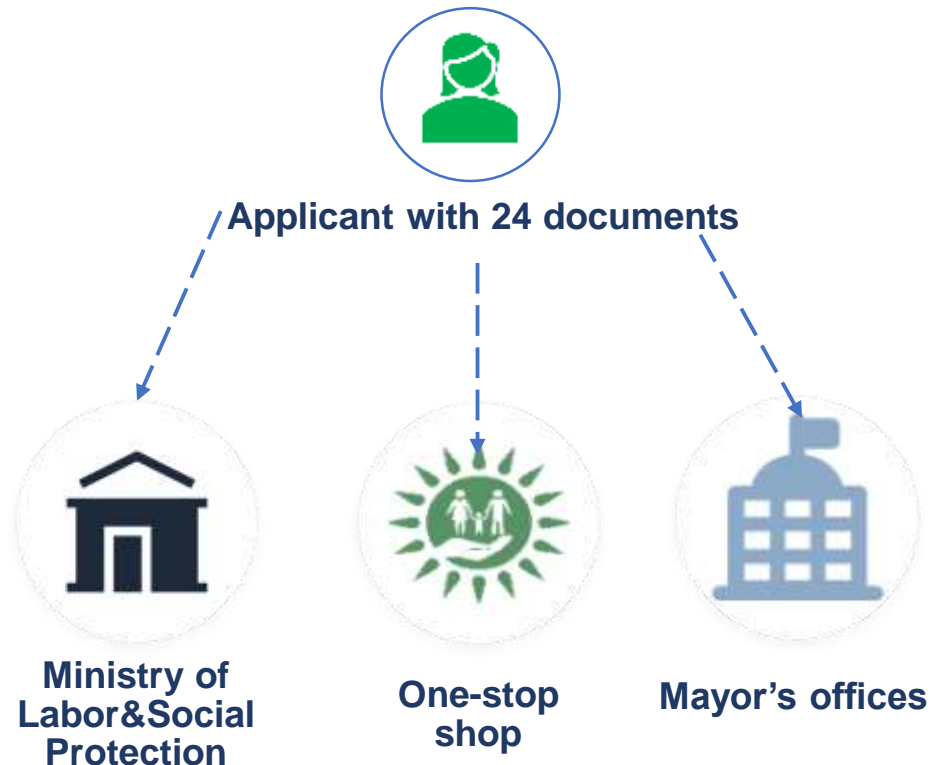
ПЛАТЕЖНЫЙ ШЛЮЗ ЭЛЕКТРОННОГО ПРАВИТЕЛЬСТВА

enbek

EXECUTIVE SUMMARY

PROBLEMS:

- There is a lack of effective mechanisms and systems for collecting and analyzing data on **family problems**
- **Government support** often does not provide an **integrated and holistic** approach;
- When families need help, they must turn to various government agencies and services that deal with social issues, such as employment offices, social services, health services, and others;
- Government support is often provided separately for each problem, it **leads to duplication of efforts, misallocation of resources, and inadequate** help with common family problem.



Example, targeted social assistance

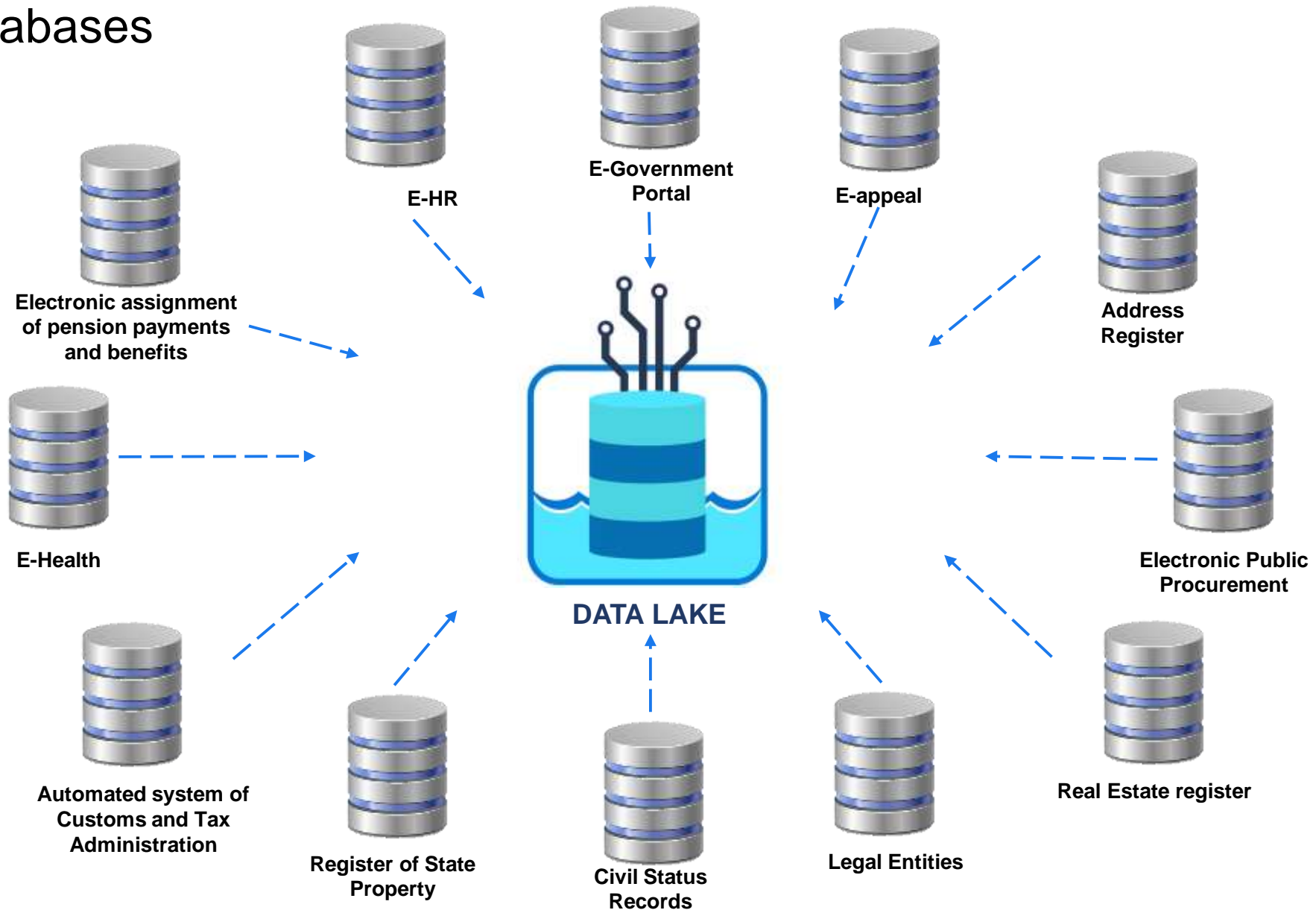


Notification of payment assignment from **18 days**,
+ additional 30 business days if some documents are missing

DATA LAKE OF GOVERNMENT OF KAZAKHSTAN - SMART DATA GOVERNMENT

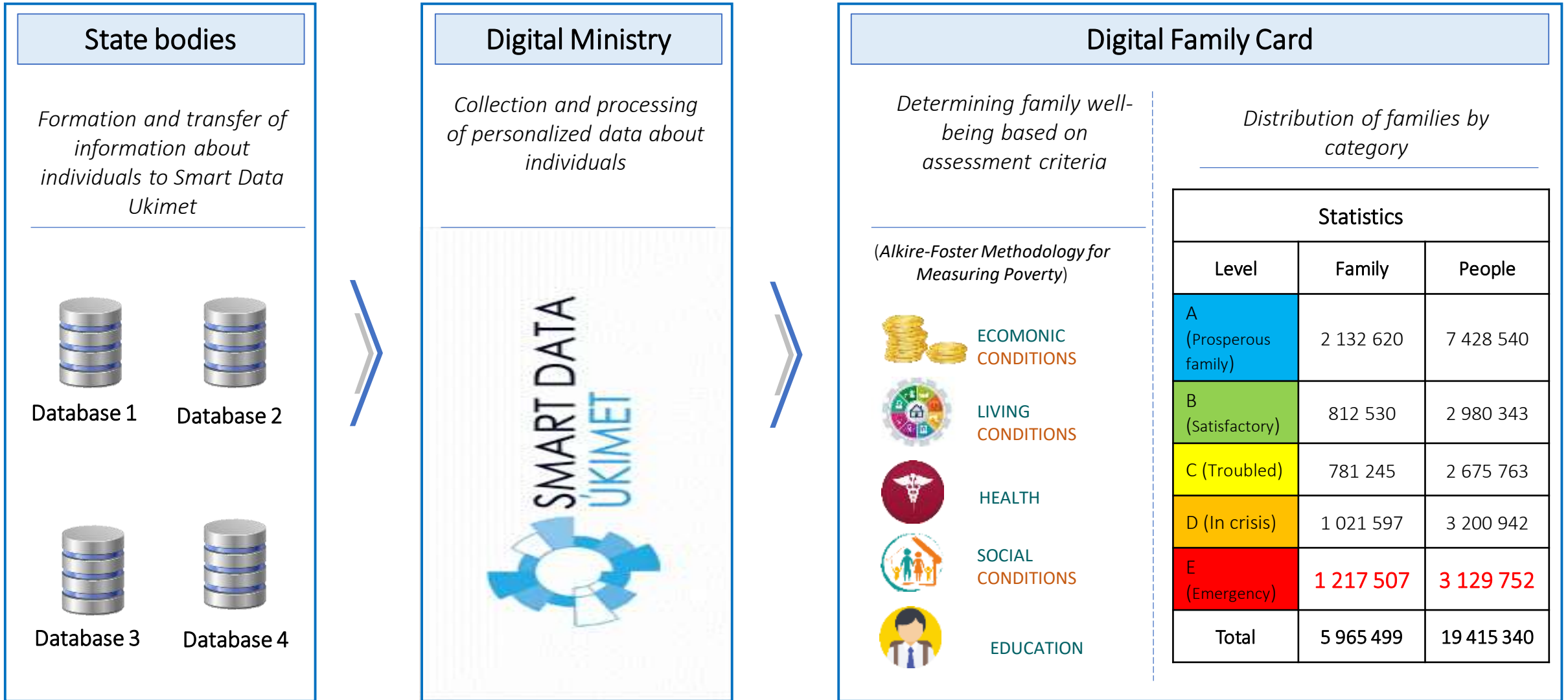


Over **90** databases



DIGITAL FAMILY CARD

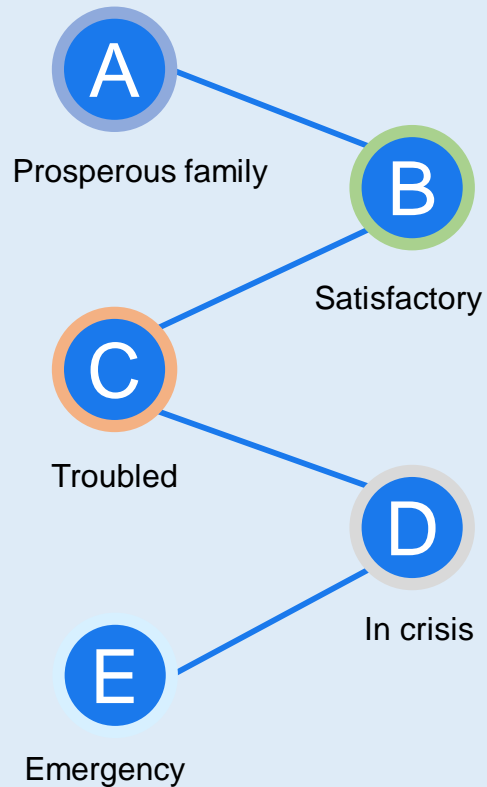
MVP is focused primarily on the G2C, G2G



GOVERNMENT SUPPORT MEASURES



Family well-being level assessment



Identifying family problems that need addressing

- ✓ Lack of financial resources
- ✓ Unemployment or low income
- ✓ Have no professional education or skills
- ✓ Have no housing
- ✓ Have health problems
- ✓ Have no health insurance
- ✓ Children not attending kindergarten or school
- ✓ Have "problems with the law" and need legal assistance

Proactive family support measures

Targeted social assistance

Employment

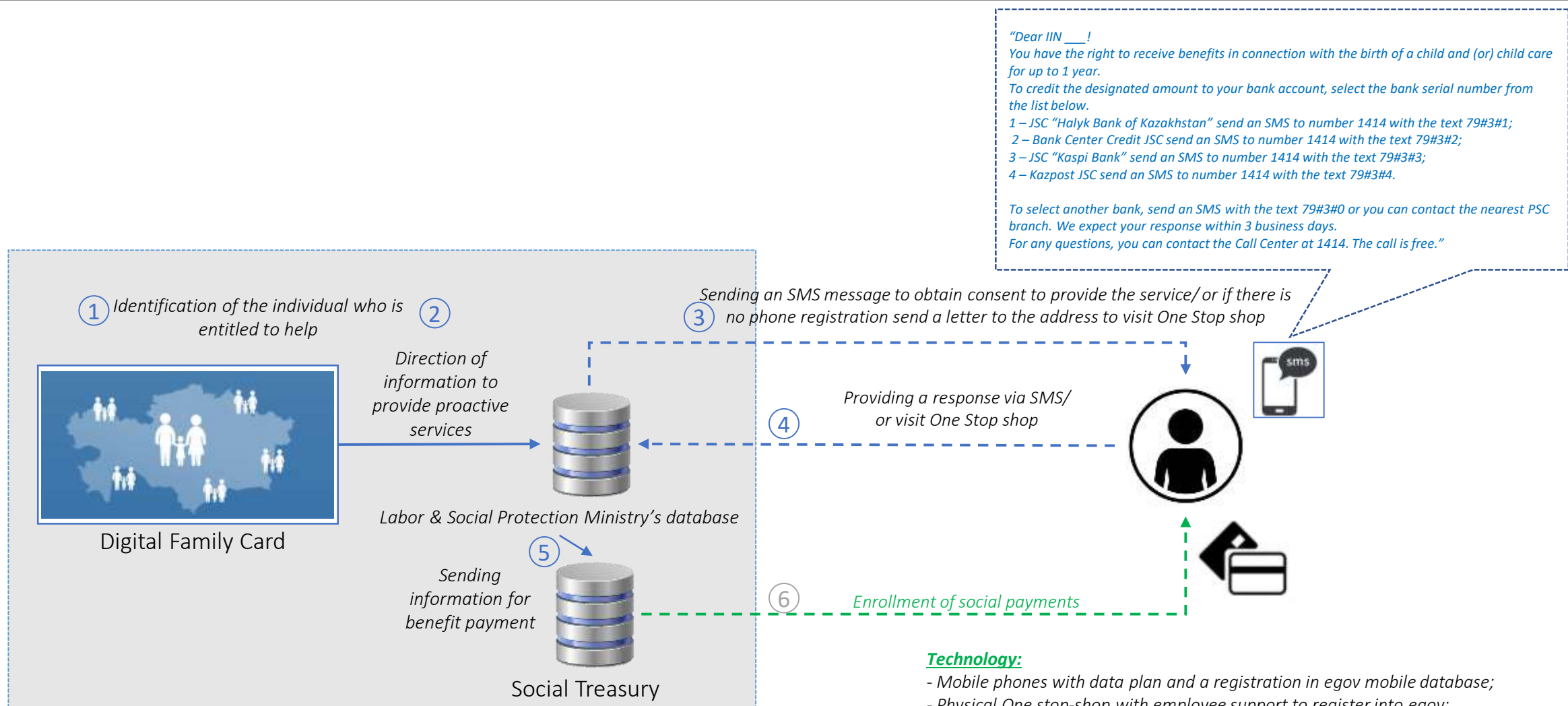
Housing aid

Healthcare services

Education services

Legal assistance

TECHNOLOGY CHOICES - FAMILY INFORMATION AND PROACTIVE SERVICES SCHEME



Value proposition:

- Available data of the "real picture" of families;
- Optimization of the business-processes;
- Proactive provision of government support measures;
- Monitoring and constant support for families of those in difficult life situations.

Technology:

- Mobile phones with data plan and a registration in egov mobile database;
- Physical One stop-shop with employee support to register into egov;
- Egov website or egov mobile;
- Data lake platform – over 90 databases;
- Physical letter to reach wider audience & users;
- Bank account;
- Educate and advertise for end users to learn about the government benefits.

EXAMPLE OF PROACTIVE SERVICES:

- ✓ NOTIFICATION OF THE UNEMPLOYED ABOUT THE POSSIBILITY OF OBTAINING A VACANCY
- ✓ GRANTING EXEMPTION/DEFERRAL FROM MILITARY SERVICE
- ✓ PROVISION OF FREE MEALS FOR SCHOOLCHILDREN
- ✓ PROVISION OF TARGETED SOCIAL ASSISTANCE
- ✓ APPOINTMENT OF THE STATE SOCIAL DISABILITY ALLOWANCE
- ✓ ASSIGNMENT OF SOCIAL BENEFITS FOR DISABILITY
- ✓ ASSIGNMENT OF BENEFITS TO PARENTS (GUARDIANS) OF DISABLED CHILDREN
- ✓ ASSIGNMENT OF SOCIAL BENEFITS IN CASE OF LOSS OF THE BREADWINNER
- ✓ ASSIGNMENT OF BENEFITS TO LARGE FAMILIES
- ✓ APPOINTMENT OF THE STATE SOCIAL BENEFIT PAYMENTS IN CASE OF LOSS OF THE
- ✓ BREADWINNER
- ✓ ASSIGNMENT OR EXTENSION OF THE STATUS OF “CANDACE”