The project's aim is to strengthen responsive governing institutions by assisting the Ministry of Economy and Budget Planning and the Administration of the President in improving efficient public administration system through developing the sector of public service delivery and public administration assessment. The project supports the development of an information system for public services provided by government agencies at the central and local levels, and software of the unified information system in a test mode.

**Project goals:**

- Improving the system of government agencies activity and its services in view of international democratic governance standards and modern information and communication technologies (ICT).
- Concept of a computerized management system for the delivery, monitoring and assessment of public services will be developed.
- Ensuring public awareness by providing information on the provision of public services within unified information system.

**Expected results**

- Processes of public administration performance assessment and service delivery are streamlined in view of best international practices and leading ICT technologies

**Partners in action:**

- Ministry of the Economy and Budget Planning
- Administration of the President of Kazakhstan
- Authorized government bodies on the assessment
- Civil society organizations, media

**Project beneficiaries:**

- Government structures
- Civil society organisations
- Citizens and media

**Project duration:**

2013

**Total budget:**

$59,706 (Japan Partnership Fund)

**Contacts:**

UNDP in the Republic of Kazakhstan
Tel: +7 (7172) 592 550
Fax: +7 (7172) 592 540
26 Bokey khan str., Astana, 010 000, Kazakhstan
www.undp.kz