Assistance in improving the system of provision and evaluation of public services

The project aims at improving the system of provision of public services and public administration performance assessment. The Ministry of Economy and Budget Planning of Republic of Kazakhstan and Administration of the President of Republic of Kazakhstan will be assisted in further public administration reform through developing the sector of public service delivery and improving the public administration assessment.

The project will contribute to enhancing the participation of civil society experts in assessment of public service quality, promoting their expert capacity and mechanisms of interaction with state authorities.

Project goals:
- Alignment of legislature on public service delivery with international standards of quality, accountability and transparency principles.
- Enhancement of civil society’s participation in the assessment of public service delivery and quality.
- Improvement of methodology of state performance assessment based on international experience.

Expected results:
- Development of a comprehensive regulatory framework for public service delivery
- The opportunities for civil society experts to participate in evaluation of public services are increased.
- Assessment methodology brought in compliance with international standards with account to national context of state administration

Partners:
Ministry of the Economic Development and Trade,
Administration of the President of Kazakhstan
Authorized government bodies on the assessment
Civil society organizations, media

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Project beneficiaries:
- Government structures
- Civil society organisations
- Citizens and media

Project duration: 2013-2014

Total budget: $750,000

The Government of Kazakhstan $680,000
UNDP $70,000

The Government of Kazakhstan
$680,000