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LEGAL ISSUES OF THE E-GOVERNMENT OF THE REPUBLIC OF KAZAKHSTAN

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Electronic government (eng. e-Government) - a set of technologies, as well as a set of related coordination facets, legal and regulatory provision for the purpose of the company of numerical interaction among the bodies of the national sphere, various industries, residents, organizations and other economic entities. It implies a productive method of providing data on the work of organizations in the national sphere, the provision of municipal services to residents, the presence of an individual connection with the country, and the abilities provided by information technologies, mobile technologies, and the Internet are also used to the maximum [1].

E-government is based on numerical reference and telecommunication infrastructures (e-government infrastructure) within the country. The core is the concept of electronic document management, the concept of automation of government administration, based on the automation of a whole set of administrative actions on a statewide scale, which primarily determines the mission of a significant increase in the productivity of government administration, reducing the loss of public communications for the purpose of any authority. State projects for the improvement and accessibility of the necessary spheres of life for citizens are trying in every way to improve such approaches to social management, first of all, for the availability and resolution of the absolute range of issues associated with paper issues and their processing. Various categories of citizens are united by a common desire - to obtain more efficient means of access to information in order to reduce the cost of obtaining these papers and certificates, as well as the ability to reduce queues in public institutions; make interaction with government bodies easier, faster and more comfortable.

In a similar way, the EP performs the main missions:

1. Optimization of the provision of public services to the public;
2. Increasing the level of the role of absolutely all voters in the actions of government and government;
3. Help also increase people's self-care abilities;
4. Increasing the scientific and technical awareness of people;
5. Reducing the influence of the geographical location condition.

The President of Kazakhstan has set a grandiose task of joining our republic among the 50 most competitive countries in the world. It is clear that this task is unthinkable without the implementation of significant steps towards the digital economy and the information society, without the formation of the information infrastructure of "electronic government" [2]. In 2004, the "State Program for the Formation of "Electronic Government" in the Republic of Kazakhstan for 2005-2007" was adopted, developed in accordance with the Message of the President to the people of Kazakhstan "Towards a competitive Kazakhstan, a competitive economy, a competitive nation!" [3]. This is one of the first serious steps towards the development of a high-tech state.

In 2004, the country approved the e-Government Formation Program, which defines its main stages. In 2006, the e-government portal of the Republic of Kazakhstan was launched for the first time [4].

At present, the regulatory framework, structure and infrastructure of e-government have been formed in Kazakhstan. All, without exception, the required basic elements of e-government, the basics of information, as well as interstate keys, have been formed. By integrating informative concepts, e-government is guaranteed to be widely available for use by any citizen.

The goal of creating e-government is not to develop information technology, but to meet the needs of our citizens, since these technologies are used all over the world. And today, this is a long-term perspective.

In the 2016 UN e-government ranking, Kazakhstan is ranked 33rd out of 193 UN countries (and ranks 7th in Asia). This is a significant achievement that reflects the country's success in providing e-government services [5].

During this period, more than 900 services are used through the e-government infrastructure. The popularity of the portal among Kazakhstanis is confirmed by statistical data. Portal users are considered to be the most 50% of the economically intensive residents of the state or the most 5.3 million people, which provided more than 130 million electronic services. Kazakhstanis trust their own payments to e-government.

Thus, the total of payments through the e-government of Kazakhstan from the initial stage of the launch of the concept has exceeded the estimate of 20 billion tenge. Continuous improvement and self-optimization of actions are carried out. Thus, for example, the procedure for registering a business has been simplified. Previously, this procedure was very difficult and lengthy, covering more than 30 days, in this case, now, due to the result of the integration of concepts, it is no more than 2 hours [6].

In addition, optimization made it possible to combine a number of services into group services. For example, when a citizen of the republic had a child, he needed to resort to receiving services three times: in order to register the birth of children, then in order to issue a birth certificate, and also one more time in order to put the children in the order in the children's garden. In this case, at present, without exception, all service data are combined into one service "Birth of a child". That is, in one step, a citizen acquires 3 services at the same time [7].

The next stage in the formation of e-government is called "smart" or "proactive" government, when a citizen will not need to make almost any requests in order to extract public services. A "proactive" government will itself monitor the current conditions and carry out the required movements instead of the user. But the citizen only needs to confirm these actions. The public availability of services in electronic format has also become possible due to the provision of electronic numerical signatures to residents in the public service center. The formation of a mobile government of the Republic of Kazakhstan is considered the newest significant step in the formation of an infrastructure for the supply of electronic services, taking into account the intensive invasion of mobile communications and mobile technologies from among the inhabitants.

Currently, the mobile add-on is publicly available from both iOS and Android platforms in phones and tablets, with the support of which it is possible to purchase more than 80 electronic services. Currently, more than 3.3 million services have been provided using the mobile add-on. One recently introduced innovation is EDS - an electronic digital signature recorded in the SIM card of a telephone set. Each owner of a mobile telephone, including an old phone model, is able to purchase the service by sending an SMS message to a short number [8].

On April 12, 2006 the e-government website www.e.gov.kz became active. The most 59 informative services were launched in similar segments, defense, security, cultural level, environment, vehicles, agricultural production, management of agricultural production and other areas [8].

The implementation of the projects during the last stage has enabled Kazakhstan to achieve success in reforming the document flow.

In order to study the newest principles of activity and properly reorganize the work of local bodies, several socio-political, legal, administrative and industrial issues should be carried out. For this reason, the effective application of e-government will require a consistent strategy, which makes it possible to also coordinate the formation of an e-government infrastructure, proper training

of experts, but also the resolution of many other tasks implemented by absolutely all elements: government, social organizations, academic bodies and people.

Despite the large-scale work done to improve electronic document management, shortcomings remain. Society can be divided into two camps: the computer-literate population and the non-computer-skilled population. First of all, it is necessary to prepare society for the implementation of the e-government program.

Very little information is transmitted through the media, there is little information available about the e-government program, related programs, the same program to reduce the information divide. And the population does not understand the essence of the ongoing processes. The mechanism of interaction between state bodies and non-governmental organizations that could help popularize all these ideas and convey them to focus groups has not been fully developed. “We have developed a three-year program in which we want to bring the number of users to 20% of the total population. We graduate about 300 thousand schoolchildren annually. Within three years, if we release, it will be about 900 thousand people. If we take 50 thousand people who graduate from universities, then this is a million one hundred thousand, we can definitely give the population basic computer skills” [9]. Other questions arise: What should the adult generation of pensioners do? How to learn them? What about the information divide?

All issues are considered on a national scale, but also, if you switch to the local, that is, the regional level, problems also arise. Considering the prospect of tourism development in the Zhambyl region, we strive for open access not only for our citizens, but also for foreigners to information resources. Questions related to international tourism remain open, how is the paperwork going? There is no information in English, which, at the direction of the President, should also be studied. But, in fact, we are running into a complete unpreparedness of our base. Even filling out a certificate is not possible if you do not speak Kazakh or Russian.

It is important to note a new trend in involving citizens in solving the problems that have developed in the region. Who, if not the residents themselves, know and daily face shortcomings and shortcomings. Thus, the Rules of Procedure of the Parliament say that deputies of the Parliament participate in the legislative initiative, the Government can lobby its bills and the President. But, it is possible to submit the bill to the national discussion, which can avoid shortcomings.

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