

Invataxi App Integration — Kazakhstan's On-Demand Accessible Ride Service for Wheelchair Users

Digital Inclusion · Good practice · Kazakhstan

Quality score: 72/100

Evidence strength: Strong

Summary

Kazakhstan's long-running Invataxi wheelchair-accessible taxi service — previously bookable only by phone a day ahead — was integrated into the Yandex Go ride-hailing app in 2024. App-based trips grew from 53,900 in 2023 to over 207,000 in 2024.

Key dimensions

Dimension	Score
Innovation level	3/5
Sustainability (ongoing)	1/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	0/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-25

[Kazakhstan's Ministry of Labor and Social Protection of the Population, in partnership with Yandex Go](#) — accessed 2026-08-25

[Times of Central Asia — Kazakhstan expands Invataxi services with taxi aggregator partnership](#) — accessed 2026-08-25

[Astana Times — Kazakh nonprofit coordinates transportation of 3,000+ Astana residents with disabilities per year \(2019 baseline\)](#) — accessed 2026-08-25

[Prime Minister's Office of Kazakhstan — Special social services to become more accessible](#) — accessed 2026-08-25

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