**Open Bishkek**

**Action Plan for 2024-2025**

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# **Acronyms**

|  |  |
| --- | --- |
| CSO | Civil society organization |
| DPI | Development Policy Institute |
| HCS | Housing and communal services |
| KR | Kyrgyz Republic |
| MA | Municipal administration |
| BGA | Municipal Enterprise ‘Bishkekglavarkhitektura’ |
| CDT | Municipal Enterprise ‘Center of Digital Technologies’ |
| MPMD | Municipal Property Management Department |
| PF | Public foundation |
| UDPO | Urban Development Policy Office |

# **OGP Local Strategic Vision**

# 1. Duration of the Plan

## **1.1. Submission Date**

September 01, 2024

## **1.2. Termination Date**

December 31, 2025

# **2. Foreword**

Bishkek joined the OGP Local initiative in 2020 in partnership with the Development Policy Institute (DPI). DPI is a Kyrgyzstani non-profit, non-governmental organization that unites experts with extensive, recognized experience in areas such as lawmaking, reforming state and municipal governance, advancing local self-governance (LSG), community development, and mass communications. As part of the global OGP Local initiative, DPI provides support to the Bishkek Mayor's Office.

Bishkek is among the first municipalities in Central Asia to champion reforms fostering open and transparent local self-governance, even in the face of limited resources. We believe that transparency, enhanced access to modern technology, citizen empowerment, and civic engagement are essential pillars to ensure social and economic well-being and a dignified quality of life for our citizens.

In recent years, the Bishkek Mayor's Office, in collaboration with DPI, has established a series of initiatives designed to increase access to information, encourage public participation, and deliver high-quality public and municipal services. We remain committed to upholding the principles of open governance by actively listening to citizens, holding consultation meetings, and sharing positive experiences from other municipalities. Our citizens and residents benefit from inclusive services that enhance access to information and public services, fostering greater accountability from local government institutions.

Bishkek is ready to launch new, ambitious, innovative and long-term open government initiatives through active cooperation with civil society. Membership in the OGP Local initiative provides additional opportunities to move towards a model of self-governance based on transparency and openness.

To achieve this vision, we present the OGP Local Action Plan, which includes three key commitments. This plan has been developed through the principle of co-creation. Its implementation will be led by members of the ‘Open Bishkek’ Multi-Stakeholder Working Committee, which includes local civil society organizations (CSOs) and representatives of the Mayor's Office. Oversight of implementation will be provided by Association ‘Alliance for a Transparent Budget’.

# 3. Letter of Introduction from the Mayor (if available)

# 4. Challenges, Opportunities, and Strategic Vision

## **4.1. Long-Term Vision**

The OGP Local initiative provides us with a unique opportunity to promote and advance open government principles in Bishkek. We are committed to undertaking ambitious commitments and expanding the reach of open government practices at the local level.

## **4.2. Achievements in Building Open Government at the Local Level**

Building open government at the local level is a critical aspect of governance in Bishkek. Below are some of the key achievements and initiatives implemented by the Bishkek Mayor’s Office to further this goal:

1. Electronic local governance:

* Bishkek Mayor’s Office has implemented e-government systems that provide citizens with convenient access to municipal services. This includes paying utility bills, submitting electronic applications for housing and communal services (HCS), and more – all through a mobile Internet application. One example: ‘My City’ app (available on iOS and Android).

1. Citizen participation:

* Citizen engagement tools have been introduced, such as online surveys, forums, and public budget hearings.

1. Budget transparency:

* Detailed budgets and expenditure reports are published regularly, allowing citizens to better understand how their taxes are being spent.

1. Digital interaction platform:
   * Platforms have been developed to facilitate interaction between citizens and local government, including social media channels, mobile apps, and dedicated websites. One example: ‘My City’ app.

These initiatives help create a more open and accessible government, foster trust between citizens and government, and improve the efficiency of local government.

## **4.3. Current Challenges**

Key challenges identified include:

* Limited citizen participation in short- and medium-term urban development planning.
* Insufficient citizen participation in discussions about the allocation and management of municipal land and land use.
* Inadequate citizen feedback to assess the quality of municipal services.

## **4.4. Medium-Term Goals of the Mayor’s Office**

The Mayor's Office is committed to:

* Increasing citizen participation in short- and medium-term urban development planning.
* Strengthening dialogue platforms for discussing the allocation and management of urban land parcels and land use.
* Developing a digital tool to facilitate citizen feedback on the quality of municipal services.

## **4.5. Contribution of the Action Plan to the Open Government Vision**

* Encouraging active citizen participation in decision-making processes.
* Strengthening the accountability of local governments.

## **4.6. Alignment of the Strategic Vision for Open Government with the Overarching Policy Objectives of the Current Administration**

The vision contributes to the achievement of these goals in the following ways:

* Enhancing the city’s international prestige: By showcasing a commitment to good governance and transparency, Bishkek will join the ranks of over 100 leading cities worldwide, elevating its status as a progressive, innovative city open to change.
* Improving the investment climate: Transparency and accountability initiatives will provide potential investors with clearer insights into the city’s governance and business environment, boosting investor confidence and encouraging more ambitious investment strategies.
* Building a reputation as a reliable partner: Increased transparency and accountability will enhance the credibility of Bishkek as a trustworthy and reliable partner.
* Strengthening political stability: Joint implementation of the Action Plan will reduce opportunities for unconstructive criticism and fosters a cooperative environment in which civil society organizations and citizen groups can actively work with the Mayor's Office to address local issues.
* Encouraging shared responsibility with citizens: Involving citizens in decision-making, especially regarding local services, will help them develop a deeper understanding of the Mayor's Office's efforts.
* Accessing knowledge and best practices: Regular exchanges of information and experiences will enable Bishkek to access cutting-edge governance solutions, build new partnerships, and participate in international discussions.

# 5. Participation and Coordination

## **5.1. Units Responsible for the Implementation of the Action Plan**

1. City Development Policy Department, Central Unit of the Mayor’s Office
2. Municipal Enterprise ‘Center for Digital Technologies’, Bishkek Mayor’s Office

## **5.2. Institutional Mechanisms for Coordinating Activities Across Institutions and Departments**

To ensure systemic public participation in open governance at the local level and to coordinate the implementation of the Action Plan, OGP Local established the ‘Open Bishkek’ Committee. This committee represents the interests of both local governments and civil society in Bishkek on an equal basis, comprising three representatives from each side (3 representatives of the Bishkek Mayor's Office and 3 representatives of civil society).

At the conclusion of the meeting, the following six members of the ‘Open Bishkek’ Committee were selected:

Bishkek Mayor’s Office

* Mirlanbek Baigonchokov, First Deputy Mayor
* Kubanychbek Karypbekovich Kudabaev, Head of the Strategic Development and Investment Department, City Development Policy Department, Central Unit of the Bishkek Mayor's Office
* Meder Manasovich Kasymov, Leading Specialist, Strategic Development and Investment Department, City Development Policy Department, Central Unit of the Bishkek Mayor's Office

Civil society:

* Gulzhan Baibetova, Chairperson, PF ‘Women’s Democratic Network’.
* Adilat Saparbaeva, Director, PF ‘Soopker’.
* Dmitry Pereyaslavsky, Coordinator, PF ‘Archa’.

## **5.3. Ensuring Cooperation Between the Mayor's Office and Civil Society in the Co-Creation of the Action Plan**

On May 22, 2024, an open meeting of the ‘Open Bishkek’ Working Committee on the implementation of commitments to OGP Local was held in Bishkek. The event was organized with the support of DPI under the framework of the ‘Partnership for the Development of LSG’ program in the Kyrgyz Republic. This meeting marked the first gathering of the Committee following the dissolution of the City Development and Investment Agency, which resulted from the adoption of Resolution No. 251 by the Bishkek Mayor's Office on November 21, 2023. The resolution was part of ongoing administrative and territorial reforms. On behalf of the First Vice Mayor of Bishkek, it was decided to continue the implementation of OGP Local commitments. Responsibilities were assigned to Kubanychbek Kudabaev, the Deputy Head of the Urban Development Policy Department at the Central Unit of the Bishkek Mayor's Office. Kudabaev emphasized, ‘Once commitments are made, it is necessary to fulfill them’.

## **5.4. Ensuring Diversity of Representation (Including Vulnerable or Marginalized Populations)**

Between July 26 and August 4, 2023, the Bishkek City Development and Investment Agency, in cooperation with the Public Association ‘Development Policy Institute’ (DPI), issued an open invitation to the Open Local Governance Initiative (OGP Local). This announcement was open to everyone, including vulnerable and marginalized populations.

In order to participate in the establishment and activities of the Open Bishkek Committee, as well as in the development and implementation of a joint plan to increase openness, transparency and accountability in the capital of Kyrgyzstan, interested individuals were required to

1. Review the text of the Declaration on Joining the Open Bishkek Initiative via the link: <https://drive.google.com/drive/folders/1Fmkj9m28bLYONl002o-X7MTPMSq87RUP?usp=sharing>
2. Register online using the link provided in the Declaration, confirming their willingness to join the Initiative and agreement with the text of the Declaration, between July 26 and August 4, 2023.

Registered participants were invited to an organizational meeting held on August 8 at 97 Abdrakhmanov St. (Mederov St. crossing) in the conference room of the Municipal Administration of the Bishkek Mayor’s Office for the Oktyabrsky District (first floor).

## 5.5. **Participants**

1. G. Baibetova PF ‘Women’s Democratic Network’

2. A. Saparbaeva PF ‘Soopker’

3. A. Mambetov PF ‘Civic Participation’

4. B. Estebesova PF ‘Sotsium’

5. K. Kudabaev Deputy Head, Policy Office

6. M. Kasymov Leading Specialist

7. A. Mamytov Development Policy Institute

## 5.6. **Number and Overview of Participating Groups**

1. PF ‘Soopker’, registered with the Ministry of Justice of the Kyrgyz Republic on July 22, 1993. At present, PF ‘Soopker’ has about 300 members, including youth, people with disabilities, pensioners, mothers of large families, employees, and others.

2. PF ‘Civic Participation’, established to promote democracy and encourage civic responsibility.

3. PF ‘Women's Democratic Network’, a public association dedicated to increasing women's political participation in Kyrgyzstan.

## 5.7. **Number of Meetings Held During the Co-Creation Process of the Action Plan**

Five meetings were conducted during the development of the Action Plan:

1. Bishkek Authorities Decided to Cooperate with Civil Society, following European Examples: <https://kaktus.media/doc/484978_vlasti_bishkeka_reshili_sotrydnichat_s_grajdanskim_obshestvom_po_primery_evropy.html>
2. The ‘Open Bishkek’ Committee Held Its Meeting: <https://dpi.kg/ru/press-room/news/full/2008.html>
3. The ‘Open Bishkek’ Committee Continues Its Work: <https://dpi.kg/ru/press-room/news/full/2005.html>
4. Project Development Commenced in the Capital: <https://bishkek.gov.kg/ru/post/27959>
5. Will Discussions on Urban Planning Projects and Land Management Be Open to Bishkek Citizens? <https://dpi.kg/ru/press-room/press/full/79.html>

## **5.8. Further Cooperation of the Mayor’s Office and Civic Stakeholders as Part of Implementing the Action Plan**

The Mayor’s Office and civic stakeholders will maintain collaboration through regular open events to discuss and monitor the implementation of the Joint Action Plan, open joint discussions and the establishment of working groups involving relevant experts, and promotion of projects and initiatives through mass media.

# Monitoring the Implementation of the Action Plan

## 6**.**1. Independent Body Chosen to Monitor the Action Plan

The Open Bishkek Committee selected the Association ‘Alliance for Transparent Budget’ (Alliance) as the monitoring body for implementing the Joint Action Plan. The mission of the Alliance is to support the development of an effective, efficient, and transparent state budget at all levels through partnerships between government and civil society. The Alliance works to increase public awareness of budget issues, expand civil society participation in budget policy development and execution, and ensure the interests of Kyrgyz citizens are addressed through collaboration with the state and business sectors.

## 6.2. Contact Details of the Independent Monitoring Body

|  |  |  |
| --- | --- | --- |
| Name | **Position** | **Email** |
| Roza Gaibulina | Executive Director, Association ‘Alliance for Transparent Budget’ | [rgaibulina@gmail.com](mailto:rgaibulina@gmail.com) |

## 6.3. Discussing Progress in the Implementation of the Action Plan

The ‘Open Bishkek’ Working Committee will organize regular open joint discussions to review the progress of the plan’s implementation. The outcomes of the implementation will be shared on public information platforms to ensure transparency and accountability.

## 6.4. Organizing Regular Progress Monitoring with Implementing Organizations

A comprehensive Monitoring and Evaluation Plan will be developed to oversee and assess the implementation of the Joint Action Plan. At each stage, progress will be evaluated, and future actions will be planned. Representatives from the Association ‘Coalition for Transparent Budget’ will participate in every online or offline event, following the Independent Reporting Mechanism (IRM).

## 6.5. Sharing the Monitoring Results with the Public

The outcomes of the projects will be published through official online channels. Additionally, updates on each activity will be shared on the information resources of the Bishkek Mayor’s Office and DPI, ensuring that the public is kept informed of progress and achievements.

# **7. Support from Non-Governmental Stakeholders**

The following non-governmental stakeholders will support the implementation of the ‘Open Bishkek’ Action Plan:

* PF ‘Civic Participation’
* PF ‘Sotsium’ (social development and human adaptation in society)

# **COMMITMENTS**

## **Commitment No. 1. Increasing citizen participation in short-/medium-term urban development planning**

1. **Commitment No.: 1**
2. **Commitment title:** Increasing citizen participation in short-/medium-term urban development planning.
3. **Timeframe  
   Commitment start date:** October 01, 2024

**Commitment end date:** December 31, 2025

1. **Leading government agency implementing the commitment**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Organization | Branch | Contact person | Name | Email | Role |
| Bishkek Mayor’s Office | Executive | K.K. Kudabaev | Urban Development Policy Office | [k.kudabaev@meria.kg](mailto:k.kudabaev@meria.kg) | Coordination |

1. **Leading non-governmental organization implementing the commitment**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Organization | Contact person | Position | Email | Role |
| PF ‘Civic Participation’ | Aidar Mambetov | Director | aim.civicfund@gmail.com | Partner |

1. **Other stakeholders involved in the implementation of this commitment (e.g. ministries, departments, agencies, civil society organizations, community groups, the private sector or working groups)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Organization | Contact person | Name | Email | Role |
|  |  |  |  |  |

**Commitment description**

1. **Problem**Since 2007, the Law of the Kyrgyz Republic ‘On the Procedure for Considering Citizens' Appeals’ has been in effect, establishing the procedures for handling proposals, applications, and complaints from residents. An analysis of aggregated statistics on citizens' appeals in 2023 revealed that these appeals were categorized by key areas of urban life (HCS, transport, education, etc.), with the status of responses to these appeals also indicated. Given that citizens' appeals can be submitted through three channels (verbally, in writing, and via the Tunduk electronic portal), the following issues must be noted:
   1. The various formats for submitting appeals (analyzed in terms of demographic data) do not enable statistical identification of social groups that experience similar challenges or demonstrate civic engagement in specific areas.
   2. There is no formalized algorithm for identifying systemic issues that cannot be addressed through a single immediate action.
2. **Status quo**
3. **Activities**Improvement of the system for recording and analyzing citizens' appeals.
4. **How will this commitment help address the public issue?**

It will provide information on the focus of public attention regarding urban life issues.

1. **Which long-term goal defined in your Strategic Vision of Open Government does this commitment relate to?**

Enhancing citizen participation in city development planning, as the processed data will be used to draft the socioeconomic development program for the city of Bishkek.

1. **Key policy area**

Civic space; open data; digital governance; social accountability.

1. **Primary sector**Science and technology; public services (general).
2. **Which OGP value does this commitment address?**

Choose from the following: transparency; public accountability; technology/innovation for accountability.

1. **What resources are required to fulfill this commitment?**

Financial costs will be determined during project development, with part of the project being implemented using the internal resources of the Bishkek City Mayor’s Office.

1. **Have the resources required to fulfill this commitment already been secured?**

No.

1. **Milestones**Add rows as needed.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Milestone | Immediate output | Start | End | Party responsible | Contact person |
| 1. Analysis of data (data analytics) on citizens' requests received in 2023 in three different forms | Problem areas have been identified in the aggregation and analysis of citizens' requests received in oral, written and electronic forms | October 01, 2024 | December 31, 2025 | UDPO, experts involved by CDT | Vladimir Kovrygin |
| 2. Joint development of ways to improve the system of recording and analyzing citizens’ requests (technical, social, informational approaches) | Action plan/ activities to improve the system | January 01, 2025 | March 01, 2025 | UDPO, experts involved by CDT | Meder Kasymov |
| 3. Development/ modernization of the program (software), taking into account compatibility with the Tunduk platform (as far as technically possible) | The software has been implemented in all administrative districts of the city for testing, refinement and official implementation. | March 01, 2025 | December 31, 2025 | CDT | Vladimir Kovrygin |

## **Commitment No. 2. Improving the dialogue platform for discussing issues of distribution and management of municipal land plots and land use**

1. **Commitment No.: 2**
2. **Commitment title:** Improving the dialogue platform for discussing issues of distribution and management of municipal land plots and land use**.**
3. **Timeframe  
   Commitment start date: October 01, 2024**

**Commitment end date: December 31, 2025**

1. **Leading government agency implementing the commitment**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Organization | Branch | Contact person | Name | Email | Role |
| Bishkek Mayor’s Office | Executive | Meder Kasymov | UDPO, MPMD, BGA | [m.kasymov@meria.kg](mailto:m.kasymov@meria.kg) | UPDO Leading Specialist |

1. **Leading non-government agency implementing the commitment**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Organization | Contact person | Position | Email | Role |
| PF ‘Sotsium’ (social development and human adaptatoin) | Batma Estebesova | Director | [oosotsium@gmail.com](mailto:oosotsium@gmail.com); [estebesovabatma@gmail.com](mailto:estebesovabatma@gmail.com) | Partner |

1. **Other stakeholders involved in the implementation of this commitment (e.g. ministries, departments, agencies, civil society organizations, community groups, the private sector or working groups)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Organization | Contact person | Name | Email | Role |
|  |  |  |  |  |

**Commitment description**

1. **Problem**A shortage of available municipal land in Bishkek for organizing playgrounds, recreational areas, safe sidewalks, and sports facilities. Implementing this commitment will improve decision-making efficiency in planning the use of available land plots for the development of socially beneficial spaces.
2. **Status quo**
3. **Activities**Improvement of the mechanism for effective interaction between Bishkek’s municipal authorities and residents to ensure efficient land resource management and enhance the comfort and quality of urban life. This will be achieved through regular discussions on the allocation and use of municipal land, property, and beautification of urban areas, as well as through active collection of citizen proposals.
4. **How will this commitment help address the public issue?**

Enhancing the mechanism of a dialogue platform brings important urban life issues into the public spotlight.

1. **Which long-term goal defined in your Strategic Vision of Open Government does this commitment relate to?**

Increasing citizen participation in city development planning.

1. **Key policy area**Civic space; public engagement; social accountability.
2. **Primary sector**

Land and spatial planning; public services (general).

1. **Which OGP value does this commitment address?**

Select from the following list: transparency; public accountability.

1. **What resources are required to fulfill this commitment?**

Financial costs will be determined as the project is developed; part of the project will be implemented by the Bishkek Mayor’s Office.

1. **Have the resources required to fulfill this commitment already been secured?**

No.

1. **Milestones**Add rows as needed.

| Milestone | Immediate output | Start | End | Party responsible | Contact person |
| --- | --- | --- | --- | --- | --- |
| 1. Analysis of regulatory legal acts on the Commission for the Granting of Rights to Land Plots in the Bishkek to strengthen interaction between the Bishkek Mayor’s Office and city residents on issues of distribution and use of municipal lands, property, improvement of territories and development of proposals for improving regulatory legal acts. | Analysis and draft proposals for improving regulatory legal acts. | October 01, 2024 | March 01, 2025 | MPMD, BGA, UPDO, CSOs | Rakhim Khalilov, MPMD |
| 2. Development of proposals to amend the ‘Regulation on the procedure for providing land plots for urgent (temporary) use under lease conditions in Bishkek’.[[1]](#footnote-1) | Proposal to amend the ‘Regulation on the procedure for providing land plots for urgent (temporary) use under lease conditions in Bishkek’ | March 01, 2025 | December 31, 2025 | MPMD, BGA, MAs, UDPO, CSOs | Rakhim Khalilov, MPMD |

## **Commitment No. 3. Creation of a digital tool for feedback with citizens to assess the quality of municipal services**

1. **Commitment No.: 3**
2. **Commitment title:** Creation of a digital tool for feedback with citizens to assess the quality of municipal services**.**
3. **Timeframe  
   Commitment start date: September 01, 2024**

**Commitment end date: December 31, 2025**

1. **Leading government agency implementing the commitment**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Organization | Branch | Contact person | Name | Email | Role |
| Bishkek Mayor’s Office | Executive | Meder Kasymov, Vladimir Kovrygin | UDPO, MPMD, BGA | [m.kasymov@meria.kg](mailto:m.kasymov@meria.kg) | UDPO expert, CDT engineer |

1. **Leading non-government agency implementing the commitment**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Organization | Contact person | Position | Email | Role |
|  |  |  |  |  |

1. **Other stakeholders involved in the implementation of this commitment (e.g. ministries, departments, agencies, civil society organizations, community groups, the private sector or working groups)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Organization | Contact person | Position | Email | Role |
|  |  |  |  |  |

**Commitment description**

1. **Problem**Municipal Enterprise ‘Center for Digital Technologies’ of the Bishkek Mayor's Office has developed an application for the residents of Bishkek called ‘My City’.

‘My City’ is the official app for the city, enabling residents and municipal officials to interact and stay informed about events happening in and around Bishkek. The app includes a feature for submitting requests to municipal services, covering areas such as social services, HCS, transportation, and construction. Messages sent through the ‘My City’ app are mandatorily reviewed by city services within strictly defined timeframes.

However, the app has several shortcomings:

1. Responses from municipal services are occasionally delayed, and inaccuracies in the provided information are possible.
2. The app lacks a feature allowing residents to provide feedback on their satisfaction with the quality of services received.

To address these issues, it is necessary to ensure timely responses from municipal services to citizen inquiries and to introduce a feature enabling residents to rate the quality of municipal services provided in response to their requests.

This enhancement will not only improve communication with residents but also create additional opportunities for the Bishkek City Mayor's Office to evaluate the performance of municipal services.

1. **Status quo**
2. **Activities**Development of a digital tool for feedback from citizens to assess the quality of municipal services.
3. **How will this commitment help address the public issue?**

The availability of a functioning digital tool will not only enhance communication with residents but also provide additional opportunities for the Bishkek City Mayor's Office to evaluate the performance of municipal services.

1. **Which long-term goal defined in your Strategic Vision of Open Government does this commitment relate to?**
2. **Key policy area**Civic space; open data; digital governance; social accountability.
3. **Primary sector**Public services (general).
4. **Which OGP value does this commitment address?**

Choose from the following list: transparency; public accountability.

1. **What resources are required to fulfill this commitment?**

Financial costs will be determined during the development of the project, with part of the project being implemented using the resources of the Bishkek City Mayor's Office.

1. **Have the resources required to fulfill this commitment already been secured?**

No.

1. **Milestones**

Add rows as needed.

| Milestone | Immediate output | Start | End | Party responsible | Contact person |
| --- | --- | --- | --- | --- | --- |
| 1. Analysis and description of business processes. | Information flows and reactions of relevant municipal services have been described. | September 01, 2024 | March 31, 2025 | CDT | Vladimir Kovrygin |
| 2. Development and approval of a regulatory act on the mandatory response of municipal services to citizens’ requests. | Based on the analysis of business processes, a regulatory act on the mandatory response of municipal services to citizens' requests has been developed and approved. | March 01, 2025 | June 01, 2025 | UDPO | Meder Kasymov |
| 3. Development of a digital tool for feedback from citizens to assess the quality of municipal services. | The ‘My City’ application includes a digital tool for evaluating the quality of municipal services provided, located in the citizen's personal account under the ‘My Requests’ section, within the ‘Response’ subsection. | June 01, 2025 | December 31, 2025 | CDT | Vladimir Kovrygin |
| 4. Piloting the digital feedback tool. | Citizens actively use the ‘My City’ application and assess the quality of the municipal services provided. | June 01, 2025 | December 31, 2025 | CDT, CSOs | Vladimir Kovrygin |
| 5. Media campaign:  - development of a communication plan;  - conducting a media campaign. | Citizens are actively downloading and using the ‘My City’ application. | September 01, 2025 | December 31, 2025 | CDT, UDPO, CSOs | Meder Kasymov |

1. <https://cbd.minjust.gov.kg/450501/edition/1197496/ru> [↑](#footnote-ref-1)