

# eGov.kz — Kazakhstan's National E-Government Portal and Mobile App

City Innovation Library · Good practice · Kazakhstan

Quality score: 71/100

Evidence strength: Descriptive / self-reported

## Summary

Kazakhstan's eGov.kz and eGov Mobile grew to over 15 million registered users by end-2025, delivering more than 26 million public services in the first half of 2025 alone and lifting the country to 24th of 193 in the UN E-Government Development Index.

## Key dimensions

| Dimension                                  | Score |
|--------------------------------------------|-------|
| Evidence of impact / measured results      | 2/3   |
| Transferability / demonstrated replication | 2/3   |
| Scalability                                | 3/3   |
| Sustainability / continuity                | 3/3   |
| Innovation                                 | 2/3   |
| Inclusiveness / equity                     | 1/3   |
| Multi-stakeholder collaboration            | 2/3   |

Evaluated by C-NAPSE

## Data sources

[C-NAPSE web research](#) — accessed 2026-08-20

[National Information Technologies JSC / Ministry of Digital Development, Innovation and Aerospace Industry of Kazakhstan](#) — accessed 2026-08-20

[eGov.kz — 2025 results](#) — accessed 2026-08-20

[Biometric Update — Kazakhstan sees dramatic growth in digital government use](#) — accessed 2026-08-20

[Astana Times — Kazakhstan's Digital Revolution](#) — accessed 2026-08-20

[eGov.kz — UN E-Government Development Index ranking](#) — accessed 2026-08-20

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