

"My City": Bishkek's Municipal App for Citizen Requests, Transport and Payments

City Innovation Library · Good practice · Kyrgyzstan

Quality score: 52/100

Evidence strength: Moderate

Summary

Bishkek City Hall's Center for Digital Technologies built "My City," a mobile app bundling citizen requests, bus tracking, utility payments and permits; usage grew to 573,000 active users, with requests handled rising from about 9,000 in 2023 to 18,000 in 2024.

Key dimensions

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

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-02

[Bishkek City Hall, via its municipal enterprise Center for Digital Technologies](#) — accessed 2026-09-02

[open.kg: Number of active "My City" app users in Bishkek reaches 573,000](#) — accessed 2026-09-02

[Bishkek City Hall: "My City" mobile app — a digital ecosystem for Bishkek residents](#) — accessed 2026-09-02

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