



109
iKomek

City center of
monitoring and rapid
response at
mayor's office of
Astana city
iKOMEK109

Efficiency | Control | Reliability

2025



USA best practice **311**

FAQ

What is 311?
311 is an easy-to-remember telephone number that connects you with highly-trained Constituent Service Center representatives who are ready to help you with requests for non-emergency City services and information.

When can I call 311?

What's the difference between 911 and 311?
311 is the number to call to obtain information and access to all non-emergency City services. 911 is the number to call in case of emergency (burning house, robbery, crime in progress).

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The **311** service presents in 300 US cities and provides more than 4 000 state and federal services.

Strategic vision of city development: **Astana is a comfortable city**

1 Improving living standards

- Improving city service quality for citizens
- Increasing citizens involvement in decision-making
- Improving feedback from citizens and capital's guests

2 Urban environment development

- Increasing the transparency of urban development projects
- Ensuring effective interaction between participants in city development projects
- One-stop-shop service

Information on inquiries

Over the entire period of **iKOMEK109** operation,
more than **14 mln.** inquiries were received

82% of inquiries are consultations
and processed «in just one take»

2020	2 197 783 inquiries
2021	2 490 052 inquiries
2022	2 274 603 inquiries
2023	2 262 655 inquiries
2024	2 326 254 inquiries
2025	361 938 inquiries

TOP-10 directions for 2025



Three-level model based on **Service Management** methodology to support citizens

Responsible performers : public utilities, mayor's office of districts, condominium, elevator companies, etc.

KPIs:

Working out within the regulatory period

0 incidents for revision

Monitoring inspectors

KPIs:

100% correct classification and assignment

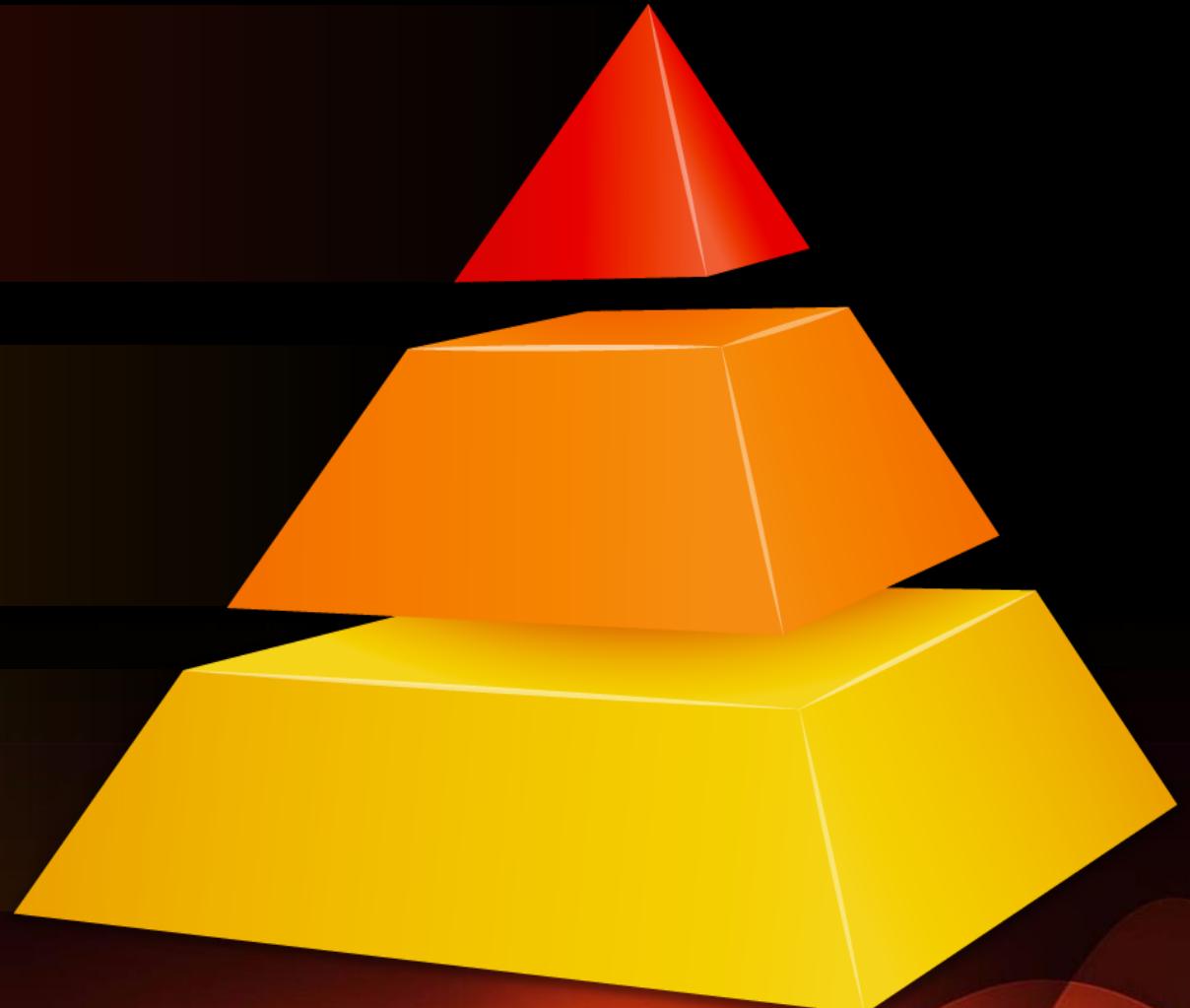
Timely escalation of deficiencies, delays

Universal call center operators

KPIs:

82% of inquiries are processed in just one take

No more than **5%** of losses of calls





Mobile application - access to incidents 24/7

Monitoring social networks allows for maximum coverage of citizens' requests

Number of requests received



For 2024 – 37 530 requests
Since the beginning of 2025 – 4 116 requests



For 2024 – 22 206 requests
Since the beginning of 2025 – 2 651 requests



For 2024 – 2 729 requests
Since the beginning of 2025 – 188 requests

Executive Rating

Strategic **KPIs** of the city development are digitized, each indicator is assigned to the supervising deputies of akim by the heads of departments.

KPIs are automatically generated from statistics and project office on the basis of which the rating of managers is compiled



Strategic vision of the capital's development: **Astana – a comfortable city**



The police department

In **2020** – **17 364** incidents;
In **2021** – **17 198** incidents;
In **2022** – **13 517** incidents;
In **2023** – **26 768** incidents;
In **2024** – **32 814** incidents;
Beginning from **2025** – **3 803** incidents.



The emergency department

In **2020** – **6 191** incidents;
In **2021** – **7 807** incidents;
In **2022** – **9 561** incidents;
In **2023** – **10 301** incidents;
In **2024** – **8 590** incidents;
Beginning from **2025** – **1 737** incidents.



The effect of **iKOMEK109** City Center establishment



Increasing safety in the city –

For 2023, 19 384 offenses were detected for the amount of 52 573 626 tenge

Beginning from 2024,
21 173 offences were detected for the amount **34 704 800 tenge**



16th of March, 2020

a state of emergency was declared in Kazakhstan

iKOMEK109 determined as Hotline of Operational Headquarter for Astana city.



Identification and systematization of city problems, which allows to solve them directly and **prevent future** occurrences



Effective feedback

to citizens by using **digital technologies**

(example : response time in medical organizations was reduced **from 7 days to 2 days**)

Automating the electoral list process



- Updating the electoral list
- Adding building geo-tags
- Mapping polling stations boundaries
- Transferring electoral list to the CEC

iKOMEK109 –

it is not only a single contact center, but a full-fledged Situation Center of the city consisting of multiple services



iKomek 109



The center has become an integral part of a smart city, where an expanded range of services is designed to ensure a comfortable and safe life for our residents