

eOtinish — Kazakhstan's National AI-Assisted Citizen Appeals Platform

AI in the Public Sector · Good practice · Kazakhstan

Quality score: 53/100

Evidence strength: Descriptive / self-reported

Summary

Kazakhstan's eOtinish platform processed over 5 million citizen and business appeals in 2025 (up ~1 million on 2024); NITEC has layered AI assistants and analytics on top to speed responses, though the AI layer's own impact isn't yet independently evaluated.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	1/3
Transparency, fairness & accountability	2/3
Transferability / demonstrated replication	1/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-02

[NITEC JSC \(National Information Technologies\), Ministry of Digital Development, Innovation and Aerospace Industry of Kazakhstan](#) — accessed 2026-08-02

[eGov.kz — eOtinish platform announcement](#) — accessed 2026-08-02

[DKNews — More than 5 million appeals: how eOtinish reshaped dialogue](#) — accessed 2026-08-02

[NITEC — eOtinish project page](#) — accessed 2026-08-02

[CIRSD — The AI-Enabled State: Sovereign Design and the Case for Kazakhstan](#) — accessed 2026-08-02

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