

Digital Kazakhstan: Digital Literacy & E-Government Access Programme

Digital Inclusion · Good practice · Kazakhstan

Quality score: 68/100

Evidence strength: Observational / pre–post

Summary

Kazakhstan's 2018–2022 Digital Kazakhstan programme paired national e-government (eGov.kz, Public Service Centres) with mass digital-literacy training, lifting its UN E-Government Development Index rank from 39th to 28th, though a state audit found major spending irregularities.

Key dimensions

Dimension	Score
Innovation level	2/5
Sustainability (ongoing)	0/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-07-03

Ministry of Digital Development, Innovation and Aerospace Industry of Kazakhstan — accessed 2026-07-03

OECD.AI policy dashboard: Digital Kazakhstan programme — accessed 2026-07-03

Astana Times: Kazakhstan's UN e-governance ranking gains (2020) — accessed 2026-07-03

Astana Times: Kazakhstan improves UN e-government ranking (2022) — accessed 2026-07-03

Astana Times: rural broadband gap (2022) — accessed 2026-07-03

Prime Minister of Kazakhstan: Digital Kazakhstan training results — accessed 2026-07-03

Freedom House: Freedom on the Net 2023 – Kazakhstan — accessed 2026-07-03

Ulysmedia: state audit findings on digital projects — accessed 2026-07-03

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