



DELEGATION OF THE EUROPEAN UNION TO THE REPUBLIC OF KAZAKHSTAN

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**Speech delivered by Ambassador Aurélia Bouchez, Head of the European Union  
Delegation to Kazakhstan, at the seminar for journalists "Civil Service Reform:  
Outward Glimpse and Coverage in Media"**

*Astana, 18 April 2013*

Mr. chairman, ladies and gentlemen, dear participants,

A modern, efficient and transparent public administration, and highly educated and committed civil servants who are able to promote the ambitious development goals of their country, are indispensable cornerstones for the development of a dynamic and modern society.

The current process of modernizing the public administration and civil service systems in Kazakhstan is a crucial reform step for which the Agency for Civil Service Reform under your dynamic leadership, Mr. Baimenov, deserves praise.

The aim is to create a civil service which is capable to respond to the growing needs and expectations of society. This will be achieved by improving the performance of civil servants and public employees, by increasing the efficiency and effectiveness of public administration institutions and by improving the quality of services provided to the citizens.

The European Union is Kazakhstan's committed long-term partner. This year we celebrate the 20<sup>th</sup> anniversary of the establishment of diplomatic relations. During these years, we have provided technical assistance and developed close co-operation in many sectors. However, at this junction, supporting Kazakhstan's public administration reform has become one of our priority areas of cooperation for which we have allocated 10m€ of EU-funded technical cooperation funds.

We support the development and implementation of a performance-driven public administration based on the principles of modern corporate governance that will operate with efficiency, transparency and accountability to society.

We are confident that based on European experience we can share principles and good practices which can be useful for Kazakhstan.

A modern public administration is based on a coherent legal and regulatory framework, a clear role and mandate for the civil service and adequate resources to fulfill its tasks. To ensure a consistent high performance, the human resource system requires adequate training and incentives but also measures to ensure transparency and accountability.

In this reform process, the Agency for Civil Service Affairs has a critical role to play, and I am confident that your institution, Mr. Baimenov, has the leadership, staff and capacity to achieve its ambitious goals.

It is an excellent idea to reach out and explain to the media major public reforms. In Europe, high-quality and independent media play an important role in informing citizens but also in fulfilling crucial watchdog, investigation and accountability tasks.

We remain committed to support this important reform. About two weeks ago, the second Steering Committee for one of our ongoing projects with the Agency and the Academy for Public Administration has taken place, where we discussed past achievements and future orientations. I am happy to see that we can contribute to the rapid reforms implemented in this crucial sector. Let me also use this opportunity to express appreciation for our experts who provide support on a daily basis.

I wish you fruitful discussions and a successful conference.