On approval of the Rules for the provision of public services in the field of religious activity

Unofficial translation

Order of the Minister of Information and Social Development of the Republic of Kazakhstan dated March 31, 2020 No. 97. Registered with the Ministry of Justice of the Republic of Kazakhstan on April 1, 2020 No. 20256.

Unofficial translation

Under sub-paragraph 1) of Article 10 of the Law of the Republic of Kazakhstan "On State Services" **I HEREBY ORDER:**

Footnote. The preamble - as revised by order of the Minister of Information and Social Development of the Republic of Kazakhstan № 36 of 14.02.2022 (shall come into effect upon expiry of ten calendar days after the day of its first official publication).

1. That the following shall be approved:

1) the Rules for Rendering the State Service "Registration and Repeated Registration of Persons Engaged in Missionary Activities" as per Appendix 1 to this order;

2) the Rules for Rendering the State Service "Approval of Activities of Foreign Religious Associations on the Territory of the Republic of Kazakhstan, Appointment by Foreign Religious Centres of Heads of Religious Associations in the Republic of Kazakhstan" under Appendix 2 to this Order;

3) Rules for the provision of the public service "Coordination of the location of special stationary premises for the distribution of religious literature and other information materials of religious content, items of religious purpose" in accordance with Appendix 3 to this order;

4) Rules for Providing the State Service "Issuance of a Decision on Construction of Religious Buildings (Structures), Determination of their Location" as per Appendix 4 to this order;

5) the Rules for Rendering the State Service "Issuance of a Decision on Conversion (Change of Functional Purpose) of Buildings (Structures) into Religious Buildings (Structures) " as per Appendix 5 to this order.

Footnote. Paragraph 1 - as revised by order of the Minister of Information and Social Development of the Republic of Kazakhstan № 530 of 01.12.2022 (shall become effective ten calendar days after the date of its first official publication); amended in Kazakh, the text in Russian is unchanged by order of the Minister of Information and Social Development of the Republic of Kazakhstan № 551 of 15.12.2022 (shall come into effect ten calendar days after the date of its first official publication); with the amendment introduced by the Order of the acting Minister of Culture and Information of the Republic of Kazakhstan dated 14.03.2025 № 95-НҚ (shall come into effect upon expiry of ten calendar days after the date of its first

official publication); an amendment has been introduced in the Kazakh language, the text in Russian remains unchanged by the order of the acting Minister of Culture and Information of the Republic of Kazakhstan dated 20.08.2025 № 404-НҚ (shall come into effect upon expiry of ten calendar days after the date of its first official publication).

2. To recognize as invalid some orders in accordance with Appendix 7 to this order.

3. The Committee for Religious Affairs of the Ministry of Information and Social Development of the Republic of Kazakhstan, in accordance with the procedure established by the legislation of the Republic of Kazakhstan, shall ensure:

1) state registration of this order with the Ministry of Justice of the Republic of Kazakhstan;

2) posting this order on the Internet resource of the Ministry of Information and Social Development of the Republic of Kazakhstan after its official publication;

3) within ten working days after the state registration of this order, submission to the Legal Department of the Ministry of Information and Social Development of the Republic of Kazakhstan information on the implementation of the measures provided for in subparagraphs 1) and 2) of this paragraph.

4. Control over the execution of this order shall be entrusted to the supervising vice minister of information and social development.

5. This order shall be enforced upon the expiration of ten calendar days after the day of its first official publication.

Minister of Information and social development Republic of Kazakhstan *D. Abaev*

"AGREED"
Ministry of Digital Development,
innovation and aerospace
industry
Republic of Kazakhstan
"__" _____ 2020

Appendix 1
to order of the
Minister of Information and
Social Development
of the Republic of Kazakhstan
№ 97 of March 31, 2020

Rules for Providing the State Service "Registration and Re-Registration of Persons Engaged in Missionary Activities"

Footnote. The Rules - as revised by order of the Minister of Information and Social Development of the Republic of Kazakhstan № 36 of 14.02.2022 (shall be enforced upon expiration of ten calendar days after the day of its first official publication).

Chapter 1. General provisions

1. These Rules for Providing the State Service “Registration and Re-Registration of Persons Engaged in Missionary Activities” (hereinafter - Rules) have been elaborated under sub-paragraph 1) of Article 10 of the Law of the Republic of Kazakhstan “On State Services” and establish the procedure for rendering the state service “Registration and Re-Registration of Persons Engaged in Missionary Activities” (hereinafter - state service).

2. The public service shall be provided by local executive bodies of the regions, the cities of Astana, Almaty and Shymkent (hereinafter referred to as the Service provider) to individuals (hereinafter referred to as the Service recipient) in accordance with these Rules.

The following concepts shall be used in these Rules:

1) religious association is a voluntary association of citizens of the Republic of Kazakhstan, foreigners and stateless persons, united in the manner established by legislative acts of the Republic of Kazakhstan based on their common interests to satisfy spiritual needs;

2) religious activity – activity aimed at satisfying the religious needs of believers;

3) missionary activity – the activity of citizens of the Republic of Kazakhstan, foreigners, and stateless persons aimed at disseminating religious doctrine on the territory of the Republic of Kazakhstan for conversion to religion;

4) authorized body – a state body that carries out state regulation in the sphere of religious activity.

Footnote. Paragraph 2 – as amended by Order № 95-НҚ of the acting Minister of Culture and Information of the Republic of Kazakhstan dated March 14, 2025 (shall come into effect ten calendar days after the date of its first official publication).

2-1. Within three business days, the competent authority shall forward data on amendments and (or) additions made hereto to the organisations accepting applications and issuing the results of state serviceprovision, to the service providers, and to the Unified Contact Centre.

Footnote. Chapter 1 is supplemented by paragraph 2-1 as per order of the Minister of Information and Social Development of the Republic of Kazakhstan № 530 of 01.12.2022 (shall go into effect ten calendar days after the day of its first official publication).

Chapter 2: Procedure for rendering a state service

3. For obtaining the state service, the service recipient shall file an application for registration (re-registration) of a missionary in the form as per Appendix 1 hereto and enclose the documents in compliance with the list of basic requirements for rendering the state service in Appendix 2 hereto to the office of the service provider or via the Government for Citizens State Corporation (hereinafter referred to as the State Corporation), Non-Commercial Joint-Stock Company (hereinafter referred to as the State Corporation) and the e-government web portal www.egov.kz, www.elicense.kz (hereinafter referred to as the Portal).

Data on identity documents and state registration (re-registration) of a religious association shall be obtained by the employee of the State Corporation and (or) the service provider from the relevant state information systems via the e-government gateway.

Footnote. Paragraph 3 - as revised by order of the Minister of Information and Social Development of the Republic of Kazakhstan № 530 of 01.12.2022 (shall become effective upon expiry of ten calendar days after the day of its first official publication).

4. Should a service recipient fail to submit a complete set of documents, or submit expired documents, an employee of the State Corporation shall refuse to accept the application and issue a receipt of refusal to accept the documents in the form as per Appendix 3 hereto.

Upon acceptance of documents via the State Corporation, the service recipient shall be granted a receipt of acceptance of the relevant documents.

The prepared application with the package of documents shall be addressed to the service provider by courier and (or) by post, and (or) via the information system.

Upon application to the State Corporation, the day of receipt of documents shall not be included in the term of rendering the state service, and the result of rendering the state service by the service provider shall be provided to the State Corporation one day prior to the end of the term of rendering the state service.

The office of the service provider shall accept and register documents on the day of their receipt (when the service recipient applies after working hours, on weekends and public holidays under the labour laws of the Republic of Kazakhstan, acceptance of the application and issuance of the result of the state service shall be made on the next business day).

A copy of the service recipient's application with the service provider's seal containing the date, time of receipt and number of incoming documents, indicating the surname, first name, patronymic (if any) of the person who accepted the documents shall be a confirmation of acceptance of the document package by the office of the service provider.

Should the service recipient file an incomplete set of documents and (or) documents with expired validity period, the service provider shall refuse to accept the application.

When applying via the Portal, the service recipient shall be informed in the personal profile about the status of consideration of the request for state service, as well as a notification specifying the date and time of receipt of the result of the state service.

In case of application via the Portal, within 2 (two) business days from the moment of registration of the submitted documents, the service provider shall verify their completeness, and in case the applicant submits an incomplete set of documents, prepare a motivated refusal in further consideration of the application.

5. When a complete set of documents is filed, within 1 (one) business day the head of the service provider shall appoint the responsible person of the service provider (hereinafter referred to as the responsible person).

Within 1 (one) business day, the responsible person shall familiarise himself/herself with the documents of the service recipient and examine the data specified in the documents filed for authenticity.

If it is required to provide religious expertise, within 1 (one) business day from the moment of receipt of the service-recipient's documents by mail or by hand, the responsible person shall send the objects of expertise to the competent authority.

The term of registration shall be suspended in the case of religious expertise to obtain a conclusion on the materials provided by the missionary.

After religious expertise, the competent authority shall forward the expert opinion to the service provider.

After receipt of the letter on the conclusion of the expertise from the competent authority, within 4 (four) business days the responsible executive shall prepare on paper a certificate of registration (re-registration) of the missionary in the form as per Appendix 4 hereto.

In case of non-compliance of the service recipient with the requirements stipulated by the list of basic requirements for rendering the state service as per Appendix 2 hereto, the service provider shall decide to refuse to render the state service.

The service recipient shall be provided with a notification enclosing a preliminary decision on refusal to provide a state service no later than 3 (three) business days prior to its signing.

The service recipient shall provide or express an objection to the preliminary decision to refuse to provide a public service no later than 2 (two) working days from the date of receipt of the notification.

If the service recipient verbally expresses his objection, the service provider shall keep a record of the hearing in accordance with Article 74 of the Administrative Procedure Code of the Republic of Kazakhstan.

Upon the results of consideration of the objection, if received from the service recipient, the service provider shall issue a certificate of registration (re-registration) of the missionary in the form as per Appendix 4 hereto, or a reasoned refusal to grant the state service, which shall be sent to the service recipient or to the State Corporation.

The result of rendering the state service shall be sent on the Portal to the personal profile of the service recipient in the form of an electronic document signed by the EDS of the authorised person of the service provider.

Footnote. Paragraph 5 - as revised by order of the Minister of Information and Social Development of the Republic of Kazakhstan № 530 dated 01.12.2022 (shall enter into force ten calendar days after the date of its first official publication); as amended by the order of the acting Minister of Culture and Information of the Republic of Kazakhstan dated 20.08.2025 № 404-НҚ (shall come into effect upon expiry of ten calendar days after the date of its first official publication).

Chapter 3. Procedure for appealing against decisions, actions (inaction) of the service provider and (or) its officials on the issues of rendering state services

6. A complaint against a decision, actions (inaction) of a service provider on the issues of rendering a state service shall be examined by an official, a superior competent authority responsible for state regulation in the sphere of religious activity, a competent authority for assessment and control over the quality of rendering state services (hereinafter - an authority considering a complaint) under the laws of the Republic of Kazakhstan.

The complaint shall be lodged with the service provider and (or) the official whose decision, action (inaction) is being appealed against.

Under paragraph 2 of Article 25 of the Law of the Republic of Kazakhstan “On State Services”, the service recipient's complaint received by the service provider shall be considered within 5 (five) business days from the day of its regist.

The complaint of the service recipient, received by the competent authority for evaluation and control over the quality of state services shall be considered within 15 (fifteen) business days from the date of its registration.

Not later than 3 (three) business days from the date of receipt of the complaint, the service provider, the official whose decision, action (inaction) is being appealed, shall forward it and the administrative file to the body considering the complaint.

Herewith, the service provider, the official whose decision, action (inaction) is being appealed shall not forward the complaint to the body considering the complaint, if within 3 (three) business days it/he/she adopts a decision or other administrative action fully satisfying the requirements specified in the complaint.

If not otherwise envisaged by law, filing a complaint with the court shall be allowed after appealing in the pre-trial procedure.

Appendix 1
to the Rules for Rendering the
State Service
“Registration and Re-Registration
of Persons Engaged
in Missionary Activities”

Document form
to the service provider

_____
(position, surname, patronymic
(if any)
of the official,
authorised by the service
provider)
from the service recipient

_____
(position, surname, patronymic
(if any), address,
telephone and IIN of the natural person)

Application for registration (re-registration) of a missionary

I kindly ask you to register (re-register) me as a missionary.
Address of location (residence): _____
Passport or identity card (date of issue, number, issuing authority)
_____
Nationality: _____
Religious affiliation: _____
Name of the religious association on behalf of which the missionary activity is performed:
_____
Term of missionary activity: _____
Visa validity period: _____
Territory of implementation of activities: _____
(region, city of republican importance or the capital)
I confirm that I am familiarised with the laws of the Republic of Kazakhstan concerning the regulation of the activities of missionaries. _____ (signature)
List of enclosed documents:
1. _____
2. _____
3. _____
I hereby confirm the accuracy of the data presented and consent to the use of the information contained in the information systems, constituting a secret protected by law.
signature _____ Date of application _____

Appendix 2
to the Rules for the Provision of the
Public Service "Registration and
Re-registration of Persons Carrying Out
Missionary Activities"

Footnote. Appendix 2 – as amended by Order № 95-НҚ of the acting Minister of Culture and Information of the Republic of Kazakhstan dated March 14, 2025 (shall come into effect ten calendar days after its first official publication).

List of basic requirements for the provision of the public service "Registration and re-registration of persons engaged in missionary activity"		
1.	Name of the service provider	Local executive bodies of regions, cities of Astana, Almaty and Shymkent.
		Local executive bodies of the regions, the cities of Astana, Almaty and Shymkent, the non-profit joint-stock company State

2.	Methods of providing public services	Corporation "Government for Citizens", the web portal of the "Electronic Government" www.egov.kz.
3.	Timeframe for provision of public services	10 (ten) working days. The registration period is suspended while a religious studies examination is carried out to obtain a conclusion on the materials submitted by the missionary.
4.	Form of provision of public services	Electronic (partially automated)/paper.
5.	Result of rendering public services	Certificate of registration (re-registration) of a missionary or a reasoned response regarding refusal to provide a public service.
6.	The amount of payment charged to the service recipient for the provision of public services and the methods of collecting it in cases stipulated by the legislation of the Republic of Kazakhstan	For free.
		1) The Service Provider - from Monday to Friday, in accordance with the established work schedule from 9.00 to 18.30, excluding weekends and holidays, in accordance with the labor legislation of the Republic of Kazakhstan , with a lunch break from 13.00 to 14.30; 2) State Corporation - the acceptance of applications and the issuance of finished results of public services is carried out from Monday to Friday inclusive from 9.00 to 18.00 without a break, the duty departments of public services of the State Corporation from Monday to Friday inclusive from 9.00 to 20.00 and on Saturday from 9.00 to 13.00 except for holidays

7.	Opening hours of the service provider, the State Corporation and information facilities	and weekends in accordance with the Labor Code of the Republic of Kazakhstan; The public service is provided at the location of the service provider in the order of the electronic queue, without expedited service; it is possible to book an electronic queue through the Portal; 3) Portal - around the clock , except for technical breaks due to repair work (if the service recipient applies after working hours , on weekends and holidays , in accordance with the labor legislation of the Republic of Kazakhstan, the application shall be accepted and the result of the provision of the public service is issued on the next working day). Addresses of locations where public services are provided are posted at: Internet resource of the service provider: www.gov.kz; Internet resource of the State Corporation: www.gov4c.kz; Portal: www.elicense.kz.
		When the service recipient (or his/her representative by proxy) applies to the service provider and the State Corporation (upon presentation of an identity document or an electronic document from the digital document service for identification), the following shall be submitted: 1) an application for registration (re-registration) of a missionary in accordance with form 1 of these Rules for the

		provision of public services ; 2) a copy of the passport (for foreigners and stateless persons in the Republic of Kazakhstan); 3) a document issued by a religious association for the right to carry out missionary activities on behalf of the religious association (certified by the signature and seal (if any) of the head of the religious association, indicating the date of issue); 4) a certificate of state registration (re-registration) of a legal entity and a copy of the charter of the religious association whose representative is the missionary; 5) religious literature, other informational materials of religious content, religious items intended for missionary activities; 6) a copy of the letter on the positive conclusion of the religious studies examination (if any); 7) information on identity documents, on state registration (re-registration) of a legal entity, the service provider/employee of the State Corporation receives from the relevant state information systems through the e-government gateway. Foreigners and stateless persons in the Republic of Kazakhstan additionally submit the following documents: 1) a legalized or apostilled document certifying that the religious association represented by the missionary is officially registered under the laws of a foreign state;

8.	List of documents and information requested from the service recipient for the provision of public services	2) an invitation from a religious association registered in the Republic of Kazakhstan. When accessing the Portal: 1) an application in the form of an electronic document signed with the service recipient's digital signature; 2) an electronic copy of the passport (for foreigners and stateless persons in the Republic of Kazakhstan); 3) an electronic copy of the document issued by a religious association granting the right to carry out missionary activities on behalf of the religious association (signed and certified by the seal (if any) of the head of the religious association, indicating the date of issue of the paper version); 4) an electronic copy of the certificate of state registration (re-registration) of a legal entity and the charter of a religious association (signed and certified by the seal (if any) of the head of the religious association), whose representative is the missionary; 5) an electronic copy of religious literature, other information materials of religious content, religious items intended for missionary activities; 6) an electronic copy of the letter on the positive conclusion of the religious studies examination (if available); 7) the service provider receives information about identity documents and state registration (re-registration) of a legal entity from the relevant

		state information systems through the e-government gateway. Foreigners and stateless persons in the Republic of Kazakhstan additionally submit the following documents: 1) an electronic copy of a legalized or apostilled document certifying that the religious association represented by the missionary is officially registered under the laws of a foreign state; 2) an electronic copy of the invitation from a religious association registered in the Republic of Kazakhstan . Documents issued by foreign states are submitted with a notarized translation in the Republic of Kazakhstan into Kazakh and Russian and a notarized signature of the translator who performed the translation.
		1) establishing the inaccuracy of documents submitted by the service recipient to receive a public service, and (or) data (information) contained therein; 2) non-compliance of the service recipient and (or) the submitted materials, objects, data and information necessary for the provision of the public service with the requirements established by the regulatory legal acts of the Republic of Kazakhstan; 3) a negative response from an authorized government agency to a request for approval required for the provision of a government

9.		Grounds for refusal to provide public services established by the laws of the Republic of Kazakhstan	service, as well as a negative conclusion from an examination, study or inspection; 4) in relation to the service recipient, there is a court decision (sentence) that has entered into legal force prohibiting the activity or certain types of activity that require the receipt of a public service; 5) in relation to the service recipient there is a court decision that has entered into legal force, based on which the service recipient is deprived of a special right associated with receiving a public service; 6) absence of consent of the service recipient, provided in accordance with Article 8 of the Law of the Republic of Kazakhstan "On Personal Data and Their Protection", to access restricted personal data that are required to provide a public service; 7) the object of religious studies examination is not recommended for use and distribution on the territory of the Republic of Kazakhstan; 8) missionary activity that poses a threat to the constitutional order, public order, human rights and freedoms, and the health and morality of the population.
			Features of the provision of public services to service recipients with disabilities when contacting the service provider: the building is equipped with ramps designed for access by people with disabilities.

	10.	Other requirements taking into account the specifics of the provision of public services, including those provided in electronic form and through the State Corporation	For service recipients with a health condition with a persistent impairment of bodily functions that limits their life activities, if necessary, the acceptance of documents for the provision of a public service is carried out by an employee of the State Corporation with a visit to the place of residence by contacting the Unified Contact Center. To obtain information on the procedure and status of provision of a public service in remote access mode, the service recipient shall contact the contact numbers posted on the official Internet resource of the service provider and the Unified Contact Center. To receive a government service in electronic form, the service recipient applies through the Portal, provided that they have an electronic digital signature. Single contact center: 1414 , 8-800-080-7777. The digital document service shall be available to users logged into the mobile app. To use a digital document, you must log in to the mobile app using a digital signature or one-time password, then go to the " Digital Documents" section and select the required document.

Appendix 3
to the Rules for Providing
the State Service
“Registration and Re-Registration
of Persons Engaged in
Missionary Activities”

Document form

_____
(surname, first name, patronymic
(if any) (hereinafter - full name)

_____
(service recipient's address)

Footnote. Appendix 3 - as revised by order of the Minister of Information and Social Development of the Republic of Kazakhstan № 530 of 01.12.2022 (shall come into effect upon expiry of ten calendar days after the day of its first official publication).

Receipt of refusal to accept an application

Guided by paragraph 2 of Article 20, paragraph 2 of the Law of the Republic of Kazakhstan "On State Services", department № ____ of the branch of the Government for Citizens State Corporation (specify address) refuses to accept the application for rendering the state service due to your submission of an incomplete set of documents as per the list of basic requirements for rendering the state service "Registration and Re-Registration of Persons Engaged in Missionary Activities", namely:

Name of missing documents:

1. _____
2. _____

This receipt is made in 2 copies, one for each party.

_____ _____

Full name (if any) employee of the State Corporation (signature)

Received on: _____ _____

Full name (if any) of the service recipient (signature)

Date: "___" _____ 20__

Appendix 4
to the Rules for Providing
the State Service
"Registration and Re-Registration
of Persons Engaged in
Missionary Activities"

Document form

Akimat _____

(of the oblast, city of republican importance and the capital)

Certificate of registration (re-registration) of a missionary

_____

(registration number)

the city/town _____	"__" _____ 20__

This certificate is issued under the Law of the Republic of Kazakhstan "On Religious Activities and Religious Associations"

_____

(surname, first name, patronymic (if any) of the person to whom the certificate is issued) hereby confirms registration (re-registration) as a missionary from "_____" _____ 20__.

Territory within which the missioner is engaged in iactivities_____

_____

__

Date of initial registration (to be specified in case of re-registration) "__" _____ 20__

Passport or identity card: _____

(date of issue, number, issuing authority)

Nationality: _____

Religious affiliation: _____

Name of the religious association on behalf of which he/she is engaged in missionary activities:

_____

This certificate is valid until "__" _____20__

Official authorized by the service provider

_____

_____

__

(indicating the position, surname, first name, patronymic (if any)

Signature_____

Stamp here Series of form №____of the form

Appendix 2
to order of the
Minister of Information
and Social Development
of the Republic of Kazakhstan
№ 97 of March 31, 2020

Rules for Rendering the State Service "Approval of Activities of Foreign Religious Associations on the Territory of the Republic of Kazakhstan, Appointment by Foreign Religious Centres of Heads of Religious Associations in the Republic of Kazakhstan"

Footnote. The Rules - as revised by order of the Minister of Information and Social Development of the Republic of Kazakhstan № 36 dated 14.02.2022 (shall come into effect upon expiry of ten calendar days after the day of its first official publication).

Chapter 1. General provisions

1. These Rules for Rendering State Service “Approval of Activities of Foreign Religious Associations in the Republic of Kazakhstan, Appointment by Foreign Religious Centres of Heads of Religious Associations in the Republic of Kazakhstan” (hereinafter - the Rules) have been elaborated under sub-paragraph 1) of Article 10 of the Law of the Republic of Kazakhstan “On State Services” and establish the procedure for rendering the state service “ Approval of Activities of Foreign Religious Associations in the Republic of Kazakhstan, Appointment by Foreign Religious Centres of Heads of Religious Associations in the Republic of Kazakhstan” (hereinafter - the state service).

2. The public service shall be provided by the Committee for Religious Affairs of the Ministry of Culture and Information of the Republic of Kazakhstan (hereinafter referred to as the Service provider) to legal entities (hereinafter referred to as the Service recipient) in accordance with these Rules.

The following terms are used in these Rules:

1) religious association - a voluntary association of nationals of the Republic of Kazakhstan, foreigners and stateless persons who, in the order established by legislative acts of the Republic of Kazakhstan, have united based on the commonality of their interests to meet spiritual needs;

2) religious activities - activities aimed at satisfying the religious needs of believers.

Footnote. Paragraph 2 as amended by Order № 95-НҚ of the acting Minister of Culture and Information of the Republic of Kazakhstan dated March 14, 2025 (shall come into effect ten calendar days after the date of its first official publication).

2-1. Within three business days, the competent authority shall send information on amendments and (or) additions made hereto to the organisations accepting applications and issuing the results of rendering the state service, to the service providers, and to the Unified Contact Centre.

Footnote. Chapter 1 is supplemented by paragraph 2-1 as per order of the Minister of Information and Social Development of the Republic of Kazakhstan № 530 dated 01.12.2022 (shall be enacted ten calendar days after the date of its first official publication).

3. Approvals shall be made to establish compliance with the requirements established by the laws of the Republic of Kazakhstan.

Chapter 2: Procedure for rendering a state service

4. To obtain approval of the activities of foreign religious associations on the territory of the Republic of Kazakhstan, the service recipient shall apply with an application in the form as per Appendix 1 hereto and accompanied by documents pursuant to the list of basic requirements for rendering a state service in Appendix 3 hereto to the office of the service provider or via the Government for Citizens State Corporation (hereinafter - the State Corporation), Non-Commercial Joint-Stock Company (hereinafter - the State Corporation).

To obtain approval of appointment of heads of religious associations by foreign religious centres in the Republic of Kazakhstan, the service recipient shall apply with a petition in the form as per Appendix 2 hereto and with the attachment of documents pursuant to the list of basic requirements for the provision of the state service as per Appendix 3 hereto to the office of the service provider or via the State Corporation.

Footnote. Paragraph 4 - as revised by order of the Minister of Information and Social Development of the Republic of Kazakhstan № 530 of 01.12.2022 (shall come into effect upon expiry of ten calendar days after the day of its first official publication).

5. The office of the service provider shall accept and register documents on the day of their receipt (when the service recipient applies after working hours, on weekends and public holidays under the labour legislation of the Republic of Kazakhstan, the documents shall be accepted on the following business day).

The confirmation of acceptance of the package of documents from the service-recipient by the office of the service provider shall be the copy of the application or petition of the service-recipient with the stamp of the service provider, bearing the date, time of acceptance and number of the incoming documents, specifying the surname, name, patronymic (if any) of the person who accepted the documents.

On the day of receipt of documents, the office of the service provider shall verify the full extent of the documents filed.

Should the service recipient submit an incomplete package of documents, the office of the service provider shall refuse to accept the application/ petition.

Footnote. Paragraph 5 - as revised by order of the Minister of Information and Social Development of the Republic of Kazakhstan № 530 dated 01.12.2022 (shall take effect upon expiry of ten calendar days after the day of its first official publication).

6. When accepting documents via the State Corporation, the service recipient shall be provided with a receipt of acceptance of the relevant documents.

An official of the State Corporation shall examine the completeness of the application/ petition and the package of documents and shall accept them.

Should the service recipient file an incomplete set of documents, an employee of the State Corporation shall issue a receipt of refusal to accept the application in the form as per Appendix 4 hereto.

The prepared application/ petition with the package of documents shall be sent to the service provider by courier, and (or) by post, and (or) via the information system.

When applying to the State Corporation, the day of receipt of documents shall not be included in the term of rendering the state service, and the result of rendering the state service by the service provider shall be delivered to the State Corporation one day prior to the end of the term of rendering the state service.

7. Should the service recipient provide a complete set of documents, the head of the service provider shall familiarise himself/herself with the documents presented within 1 (one)

business day from the moment of their registration and appoint the responsible executive from the service provider (hereinafter referred to as the responsible executive).

Within 8 (eight) business days the responsible executive officer shall review the documents for compliance with the requirements established by the laws of the Republic of Kazakhstan.

Based on the results of review of the documents provided, within 1 (one) business day the responsible executive shall prepare a letter of approval in the form pursuant to Appendix 6 or 7 hereto.

Should the service recipient fail to meet the requirements envisaged by the list of basic requirements for rendering the state service in Appendix 3 hereto, the service provider shall make a decision to refuse to render the state service.

A notification shall be sent to the service recipient accompanied by a preliminary decision on refusal to render the state service no later than 3 (three) business days prior to its signing.

The service recipient shall provide or express an objection to the preliminary decision to refuse to provide a public service no later than 2 (two) working days from the date of receipt of the notification.

If the service recipient verbally expresses his objection, the service provider shall keep a record of the hearing in accordance with Article 74 of the Administrative Procedure Code of the Republic of Kazakhstan.

Based on the results of consideration of the objection, if received from the service recipient, the service provider shall issue a letter of approval as per Appendix 6 or 7 hereto or a reasoned refusal to render the state service.

Within 1 (one) business day, the office of the service provider shall register the result of rendering the state service with assignment of a registration number and date, and then forward it to the service recipient or to the State Corporation.

Footnote. Paragraph 7 - as revised by order of the Minister of Information and Social Development of the Republic of Kazakhstan № 530 dated 01.12.2022 (shall come into effect upon expiry of ten calendar days after the day of its first official publication); as amended by the order of the acting Minister of Culture and Information of the Republic of Kazakhstan dated 20.08.2025 № 404-НҚ (shall come into effect upon expiry of ten calendar days after the date of its first official publication).

8. Based on the letter of approval, the service recipient shall apply to the competent authority in the field of state registration of legal entities and record registration of branches and representative offices of the Republic of Kazakhstan for registration of a foreign religious association in the territory of the Republic of Kazakhstan or for registration (re-registration) of religious associations, record registration of branches and representative offices.

Chapter 3. The procedure for appealing decisions, actions (inaction) of the service provider and (or) its officials on the issues of rendering state services

9. A complaint against a decision, actions (inaction) of a service provider on issues of rendering a state service shall be reviewed by an official, a superior competent authority responsible for state regulation in the sphere of religious activity, an authorised body for evaluation and control over the quality of rendering state services (hereinafter - the body reviewing the complaint) under the laws of the Republic of Kazakhstan.

The complaint shall be filed to the service provider and (or) to the official whose decision, action (inaction) is being appealed against.

In compliance with paragraph 2 of Article 25 of the Law of the Republic of Kazakhstan " On State Services", the service recipient's complaint filed with the service provider shall be reviewed within 5 (five) business days from the day of its registration.

The complaint of the service recipient, filed to the competent authority for evaluation and control over the quality of state services shall be reviewed within 15 (fifteen) business days from the date of its registration.

The service provider, the official whose decision, action (inaction) is being appealed against, shall forward the complaint and the administrative file to the body reviewing the complaint no later than 3 (three) business days from the date of receipt of the complaint.

Herewith, the service provider, the official whose decision, action (inaction) is being appealed shall not forward the complaint to the body examining the complaint, if within 3 (three) business days it adopts a decision or other administrative action fully satisfying the requirements specified in the complaint.

If not otherwise envisaged by law, filing a complaint with the court shall be allowed after appealing in the pre-trial procedure.

Appendix 1
to the Rules for the Provision of the
Public Service "Coordination of the
Activities of Foreign Religious
Associations in the Territory of the
Republic of Kazakhstan, Appointment of
Heads of Religious Associations in the
Republic of Kazakhstan by Foreign
Religious Centers"
Form

To the head of the service provider

_____
(last name, first name, patronymic (if any)
from the service recipient

_____
(last name, first name, patronymic (if any)
, name, postal address, telephone number
and BIN of the legal entity)

Application for a letter of approval for the activities of a foreign religious association in the Republic of Kazakhstan

Footnote. Appendix 1 - as amended by the Order of the acting Minister of Culture and Information of the Republic of Kazakhstan dated March 14, 2025, № 95-НҚ (shall come into effect ten calendar days after the date of its first official publication).

I, _____

(last name, first name, patronymic (if any) of the head of the foreign religious association)

_____,

(passport or other identity document (date, number, issuing authority) request approval of the

activities of _____

(full name of the foreign religious association)

_____

in the territory of the Republic of Kazakhstan

_____.

(religious affiliation of the foreign religious association)

List of attached documents:

1. _____
2. _____
3. _____

I hereby confirm the accuracy of the information provided and consent to the use of information contained in information systems that constitutes a secret protected by law.

Signature _____

Date of application _____

Place of seal (for a legal entity)

Appendix 2
to the Rules for the Provision of the
Public Service "Coordination of the
Activities of Foreign Religious
Associations in the Territory of the
Republic of Kazakhstan, Appointment of
Heads of Religious Associations in the
Republic of Kazakhstan by Foreign
Religious Centers"
Form

To the head of the service provider

_____

(last name, first name, patronymic (if any)
from the service recipient

_____

(last name, first name, patronymic (if any)
, name, postal address, telephone number
and BIN of the legal entity)

Application for a letter of approval for the appointment of a head of a religious association in the Republic of Kazakhstan by a foreign religious center

Footnote. Appendix 2 - as amended by the Order of the acting Minister of Culture and Information of the Republic of Kazakhstan dated March 14, 2025, № 95-НҚ (shall come into effect upon expiry of ten calendar days after the date of its first official publication).

I hereby request approval for the appointment in the Republic of Kazakhstan of

_____,

(last name, first name, patronymic (if any) of the head of the religious association in the Republic of Kazakhstan) as the head of

_____

(full name of the religious association in the Republic of Kazakhstan)

_____

(indicate information on the candidate's previous activities in a foreign religious center)

_____

(information on the location of the foreign religious center)

_____

(details of the document (registration number, date, issuing authority, validity period) certifying that the founder - a foreign religious center is a legal entity under the laws of a foreign state)

_____.

(religious affiliation of the foreign religious association and its location)

List of attached documents:

1. _____
2. _____
3. _____

I hereby confirm the accuracy of the information provided and consent to the use of information contained in information systems that constitute a secret protected by law.

Signature of the service recipient _____

Date of applying _____

Place of seal (for a legal entity)

Appendix 3
to the Rules for the Provision of the
Public Service "Coordination of the
Activities of Foreign Religious
Associations in the Territory of the
Republic of Kazakhstan, Appointment of
Heads of Religious Associations in the
Republic of Kazakhstan by Foreign
Religious Centers"

Footnote. Appendix 3 - as amended by the Order of the acting Minister of Culture and Information of the Republic of Kazakhstan dated March 14, 2025, № 95-НҚ (shall come into effect ten calendar days after the date of its first official publication).

List of basic requirements for the provision of the public service "Coordination of the activities of foreign religious associations in the territory of the Republic of Kazakhstan, appointment of heads of religious associations in the Republic of Kazakhstan by foreign religious centers"		
1.	Name of the service provider	Committee on Religious Affairs of the Ministry of Culture and Information of the Republic of Kazakhstan.
2.	Methods of providing public services	Committee on Religious Affairs of the Ministry of Culture and Information of the Republic of Kazakhstan, State Corporation " Government for Citizens".
3.	Timeframe for provision of public services	15 (fifteen) working days.
4.	Form of provision of public services	On paper.
5.	Result of rendering public services	A letter of approval for the activities of a foreign religious association in the territory of the Republic of Kazakhstan, the appointment of heads of religious associations in the Republic of Kazakhstan by foreign religious centers, or a reasoned response to the refusal to provide a public service.
6.	The amount of payment charged to the service recipient for the provision of public services and the methods of collecting it in cases stipulated by the legislation of the Republic of Kazakhstan	For free.
7.	Opening hours of the service provider, the State Corporation and information facilities	1) The Service Provider - from Monday to Friday, in accordance with the established work schedule from 9:00 to 18:30, excluding weekends and holidays, in accordance with the labor legislation of the Republic of Kazakhstan, with a lunch break from 13:00 to 14:30. 2) State Corporation - acceptance of applications and issuance of finished results of state services is carried out from Monday to Friday inclusive from 9.00 to 18.00 without a break, duty departments of public services of the State Corporation from Monday to Friday inclusive from 9.00 to 20.00 and on Saturday from 9.00 to 13.00 except for holidays and weekends in accordance with the Labor Code of the Republic of Kazakhstan;

		The public service shall be provided at the location of the service provider in the order of the electronic queue, without expedited service; it is possible to book an electronic queue through the Portal; Addresses of locations where public services are provided are posted at: Internet resource of the service provider: www.gov.kz; Internet resource of the State Corporation: www.gov4c.kz.
8.	List of documents and information requested from the service recipient for the provision of public services	The list of documents required for the approval of the activities of a foreign religious association in the territory of the Republic of Kazakhstan when the service recipient (or his/her representative by proxy) applies to the service provider either through the State Corporation (upon presentation of an identity document for identification) or an electronic document from the digital document service: 1) an application in the form in accordance with Appendix 1 to these Rules; 2) a document confirming the location of a foreign religious association; 3) a legalized or apostilled document certifying that the founder - a foreign religious association - is a legal entity under the laws of a foreign state, with a translation into Kazakh and Russian, the authenticity of which is certified in accordance with Article 80 of the Law of the Republic of Kazakhstan "On Notaries"; 4) a list of citizen initiators of the religious association being created, in the form according to Appendix 5 to these Rules; 5) printed religious materials revealing the history of the emergence and foundations of the doctrine of a foreign religious association and containing information about the religious activities corresponding to it; 6) a copy of the charter (regulations) of a foreign religious association,

		approved by the body of a legal entity with a notarized translation in Kazakh and Russian. The list of documents required for approval of the appointment of heads of religious associations in the Republic of Kazakhstan by foreign religious centers, when the service recipient (or his/her representative by proxy) applies to the service provider either through the State Corporation (upon presentation of an identity document for identification) or an electronic document from the digital document service: 1) a petition in the form in accordance with Appendix 2 to these Rules; 2) a decision of a foreign religious center to appoint a candidate as the head of a religious association operating on the territory of the Republic of Kazakhstan; 3) a copy of the passport or identity card of the candidate for the position of head of a religious association. If documents are submitted in a foreign language, a notarized translation into Kazakh and Russian is provided, with the signature of the translator who performed the translation notarized in the Republic of Kazakhstan.
		In the event of a refusal to provide approval for the activities of a foreign religious association on the territory of the Republic of Kazakhstan, the service provider shall send a response to the service recipient indicating the reasons for the refusal: 1) if the activities of religious associations are aimed at establishing the supremacy of one religion in the state, inciting religious hatred or discord, including those associated with violence or calls for violence and other illegal actions; 2) if the activities of religious associations are aimed at coercing citizens of the Republic of Kazakhstan, foreigners and stateless

		persons in determining their attitude towards religion, to participate or not to participate in the activities of a religious association, in religious rituals and (or) in religious teaching; 3) if the activities of religious associations are aimed at violence against citizens of the Republic of Kazakhstan, foreigners and stateless persons or other harm to their health, or at the dissolution of marriage between spouses (breakup of the family) or the termination of family relations, causing damage to morality, violating the rights and freedoms of man and citizen, inciting citizens to refuse to fulfill their duties stipulated by the Constitution and laws of the Republic of Kazakhstan, and other violation of the legislation of the Republic of Kazakhstan; 4) if the activities of religious associations are aimed at the forced involvement of citizens of the Republic of Kazakhstan, foreigners and stateless persons in their activities, including through charity, and (or) preventing them from leaving a religious association, including through the use of blackmail, violence or the threat of its use, using the material or other dependence of citizens of the Republic of Kazakhstan, foreigners and stateless persons, or through deception; 5) if the activities of religious associations are aimed at forcing participants (members) of a religious association and religious followers to alienate property belonging to them in favor of the religious association, its leaders and other participants (members); 6) if the activities of religious associations are aimed at encouraging the adoption of decisions and the commission of actions using religion and religious beliefs that are clearly capable of disorganizing the activities of state

		bodies, disrupting their smooth functioning, and reducing the degree of governance in the country; 7) establishing the inaccuracy of documents submitted by the service recipient to receive a public service, and (or) data (information) contained therein; 8) non-compliance of the service recipient and (or) the submitted materials, objects, data and information necessary for the provision of the public service with the requirements established by the regulatory legal acts of the Republic of Kazakhstan; 9) a negative response from an authorized government body to a request for approval required for the provision of a government service, as well as a negative conclusion from an examination, study or inspection; 10) in relation to the service recipient, there is a court decision (sentence) that has entered into legal force prohibiting the activity or certain types of activity that require the receipt of the public service; 11) in relation to the service recipient there is a court decision that has entered into legal force, based on which the service recipient is deprived of a special right associated with receiving a public service. 12) absence of consent of the service recipient, provided in accordance with Article 8 of the Law of the Republic of Kazakhstan "On Personal Data and Their Protection", to access restricted personal data that is required for the provision of the public service. In the event of a refusal to provide approval for the appointment of heads of religious associations by foreign religious centers in the Republic of Kazakhstan, the service provider shall send a response to the service recipient indicating the reasons for the refusal: 1) if the activities of the head of a religious association in the Republic
9.	Grounds for refusal to provide public services established by the laws of the Republic of Kazakhstan	

		of Kazakhstan may create a threat to the constitutional order, public order, human rights and freedoms, health and morality of the population; 2) establishing the inaccuracy of the documents submitted by the service recipient to receive the public service, and (or) the data (information) contained therein; 3) non-compliance of the service recipient and (or) the submitted materials, objects, data and information necessary for the provision of the public service with the requirements established by the regulatory legal acts of the Republic of Kazakhstan; 4) a negative response from an authorized government body to a request for approval required for the provision of a government service, as well as a negative conclusion from an examination, study or inspection; 5) in relation to the service recipient, there is a court decision (sentence) that has entered into legal force prohibiting the activity or certain types of activity that require the receipt of a public service; 6) in relation to the service recipient there is a court decision that has entered into legal force, based on which the service recipient is deprived of a special right associated with receiving a public service; 7) absence of consent of the service recipient, provided in accordance with Article 8 of the Law of the Republic of Kazakhstan "On Personal Data and Their Protection", to access restricted personal data that is required to provide the public service.
		Other requirements taking into account the specifics of the provision of public services: For service recipients who, in accordance with the procedure established by law, have a complete or partial loss of the ability or capacity to perform self-service, move independently, or navigate, the

10.	Other requirements taking into account the specifics of the provision of public services, including those provided in electronic form and through the State Corporation	acceptance of documents for the provision of a public service is carried out by an employee of the State Corporation with a visit to the place of residence by contacting through the Unified Contact Center. To obtain information on the procedure and status of provision of a public service in remote access mode, the service recipient shall contact the contact numbers posted on the official Internet resource of the service provider and the Unified Contact Center. Single contact center: 1414, 8-800-080-7777 The digital document service is available to users logged into the mobile app. To use a digital document, you must log in to the mobile app using a digital signature or one-time password, then go to the "Digital Documents" section and select the required document.

Appendix 4
to the Rules for the Provision of the Public Service "Coordination of the Activities of Foreign Religious Associations in the Territory of the Republic of Kazakhstan, Appointment of Heads of Religious Associations in the Republic of Kazakhstan by Foreign Religious Centers"
form

_____
(last name, first name, patronymic (if any)
(hereinafter referred to as Full Name)

_____
(address of the service recipient)

Receipt of refusal to accept an application/petition

Footnote. Appendix 4 – as amended by Order № 95-НҚ of the acting Minister of Culture and Information of the Republic of Kazakhstan dated March 14, 2025 (shall come into effect ten calendar days after the date of its first official publication).

Guided by paragraph 2 of Article 20 of the Law of the Republic of Kazakhstan "On Public

Services", Department № ____ of the branch of the State Corporation "Government for Citizens"

_____

(indicate the address)

refuses to accept your application/petition for the provision of a public service due to the submission by you an incomplete package of documents in accordance with the list of basic requirements for the provision of the public service "Coordination of the activities of foreign religious associations on the territory of the Republic of Kazakhstan, the appointment of heads of religious associations in the Republic of Kazakhstan by foreign religious centers", namely:

Name of missing documents:

1. _____
2. _____
3. _____

This receipt is made out in 2 copies, one for each party.

_____ _____

Full name (employee of the State Corporation) (signature)

Received by: _____ _____

Full name (if any) of the service recipient (signature)

Date: "____" _____ 20__.

Appendix 5
to the Rules for the Provision of the
Public Service "Coordination of the
Activities of Foreign Religious
Associations in the Territory of the
Republic of Kazakhstan, Appointment of
Heads of Religious Associations in the
Republic of Kazakhstan by Foreign
Religious Centers"

List of citizens-initiators of the created religious association

Footnote. Appendix 5 – as amended by Order № 95-НҚ of the acting Minister of Culture and Information of the Republic of Kazakhstan dated March 14, 2025 (shall come into effect ten calendar days after the date of its first official publication).

_____

(name of religious association)

_____

(region, cities of Astana, Almaty and Shymkent)

Item №	Last name, first name, patronymic (if any)	Date, month and year of birth	Information about the identity document of a citizen of the Republic of Kazakhstan, individual	Residential address, home and work telephone numbers	

			identification number		Personal signature
1	2	3	4	5	6

Appendix 6
to the Rules for the Provision of the Public Service "Coordination of the Activities of Foreign Religious Associations in the Territory of the Republic of Kazakhstan, Appointment of Heads of Religious Associations in the Republic of Kazakhstan by Foreign Religious Centers"

Footnote. Appendix 6 – as amended by Order № 95-НҚ of the acting Minister of Culture and Information of the Republic of Kazakhstan dated March 14, 2025 (shall come into effect ten calendar days after the date of its first official publication).

Coordination of the activities of a foreign religious association on the territory of the Republic

of Kazakhstan № _____ date "___" _____20___

Issued by _____

(last name, first name, patronymic (if any) of the head of the foreign religious association) and

coordinates the activities of _____

(full name of the foreign religious association) on the territory of the Republic of Kazakhstan

in accordance with the Law of the Republic of Kazakhstan "On religious activities and religious associations".

Appendix 7
to the Rules for the Provision of the Public Service "Coordination of the Activities of Foreign Religious Associations in the Territory of the Republic of Kazakhstan, Appointment of Heads of Religious Associations in the Republic of Kazakhstan by Foreign Religious Centers"

Coordination of the appointment of heads of religious associations in the Republic of Kazakhstan by foreign religious centers

Footnote. Appendix 7 – as amended by Order № 95-НҚ of the acting Minister of Culture and Information of the Republic of Kazakhstan dated March 14, 2025 (shall come into effect ten calendar days after its first official publication).

№ _____ date "___" _____20___

Issued by

_____

(full name of the foreign religious center) and agrees to the appointment of

_____

(last name, first name, patronymic (if any) head of the religious association in the Republic of

Kazakhstan) as head of

_____

(full name of the religious association in the Republic of Kazakhstan)

_____

in accordance with the Law of the Republic of Kazakhstan "On Religious Activity and Religious Associations".

Appendix 3 to order
of the Minister of Information
and Social Development
of the Republic of Kazakhstan
№ 97 of March 31, 2020

Rules for the provision of a state service "Approval of the location of special stationary premises for the distribution of religious literature and other information materials of religious content, religious items"

Footnote. The rules are in the wording of the order of the Acting Minister of Culture and Information of the Republic of Kazakhstan dated 14.03.2025 № 95-НК (shall be enforced upon expiry of ten calendar days after the day of its first official publication).

Chapter 1. General provisions

1. These Rules for the provision of a state service "Approval of the location of special stationary premises for the distribution of religious literature and other information materials of religious content, religious items" (hereinafter - the Rules) have been developed in accordance with subparagraph 1) of Article 10 of the Law of the Republic of Kazakhstan "On State Services" and shall determine the procedure for the provision of a state service " Approval of the location of special stationary premises for the distribution of religious literature and other information materials of religious content, religious items" (hereinafter - the state service).

2. The state service is provided by local executive bodies of regions, the cities of Astana, Almaty and Shymkent (hereinafter - the service provider) to individuals and legal entities (hereinafter - the service recipient) in accordance with these Rules.

The following concepts are used in these Rules:

a special stationary premise for the distribution of religious literature and other information materials of religious content, religious items (hereinafter - a stationary premise) - a stationary capital structure or a separate part thereof, located outside religious buildings (

structures), provided with commercial, utility, administrative and household premises, as well as premises for the reception, storage and preparation for sale of religious literature, information materials of religious content, religious items;

2) a religious association is a voluntary association of citizens of the Republic of Kazakhstan, foreigners and stateless persons, united in the manner established by legislative acts of the Republic of Kazakhstan on the basis of their common interests to satisfy spiritual needs;

3) religious activity – activity aimed at satisfying the religious needs of believers.

2-1. The authorized body, within three working days, shall send information on the changes and/or additions made to these Rules to organizations that accept applications and issue the results of the provision of a state service, to service providers, and to the Unified contact center.

Chapter 2. Procedure for the provision of a state service

3. To receive a state service, the service recipient shall submit an application in the form according to Appendix 1 to these Rules and with documents attached in accordance with the list of basic requirements for the provision of a state service in Appendix 2 to these Rules to the office of the service provider or through the Non-Commercial Joint-Stock Company " State Corporation "Government for Citizens" (hereinafter - the State Corporation) and the " electronic government" web portal www.egov.kz, www.elicense.kz (hereinafter - the Portal).

Information about identity documents and state registration (re-registration) of a religious association is received by an employee of the State Corporation and/or the service provider from the relevant state information systems through the "electronic government" gateway.

4. If the service recipient submits an incomplete set of documents, as well as expired documents, the employee of the State Corporation shall refuse to accept the application and issue a receipt of refusal to accept documents in the form according to Appendix 3 to these Rules.

When accepting documents through the State Corporation, the service recipient shall be issued a receipt for the acceptance of the relevant documents.

The completed application with a package of documents shall be sent to the service provider via courier and/or postal service and/or via the information system.

When applying to the State Corporation, the day of receipt of documents is not included in the term for the provision of a state service, while the result of provision of the state service by the service provider shall be provided to the State Corporation the day before the end of the term of the state service provision.

The service provider's office shall accept and register documents on the day of their receipt (if the service recipient applies after working hours, on weekends and holidays, in

accordance with the labor legislation of the Republic of Kazakhstan, the application shall be accepted and the result of the provision of the state service shall be issued on the next working day).

Confirmation of acceptance of a package of documents by the service provider's office is a copy of the service recipient's application with the service provider's stamp, containing the date, time of acceptance and number of incoming documents, indicating the last name, first name, patronymic (if any) of the person who accepted the documents.

If the service recipient submits an incomplete package of documents and/or documents with an expired validity period, the service provider refuses to accept the application.

In the event of an application being submitted through the Portal, the service recipient shall be sent information about the status of the review of the request for the provision of a state service to their “personal account”, as well as a notification indicating the date and time of receipt of the result of a state service.

In case of an application through the Portal, the service provider, within 2 (two) working days from the date of registration of the submitted documents, shall check their completeness, and if the applicant submits an incomplete set of documents, shall prepare a reasoned refusal to further consider the application.

5. Upon submission of a complete package of documents, the head of the service provider shall, within 1 (one) working day, determine the responsible executor of the service provider (hereinafter - the responsible executor).

The responsible executor, within 1 (one) working day, shall familiarize himself with the documents of the service recipient and examine the accuracy of the information specified in the submitted documents.

The responsible executor, within 3 (three) working days, agrees with the structural divisions of the service provider a draft letter of approval for the location of special stationary premises for the distribution of religious literature and other information materials of religious content, religious items, and, if necessary, sends a request to state bodies.

The responsible executor shall, within 5 (five) working days, prepare a letter of approval for the location of special stationary premises for the distribution of religious literature and other information materials of religious content, and religious items on paper.

If the service recipient does not meet the requirements stipulated by the list of basic requirements for the provision of a state service in accordance with Appendix 2 to these Rules , the service provider shall make a decision to refuse to provide the state service.

The service recipient shall be sent a notification with an attached preliminary decision on refusal to provide the state service no later than 3 (three) working days before it is signed.

The service recipient shall provide or express an objection to the preliminary decision to refuse to provide a public service no later than 2 (two) working days from the date of receipt of the notification.

If the service recipient verbally expresses his/her objection, the service provider shall keep a record of the hearing in accordance with Article 74 of the Administrative Procedure Code of the Republic of Kazakhstan.

Based on the results of consideration of the objection, upon receipt from the service recipient, the service provider shall issue a letter of approval for the location of special stationary premises for the distribution of religious literature and other information materials of religious content, religious items, or a reasoned refusal to provide the state service, which is sent to the service recipient or to the State Corporation.

On the Portal, the result of the provision of a state service - an electronic copy of the letter of approval for the location of special stationary premises for the distribution of religious literature and other information materials of religious content, items of religious purpose shall be sent to the "personal account" of the service recipient in the form of an electronic document signed with the digital signature of the authorized person of the service provider.

When a service recipient applies for a paper copy of the result of a state service provision, a copy of the approval letter shall be issued, certified by the seal and signature of an authorized person of the service provider.

Footnote. Article 5 as amended by the order of the acting Minister of Culture and Information of the Republic of Kazakhstan dated 20.08.2025 № 404-НҚ (shall come into effect upon expiry of ten calendar days after the date of its first official publication).

Chapter 3. Procedure for appealing decisions, actions (inactions) of the service provider and (or) its officials, on issues of providing state services

6. Consideration of a complaint against a decision, actions (inaction) of a service provider on issues of providing a state service shall be carried out by an official, a higher authorized body implementing state regulation in the sphere of religious activity, an authorized body for assessment and control over the quality of providing state services (hereinafter - the body considering the complaint) in accordance with the legislation of the Republic of Kazakhstan.

The complaint shall be submitted to the service provider and/or the official whose decision, action (inaction) is being appealed.

A complaint from a service recipient received by a service provider, in accordance with paragraph 2 of Article 25 of the Law of the Republic of Kazakhstan “On State Services”, shall be subject to review within 5 (five) working days from the date of its registration.

A complaint from a service recipient received by the authorized body for assessment and control of the quality of providing state services shall be considered within 15 (fifteen) working days from the date of its registration.

The service provider or official whose decision, action (inaction) is being appealed shall, no later than 3 (three) working days from the date of receipt of the complaint, send it and the administrative case to the body considering the complaint.

In this case, the service provider, official whose decision, action (inaction) is being appealed, shall not send a complaint to the body considering the complaint if it, within 3 (three) working days, makes a decision or other administrative action that fully satisfies the requirements specified in the complaint.

Unless otherwise provided by law, filing a complaint with the court is permitted after appealing in a pre-trial manner.

Appendix 1
to the Rules for Rendering
the State Service
"Issuance of a Decision on
Approval of the Location
of Special Fixed
Premises for Distribution
of Religious Literature and
Other Information Materials
of Religious Content,
Religious Items"

Document form

to the service provider

_____
(position, surname, name, patronymic
(if any) of an official
authorised by the service provider)
from the service recipient

_____
(surname, first name, patronymic
(if any), address,
telephone number and BIN
of a natural person and, (or) name,
postal address, telephone number
and BIN of a legal entity)

Application

I kindly ask you to issue a decision on approval of the location of the special stationary premises for distribution of religious literature and other information materials of religious content, religious items, located at the address of:

_____

_____.

List of enclosed documents:

1._____

2._____

3._____

4._____

I hereby confirm the authenticity of the information presented and give my consent

to the use of information contained in information systems that constitutes a legally protected

secret.

Signature_____ Date of filing the application _____

Stamp here (for a legal entity)

Appendix 2
to the Rules for Rendering
the State Service
“Issuance of a Decision on
Approval of the Location
of Special Fixed
Premises for Distribution
of Religious Literature and
Other Information Materials
of Religious Content,
Religious Items”

Footnote. Appendix 2 - as reworded by order of the Minister of Information and Social Development of the Republic of Kazakhstan № 530 dated 01.12.2022 (shall go into effect upon expiry of ten calendar days after the day of its first official publication).

List of basic requirements for rendering the state service “Issuance of a Decision on Approval of the Location of Special Fixed Premises for Distribution of Religious Literature and Other Information Materials of Religious Content, Religious Items”		
1	Name of the service provider	Local executive bodies of regions, the cities of Astana, Almaty and Shymkent
2	Ways of rendering the state service	Local executive bodies of regions, the cities of Astana, Almaty and Shymkent, Government for Citizens State Corporation, e-Government web portal www.egov.kz
3	Term of rendering the state service	23 (twenty-three) business days
4	Form of rendering the state service	Electronic (partially automated)/ paper based
		Decision on approval of the location of special stationary premises for distribution of religious literature and other information materials of religious content, religious items, or a reasoned response on refusal to grant the state service. Form of rendering the result of the state service - electronic (partially automated) on paper. Condition for issuing the result of rendering the state service: via the service provider: the documents shall be issued to the service recipient by mail via the office of the service provider or by

		hand upon presentation of an identity card (or its representative with a notarised power of attorney) upon presentation of a copy of the service recipient's application with the service provider's seal; via the State Corporation: ready documents shall be issued to the service recipient in compliance with the working hours of the State Corporation upon presentation of identity documents or his/her representative acting under a document issued under the civil laws of the Republic of Kazakhstan, specifying the relevant powers of the representative; via the Portal: the result of the state service shall be forwarded to the " personal profile" of the service recipient in the form of an electronic document signed by an electronic digital signature (hereinafter - EDS) of the authorised person of the service provider. The State Corporation shall ensure the storage of the result for 1 (one) month, after which it shall transfer it to the service provider for further storage for 1 (one) year. If the service recipient applies after 1 (one) month, at the request of the state corporation, within 10 (ten) business days the service provider shall send the ready result of rendering the state service to the state corporation for issuing to the service recipient.
5	Result of rendering the state service	
6	The amount of payment charged from the service recipient when rendering the state service and ways of its collection in cases stipulated by the laws of the Republic of Kazakhstan	Free of charge
		1) of the service provider - from Monday to Friday, as per the established working hours from 9.00 a.m. to 6.30 p.m., excluding weekends and public holidays, under the labour legislation of the Republic of Kazakhstan, with a lunch break from 1.00 p.m. to 2.30 p.m.; 2) of the State Corporation - acceptance of applications and

		issuance of final results of state services shall be made from Monday to Friday inclusive from 9.00 a.m. to 6.00 p.m. without a break, on-duty departments of population service of the State Corporation from Monday to Friday inclusive from 9.00 a.m. to 8.00 p.m. and on Saturday from 9.00 a.m. to 1.00 p.m. excluding holidays and weekends as per the Labour Code of the Republic of Kazakhstan;
7	Working hours of the service provider, the State Corporation and information objects	The state service shall be rendered at the location of the service provider in the order of electronic queue, without accelerated service, it is available to book an electronic queue via the Portal; 3) of the Portal - round the clock, excluding technical interruptions due to repair works (when the service recipient applies after working hours , on weekends and holidays under the labour legislation of the Republic of Kazakhstan, application acceptance and issuance of the result of the state service shall be performed on the next business day). The addresses of the places where the state service is rendered are posted on: the internet resource of the service provider: www.qogam.gov.kz; the Internet resource of the State Corporation: www.gov4c.kz; the Portal: www.elicense.kz.
		Upon application of the service recipient (or its representative by power of attorney) to the service provider and to the State Corporation (upon presentation of an identity document for identification of the person), the following shall be presented: 1) an application in the form as per Appendix 1 to these Rules for Rendering the State Service; 2) a statement of justification on the location of special stationary premises for the distribution of religious literature and other information materials of religious content, religious items in any form, signed by the service recipient (

		specifying the number of commercial, auxiliary, administrative and domestic premises, as well as premises intended for receiving, storing and preparing for sale religious literature and other information materials of religious content, religious items; the purpose of establishment of the premises; absence of buildings of educational organisations (if there is no adjacent territory), excluding faith-based (religious) educational organisations, within three hundred metres of the building (structure) where the premises are located); 3) a letter of consent of the owner to use the premises for distribution of religious literature and other information materials of religious content, religious items (to be presented in the case of leased premises). The documents envisaged in sub-paragraphs 2) and 3) of this paragraph shall be presented with the date specified not earlier than three months prior to the submission of the application. When applying via the Portal: 1) an application in the form of an electronic document signed by the service recipient's EDS; 2) an electronic copy of the statement of justification for the location of special stationary premises for the distribution of religious literature and other information materials of religious content, religious items in any form, signed by the service recipient (stating the number of commercial, auxiliary, administrative and domestic premises, as well as premises designated for receiving, storing and preparing for sale religious literature and other information materials of religious content, religious items; the purpose of establishment of the premises; absence of buildings of educational organisations (if there is no adjacent territory), excluding spiritual (religious) educational organisations,
8	List of documents and data required from the service recipient for rendering the state service	

		within three hundred metres of the building (structure) where the premises are located); 3) an electronic copy of the letter of consent of the owner to use the premises for distribution of religious literature and other information materials of religious content, religious items (provided in case of leased premises). Electronic copies of the documents envisaged in sub-paragraphs 2) and 3) of this paragraph shall be submitted with the date specified not earlier than three months prior to the submission of the application.
9	Grounds for refusal to render the state service established by the laws of the Republic of Kazakhstan	1) establishing the unreliability of the documents supplied by the service recipient to receive a state service and (or) the data (information) contained therein; 2) non-conformity of the service recipient and (or) presented materials , objects, data and information needed for rendering a state service to the requirements established by the normative legal acts of the Republic of Kazakhstan; 3) in respect of the service recipient there is an effective court decision (judgement) on the prohibition of activities or certain types of activities requiring the receipt of a state service; 4) the service recipient is subject to an enforceable court judgement based on which the service recipient is deprived of a special right related to the receipt of a state service.
		Specifics of rendering the state service to service recipients with disabilities when applying to the service provider: the building is equipped with ramps designed for access of people with disabilities. In case of necessity, the documents for rendering the state service shall be accepted by an employee of the State Corporation with a visit to the place of residence by applying via the Unified Contact Centre to the recipients of services who have a health disorder with an enduring

10	Other requirements considering the specifics of rendering the state service, including those rendered in electronic form and via the State Corporation	disorder of the functions of the organism limiting his/her vital activity. To obtain information on the procedure and status of rendering the state service in the remote access mode, the service recipient shall apply by means of contact phones placed on the official Internet resource of the service provider and the Unified Contact Centre. To obtain a state service in electronic form, a service recipient shall apply via the Portal provided that he/she has an EDS. Unified Contact Centre:1414, 8-800-080-7777

Appendix 3
to the Rules for Rendering
the State Service
"Issuance of a Decision on
Approval of the Location
of Special Fixed Premises
for Distribution of Religious Literature
and Other Information Materials of
Religious
Content, Religious Items by the Local
Executive Bodies"

Footnote. Appendix 3 - as reworded by order of the Minister of Information and Social Development of the Republic of Kazakhstan № 530 dated 01.12.2022 (shall become effective upon expiry of ten calendar days after the day of its first official publication).

Document form

_____
(surname, first name, patronymic
(if any) (hereinafter - full name),
or the name of the recipient organisation)

_____
(service recipient's address)

Receipt of refusal to accept an application

Guided by paragraph 2 of Article 20 of the Law of the Republic of Kazakhstan "On State Services", Department № _____ of the branch of the Government for Citizens State Corporation (specify address) refuses to accept the application for rendering the state service _____ due to your presentation of an incomplete set of documents as per the list of basic requirements for rendering the state service "Issuance of a Decision on Approval of Location of Special Stationary Premises for Distribution of Religious Literature and Other Information Materials of Religious Content, Religious Items", namely:

Name of missing documents:

1. _____

2. _____

3. _____

This receipt has been drawn up in 2 copies, one for each party.

_____ _____

Full name (an employee of the State Corporation) (signature)

Received by: _____ _____

Full name (if any) of the service recipient (signature)

Date: "____" _____ 20___

Appendix 4
to order of the
Minister of Information and
Social Development
of the Republic of Kazakhstan
№ 97 of March 31, 2020

Footnote. The upper right corner of Appendix 4 - as revised by order of the Minister of Information and Social Development of the Republic of Kazakhstan № 530 dated 01.12.2022 (shall become effective ten calendar days after the date of its first official publication); the text in Kazakh is amended, the text in Russian is not changed by order of the Minister of Information and Social Development of the Republic of Kazakhstan № 551 of 15.12.2022 (shall be put into effect ten calendar days after the date of its first official publication).

Rules for Rendering the State Service "Issuing a Decision on the Construction of Religious Buildings (Structures), Determining Their Location"

Footnote. The Rules - as revised by order of the Minister of Information and Social Development of the Republic of Kazakhstan № 36 dated 14.02.2022 (shall come into effect upon expiry of ten calendar days after the day of its first official publication).

Chapter 1. General provisions

1. Rules for Rendering the State Service "Issuing a Decision on the Construction of Religious Buildings (Structures), Determining Their Location" (hereinafter referred to as the Rules) have been elaborated under sub-paragraph 1) of Article 10 of the Law of the Republic of Kazakhstan "On State Services" and establish the procedure for rendering the state service "Issuing a Decision on Construction of Religious Buildings (Structures), Determination of their Location" (hereinafter - the state service).

2. The public service shall be provided by local executive bodies of the regions, the cities of Astana, Almaty and Shymkent (hereinafter referred to as the Service provider) to individuals and legal entities (hereinafter referred to as the Service recipient) in accordance with these Rules.

The following terms are used herein:

1) a religious building (structure) - a place intended for divine services, prayer and religious meetings, religious veneration (pilgrimage).);

2) a religious association - a voluntary association of nationals of the Republic of Kazakhstan, foreigners and stateless persons who, under the procedure established by legislative acts of the Republic of Kazakhstan, have united based on the commonality of their interests to meet spiritual needs;

3) religious activities - activities aimed at satisfying the religious needs of believers.

Footnote. Paragraph 2 as amended by Order № 95-НҚ of the acting Minister of Culture and Information of the Republic of Kazakhstan dated March 14, 2025 (shall come into effect ten calendar days after the date of its first official publication).

2-1. Within three business days, the competent authority shall send information on amendments and (or) additions made hereto to the organisations accepting applications and issuing the results of rendering the state service, to the service providers, and to the Unified Contact Centr.

Footnote. Chapter 1 is supplemented by paragraph 2-1 as per order of the Minister of Information and Social Development of the Republic of Kazakhstan № 530 dated 01.12.2022 (shall be enacted upon expiry of ten calendar days after the day of its first official publication)
.

Chapter 2. Procedure for rendering the state service

3. In order to receive a state service, a service recipient shall apply with an application in the form as per Appendix 1 hereto and accompanied by documents pursuant to the list of basic requirements for rendering a state service as per Appendix 2 hereto via the e-government web portal www.egov.kz, www.elicense.kz (hereinafter referred to as the Portal).

Details of identity documents and state registration (re-registration) of a religious association shall be obtained by the employee of the State Corporation and (or) the service provider from the relevant state information systems via the e-government gateway.

Footnote. Paragraph 3 - as reworded by order of the Minister of Information and Social Development of the Republic of Kazakhstan № 530 dated 01.12.2022 (shall become effective ten calendar days after the date of its first official publication).

4. The office of the service provider shall accept and register documents on the day of their receipt (when the service recipient applies after working hours, on weekends and public holidays under the labour legislation of the Republic of Kazakhstan, acceptance of the application and issuance of the result of the state service shall be performed on the next business day).

The service recipient shall be notified via the personal profile on the status of consideration of the request for the state service, as well as notified of the date and time of receipt of the result of the state service.

Within 2 (two) business days from the moment of registration of the documents provided, the service provider shall examine their completeness, and in case the applicant submits an incomplete set of documents, prepare a reasoned refusal to further consider the application.

5. When a complete set of documents is submitted, the head of the service provider shall appoint the responsible executive of the service provider (hereinafter referred to as the responsible executive) within 1 (one) business day).

Within 1 (one) business day, the responsible executor shall familiarise himself/herself with the documents of the service recipient and examine the data indicated in the submitted documents for accuracy.

Within 10 (ten) business days, the responsible executive shall agree with the structural subdivisions of the service provider on the draft decision on construction of religious buildings (structures), determination of their location decision on construction of religious buildings (structures), determination of their location.

Within 4 (four) business days, the responsible executive shall prepare a decision on construction of religious buildings (structures), determination of their location.

In case of non-compliance of the service recipient with the requirements stipulated by the list of basic requirements for rendering the state service as per Appendix 2 hereto, the service provider shall make a decision to refuse to render the state service.

The service recipient shall be sent a notification accompanied by a preliminary decision on refusal to render a state service no later than 3 (three) business days prior to its signing.

The service recipient shall provide or express an objection to the preliminary decision to refuse to provide a public service no later than 2 (two) working days from the date of receipt of the notification.

If the service recipient verbally expresses his objection, the service provider shall keep a record of the hearing in accordance with Article 74 of the Administrative Procedure Code of the Republic of Kazakhstan.

Following the results of consideration of objections, if received from the service recipient, the service provider shall issue a decision on construction of religious buildings (structures), determination of their location or a reasoned refusal in rendering the state service, which shall be sent to the service recipient.

Via the Portal the result of rendering the state service - an electronic copy of the decision on construction of religious buildings (structures), determination of their location is sent to the personal profile of the service recipient in the form of an electronic document signed by the EDS of the authorised person of the service provider.

Footnote. Paragraph 5 - as amended by order of the Minister of Information and Social Development of the Republic of Kazakhstan № 530 dated 01.12.2022 (shall become effective

ten calendar days after the date of its first official publication); the text in the Kazakh language is amended, the text in the Russian language is not changed by order of the Minister of Information and Social Development of the Republic of Kazakhstan № 551 dated 15.12.2022 (shall be entered into force ten calendar days after the date of its first official publication); as amended by the order of the acting Minister of Culture and Information of the Republic of Kazakhstan dated 20.08.2025 № 404-НҚ (shall come into effect upon expiry of ten calendar days after the date of its first official publication).

Chapter 3. Procedure for appealing against decisions, actions (inaction) of the service provider and (or) its officials on the issues of rendering state services

6. A complaint against a decision, actions (inaction) of a service provider on the issues of rendering a state service shall be examined by an official, a superior competent authority responsible for state regulation in the sphere of religious activities, a competent authority for evaluation and control over the quality of rendering state services (hereinafter - an authority examining a complaint) under the laws of the Republic of Kazakhstan.

The complaint shall be filed to the service provider and (or) to the official, whose decision , action (inaction) is appealed.

Under paragraph 2 of Article 25 of the Law of the Republic of Kazakhstan “On State Services”, a complaint of a service recipient filed to the service provider shall be examined within 5 (five) business days from the date of its registration.

The complaint of the service recipient, filed to the competent authority for evaluation and control over the quality of state services shall be examined within 15 (fifteen) business days from the date of its registration.

The service provider, the official whose decision, action (inaction) is being appealed against, shall forward the complaint and the administrative file to the authority examining the complaint no later than 3 (three) business days from the date of receipt of the complaint.

However, the service provider, the official whose decision, action (inaction) is being appealed against shall not send the complaint to the authority considering the complaint, if it takes a decision or other administrative action within 3 (three) business days that fully meets the requirements specified in the complaint.

If otherwise not stipulated by law, appealing to the court shall be allowed after appealing in the pre-trial procedure.

Appendix 1
to the Rules for the Provision of the
Public Service "Coordination of the
Location of Special Stationary Premises
for the Distribution of Religious Literature
and Other Information Materials of
Religious Content, and Religious Items"
Form
To the service provider

_____

(position, last name, patronymic (if any) of the official authorized by the service provider) from the service recipient

_____

(last name, first name, patronymic (if any), address, telephone number and individual identification number of an individual and (or) name, postal address, telephone number and business identification number of a legal entity)

Statement

I hereby request that you approve the location of a special stationary premises for the distribution of religious literature and other information materials of religious content, religious items, located at the address:

_____

_____.

List of attached documents:

1. _____
2. _____
3. _____
4. _____

I hereby confirm the accuracy of the information provided and give my consent to the use of information contained in information systems that constitutes a secret protected by law.

Signature _____

Date of application _____

Place of seal (for a legal entity)

Appendix 2
to the Rules for the provision
of a state service "Issuance of a decision
on the repurposing (change of functional
purpose)
of buildings (structures) into religious
buildings (structures)"

Footnote. Appendix 2 is in the wording of the order of the Acting Minister of Culture and Information of the Republic of Kazakhstan dated 14.03.2025 № 95-НК (shall be enforced upon expiry of ten calendar days after the date of its first official publication).

List of basic requirements for the provision of the public service "Coordination of the location of special stationary premises for the distribution of religious literature and other information materials of religious content, religious items"		
1	Name of the service provider	Local executive bodies of the regions, cities of Astana, Almaty and Shymkent

2	Methods of providing public services	Local executive bodies of the regions, the cities of Astana, Almaty and Shymkent, the State Corporation "Government for Citizens", the " electronic government" web portal www.egov.kz
3	Timeframe for provision of public services	15 (fifteen) working days
4	Form of provision of public services	Electronic (partially automated)/ paper
5	Result of rendering public services	A letter of approval for the location of special permanent premises for the distribution of religious literature and other informational materials of religious content, religious items, or a reasoned response regarding the refusal to provide a public service.
6	The amount of payment charged to the service recipient for the provision of public services and the methods of collecting it in cases stipulated by the legislation of the Republic of Kazakhstan	For free
7	Opening hours of the service provider, the State Corporation and information facilities	1) The Service Provider - from Monday to Friday, in accordance with the established work schedule from 9.00 to 18.30, excluding weekends and holidays, in accordance with the labor legislation of the Republic of Kazakhstan, with a lunch break from 13.00 to 14.30; 2) State Corporation - acceptance of applications and issuance of finished results of state services is carried out from Monday to Friday inclusive from 9.00 to 18.00 without a break, duty departments of public services of the State Corporation from Monday to Friday inclusive from 9.00 to 20.00 and on Saturday from 9.00 to 13.00 except for holidays and weekends in accordance with the Labor Code of the Republic of Kazakhstan; The public service is provided at the location of the service provider in the order of the electronic queue, without expedited service; it is possible to book an electronic queue through the Portal; 3) Portal - around the clock, except for technical breaks due to repair

		work (if the service recipient applies after working hours, on weekends and holidays, in accordance with the labor legislation of the Republic of Kazakhstan, the application is accepted and the result of the provision of the public service is issued on the next working day). The addresses of the locations where the public service is provided are posted on: the service provider's internet resource: www.gov.kz; the State Corporation's internet resource : www.gov4c.kz; Portal: www.elicense.kz.
		When the service recipient (or his/her representative by proxy) applies to the service provider and the State Corporation (upon presentation of an identity document for identification), the following shall be submitted: 1) an application in the form in accordance with Appendix 1 to these Rules for the provision of public services; 2) a certificate-justification on the location of special stationary premises for the distribution of religious literature and other information materials of religious content, religious items in any form, signed by the service recipient (indicating the availability of a number of retail, utility, administrative and household premises, as well as premises the intended purpose of which is to receive, store and prepare for sale religious literature and other information materials of religious content, religious items; the purpose of creating the premises; the absence of buildings of educational organizations (in the absence of an adjacent territory), except for spiritual (religious) educational organizations, within three hundred meters from the building (structure) where the premises are located); 3) a letter of consent from the owner for the use of the premises for the distribution of religious literature and other informational materials of religious content, and religious items

8	List of documents and information requested from the service recipient for the provision of public services	(provided in the case of rented premises). The documents specified in subparagraphs 2) and 3) of this paragraph shall be submitted with a date indicated no earlier than three months before the submission of the application; 4) information on identity documents and state registration (re-registration) of a legal entity is received by the service provider/employee of the State Corporation from the relevant state information systems through the e-government gateway. When accessing the Portal: 1) an application in the form of an electronic document signed with the service recipient's digital signature; 2) an electronic copy of the certificate-justification on the location of special stationary premises for the distribution of religious literature and other information materials of religious content, religious items in any form, signed by the service recipient (indicating the availability of a number of retail, utility, administrative and household premises, as well as premises the intended purpose of which is to receive, store and prepare for sale religious literature and other information materials of religious content, religious items; the purpose of creating the premises; the absence of buildings of educational organizations (in the absence of an adjacent territory), except for spiritual (religious) educational organizations, within three hundred meters from the building (structure) where the premises are located); 3) an electronic copy of the owner's letter of consent to the use of the premises for the distribution of religious literature and other informational materials of religious content, and religious items (provided in the case of rented premises). Electronic copies of the documents specified in subparagraphs 2) and 3)

		of this paragraph shall be provided with a date indicated no earlier than three months before the submission of the application; 4) the service provider receives information about identity documents and state registration (re-registration) of a legal entity from the relevant state information systems through the e-government gateway.
9	Grounds for refusal to provide public services established by the laws of the Republic of Kazakhstan	1) establishing the inaccuracy of documents submitted by the service recipient to receive a public service, and (or) data (information) contained therein; 2) non-compliance of the service recipient and (or) the submitted materials, objects, data and information necessary for the provision of the public service with the requirements established by the regulatory legal acts of the Republic of Kazakhstan; 3) a negative response from an authorized government agency to a request for approval required for the provision of a government service, as well as a negative conclusion from an examination, study or inspection; 4) in relation to the service recipient, there is a court decision (sentence) that has entered into legal force prohibiting the activity or certain types of activity that require the receipt of a public service; 5) in relation to the service recipient there is a court decision that has entered into legal force, based on which the service recipient is deprived of a special right associated with receiving a public service; 6) the absence of the consent of the service recipient, provided in accordance with Article 8 of the Law of the Republic of Kazakhstan "On Personal Data and Their Protection", to access restricted personal data that is required to provide the public service.
		Features of the provision of public services to service recipients with

10	Other requirements taking into account the specifics of the provision of public services, including those provided in electronic form and through the State Corporation	disabilities when contacting the service provider: the building is equipped with ramps designed for access by people with disabilities. For service recipients with a health condition with a persistent impairment of bodily functions that limits their life activities, if necessary, the acceptance of documents for the provision of a public service shall be carried out by an employee of the State Corporation with a visit to the place of residence by contacting the Unified Contact Center. To obtain information on the procedure and status of provision of a public service in remote access mode, the service recipient shall contact the contact numbers posted on the official Internet resource of the service provider and the Unified Contact Center. To receive a government service in electronic form, the service recipient applies through the Portal, provided that they have an electronic digital signature. Single contact center: 1414, 8-800-080-7777

Appendix 3
to the Rules for Rendering the
State Service “Issuing a
Decision on the Construction of
Religious Buildings (Structures)
and Determining Their Location”

Footnote. Appendix 3 - as revised by order of the Minister of Information and Social Development of the Republic of Kazakhstan № 530 dated 01.12.2022 (shall go into force upon expiry of ten calendar days after the day of its first official publication).

Document form

_____
(surname, first name, patronymic (if any)
(hereinafter - full name),
or the name of the service recipient's organisation)

_____
(service recipient's address)

Receipt of refusal to accept an application

Guided by paragraph 2 of Article 20 of the Law of the Republic of Kazakhstan "On Public Services", Department № _____ of the branch of the State Corporation "Government for Citizens" (indicate the address), due to your submission of an incomplete package of documents in accordance with the list of basic requirements for the provision of the public service "Coordination of the location of special stationary premises for the distribution of religious literature and other information materials of religious content, religious items" refuses to accept the application, namely:

Name of missing documents:

1. _____
2. _____
3. _____

This receipt is made out in 2 copies, one for each party.

_____ _____

Full name (employee of the State Corporation)

(signature)

Received by: _____ _____

Full name (if any) of the service recipient (signature)

Date: "____" _____ 20___

Appendix 5
to order of the
Minister of Information
and Social Development
of the Republic of Kazakhstan
№ 97 of March 31, 2020

Footnote. The upper right corner of Appendix 5 - as revised by order of the Minister of Information and Social Development of the Republic of Kazakhstan № 530 dated 01.12.2022 (shall become effective ten calendar days after the date of its first official publication); the text in the Kazakh language is amended, the text in the Russian language is not changed by order of the Minister of Information and Social Development of the Republic of Kazakhstan № 551 dated 15.12.2022 (shall take effect upon expiry of ten calendar days after the date of its first official publication).

Rules for Rendering the State Service “Issuance of a Decision on Conversion (Change of Functional Purpose) of Buildings (Structures) into Religious Buildings (Structures)”

Footnote. The Rules - as revised by order of the Minister of Information and Social Development of the Republic of Kazakhstan № 36 dated 14.02.2022 (shall come into effect upon expiry of ten calendar days after the day of its first official publication).

Chapter 1. General provisions

1. These Rules for Rendering the State Service “Issuance of a Decision on Conversion (Change of Functional Purpose) of Buildings (Structures) into Religious Buildings (Structures) ” (hereinafter - the Rules) have been elaborated under subparagraph 1) of Article 10 of the Law of the Republic of Kazakhstan “On State Services” (hereinafter - the Law) and establish the procedure for rendering the state service “Issuance of a Decision on Conversion (Change of Functional Purpose) of Buildings (Structures) into Religious Buildings (Structures)” (hereinafter - the state service).

2. The public service shall be provided by local executive bodies of the regions, the cities of Astana, Almaty and Shymkent (hereinafter referred to as the Service provider) to individuals and legal entities (hereinafter referred to as the Service recipient) in accordance with these Rules.

The following terms are used herein:

1) a religious building (structure) - a place intended for divine services, prayer and religious meetings, religious veneration (pilgrimage).);

2) a religious association - a voluntary association of nationals of the Republic of Kazakhstan, foreigners and stateless persons who have united under the procedure established by the legislative acts of the Republic of Kazakhstan on the grounds of commonality of their interests for the fulfilment of their spiritual needs;

3) religious activities - activities aimed at satisfying the religious needs of believers.

Footnote. Paragraph 2 as amended by Order № 95-НҚ of the acting Minister of Culture and Information of the Republic of Kazakhstan dated March 14, 2025 (shall come into effect ten calendar days after the date of its first official publication).

2-1. Within three business days, the competent authority shall forward information on the amendments and (or) additions made hereto to the organisations accepting applications and issuing the results of rendering the state service, to the service providers, and to the Unified Contact Centre.

Footnote. Chapter 1 is supplemented by paragraph 2-1 as per order of the Minister of Information and Social Development of the Republic of Kazakhstan № 530 dated 01.12.2022 (shall be put into effect upon expiry of ten calendar days after the day of its first official publication).

Chapter 2. Procedure for rendering a state service

3. To obtain a state service, the service recipient shall send to the service provider via the e-government web portal www.egov.kz, www.elicense.kz (hereinafter referred to as the Portal), an application in the form as per Appendix 1 hereto, as well as the documents mentioned in the list of basic requirements for the provision of a state service as per Appendix 2 hereto.

Details of identity documents, state registration (re-registration) of a religious association, document of title, technical passport of real estate and (or) identification document for a land

plot shall be obtained by the service provider from the relevant state information systems via the e-government gateway.

Footnote. Paragraph 3 - as revised by order of the Minister of Information and Social Development of the Republic of Kazakhstan № 530 dated 01.12.2022 (shall become effective upon expiry of ten calendar days after the day of its first official publication).

4. The office of the service provider shall accept and register documents on the day of their receipt (when the service recipient applies after working hours, on weekends and public holidays under the labour legislation of the Republic of Kazakhstan, acceptance of the application and issuance of the result of the state service shall be performed on the next business day).

The service recipient shall be notified via his/her personal profile about the status of consideration of the request for state service, as well as through a notification indicating the date and time of receipt of the result of the state service.

Within 2 (two) business days from the moment of registration of the documents presented, the service provider shall examine their completeness, and in case the applicant submits an incomplete set of documents, prepare a reasoned refusal to further consider the application.

5. In the event of submission of a full package of documents, the head of the service provider shall appoint the responsible executive of the service provider (hereinafter referred to as the responsible executive) within 1 (one) business day.

Within 1 (one) business day, the responsible executive officer shall familiarise himself/ herself with the documents of the service recipient and examine the information indicated in the submitted documents for authenticity.

Within 10 (ten) business days, the responsible executive shall agree with the structural subdivisions of the service provider on the draft decision on conversion (change of functional purpose) of buildings (constructions) into religious buildings (constructions).).

Within 4 (four) business days, the responsible executive officer shall prepare a decision on conversion (change of functional purpose) of buildings (structures) into religious buildings (structures).

In case of non-compliance of the service recipient with the requirements envisaged by the list of basic requirements for rendering the state service as per Appendix 2 hereto, the service provider shall make a decision to refuse to render the state service.

The service recipient shall be notified with a preliminary decision on refusal to render a state service no later than 3 (three) business days prior to its signature.

The service recipient shall provide or express an objection to the preliminary decision to refuse to provide a public service no later than 2 (two) working days from the date of receipt of the notification.

If the service recipient verbally expresses his/her objection, the service provider shall keep a record of the hearing in accordance with Article 74 of the Administrative Procedure Code of the Republic of Kazakhstan.

Following the results of consideration of the objection, if received from the service recipient, the service provider shall issue a decision on conversion (change of functional purpose) of buildings (constructions) into religious buildings (constructions) or a reasoned refusal in rendering the state service, which shall be forwarded to the service recipient.

Via the Portal the result of rendering the state service - an electronic copy of the decision on conversion (change of functional purpose) of buildings (constructions) into religious buildings (constructions) shall be forwarded to the personal profile of the service recipient in the form of an electronic document signed by the EDS of the authorised person of the service provider.

Footnote. Paragraph 5 - as revised by order of the Minister of Information and Social Development of the Republic of Kazakhstan № 530 dated 01.12.2022 (shall be effective upon expiry of ten calendar days after the day of its first official publication); as amended by the Order of the acting Minister of Culture and Information of the Republic of Kazakhstan dated 20.08.2025 № 404-НҚ (shall come into effect upon expiry of ten calendar days after the date of its first official publication).

Chapter 3. Procedure for appealing against decisions, actions (inaction) of the service provider and (or) its officials on the issues of rendering state services

6. A complaint against a decision, actions (inaction) of a service provider on issues of rendering a state service shall be examined by an official, a superior authorised body responsible for state regulation in the sphere of religious activities, an authorised body for evaluation and control over the quality of rendering state services (hereinafter - a body considering a complaint) pursuant to the legislation of the Republic of Kazakhstan.

A complaint shall be filed to the service provider and (or) to the official whose decision, action (inaction) is being appealed against.

Under paragraph 2 of Article 25 of the Law of the Republic of Kazakhstan “On State Services”, the service recipient's complaint received by the service provider shall be examined within 5 (five) business days from the day of its registration.

The complaint of the service recipient, received by the authorised body for evaluation and control over the quality of state services shall be examined within 15 (fifteen) business days from the day of its registration.

The service provider, the official whose decision, action (inaction) is being appealed against shall forward the complaint and the administrative file to the body considering the complaint no later than 3 (three) business days from the date of receipt of the complaint.

However, the service provider, the official whose decision, action (inaction) is being appealed shall not forward the complaint to the body considering the complaint, if it/he/she takes a decision or other administrative action within 3 (three) business days that fully meets the requirements specified in the complaint.

Unless otherwise prescribed by law, a complaint may be filed with the court after appealing to the pre-trial procedure.

Appendix 1
to the Rules for Rendering the
State Service "Issuance of a
Decision on Conversion (Change of
Functional Purpose) of Buildings
(Structures) into Religious Buildings
(Structures)"

Document form

to the service provider
_____
(position, surname, name, patronymic,
(if any)
of the official of the service provider)
from the service recipient
_____
(surname, first name, patronymic
(if any),
address, telephone number and IIN
of a natural person and (or)
name, postal address,
telephone number and BIN of the legal
entity)

Application

I kindly ask you to issue a decision on conversion (change of functional purpose) of a building (structure) from

"_____"

into a religious building (structure) located at the following address

_____

_____

—

Religious building (construction)

_____

(religious affiliation)

Capacity of a religious building (structure) (the number of parishioners shall be specified)

_____

List of accompanying documents:

1. _____
2. _____
3. _____

I hereby confirm the authenticity of the information presented and give my consent to the use

of information contained in information systems that constitutes a legally protected secret.

Signature of the service recipient _____ Date of submission of the application _____

__

Stamp here (for a legal entity)

Appendix 2
to the Rules for the Provision of the
Public Service "Issuance of a Decision on
the Repurposing (Change of Functional
Purpose) of Buildings (Structures) into
Religious Buildings (Structures)"

Footnote. Appendix 2 – as amended by Order № 95-НҚ of the acting Minister of Culture and Information of the Republic of Kazakhstan dated March 14, 2025 (shall come into effect ten calendar days after its first official publication).

List of basic requirements for the provision of the public service "Issuance of a decision on the repurposing (change of functional purpose) of buildings (structures) into religious buildings (structures)"		
1.	Name of the service provider	Local executive bodies of regions, cities of Astana, Almaty and Shymkent.
2.	Methods of providing public services	e-government web portal www.egov.kz.
3.	Timeframe for provision of public services	22 (twenty-two) working days.
4.	Form of provision of public services	Electronic (partially automated).
5.	Result of rendering public services	A decision on the repurposing (change of functional purpose) of buildings (structures) into religious buildings (structures) or a reasoned response to refuse to provide a public service.
6.	The amount of payment charged to the service recipient for the provision of public services and the methods of collecting it in cases stipulated by the legislation of the Republic of Kazakhstan	For free.
7.	Opening hours of the service provider, the State Corporation and information facilities	Portal - around the clock, except for technical breaks due to repair work (if the service recipient applies after working hours, on weekends and holidays, in accordance with the labor legislation of the Republic of Kazakhstan, the application is accepted and the result of the provision of the public service is issued on the next working day).

		Addresses of locations where public services are provided are posted at: Internet resource of the service provider: www.gov.kz; Portal: www.elicense.kz.
8.	List of documents and information requested from the service recipient for the provision of public services	1) an application in the form of an electronic document signed with the service recipient's digital signature; 2) an electronic copy of the certificate - justification for the repurposing of a building (structure) into a religious building (structure) in any form, signed by the head of the registered religious association (indicating the name of the religious building (structure) and the religious association to which it will belong, the purpose of the repurposing, the number of parishioners in need of satisfaction of spiritual needs in the given territory, the candidacy of the clergyman of the religious building (structure); 3) an electronic copy of the letter of consent of the owner for the repurposing of the building (structure) into a religious building (structure) (provided in the case of rented premises; 4) an electronic copy of the decision of a meeting (gathering) of the local community or a decision of a meeting of owners of premises (apartments), valid on the territory where the repurposing of the building (structure) is planned, on consent to the repurposing into a religious building or structure (provided if there are residential buildings bordering (including if an easement or a road runs between the borders) the territory of the religious building (structure) being repurposed). In the absence of a meeting (assembly) of the local community or the body of the condominium facility , an electronic copy of the letter from an individual or legal entity regarding consent to the repurposing into a religious building or structure is provided (provided if the residential building of an individual

		or the premises of a legal entity are located adjacent (including if an easement or road passes between the boundaries) to the territory of the building where the premises are located); 5) the service provider receives information about identity documents and state registration (re-registration) of a legal entity from the relevant state information systems through the e-government gateway.
		1) if the activities of religious associations are aimed at establishing the supremacy of one religion in the state, inciting religious hatred or discord, including those associated with violence or calls for violence and other illegal actions; 2) if the activities of religious associations are aimed at coercing citizens of the Republic of Kazakhstan, foreigners and stateless persons in determining their attitude towards religion, to participate or not to participate in the activities of a religious association, in religious rituals and (or) in religious teaching; 3) if the activities of religious associations are aimed at violence against citizens of the Republic of Kazakhstan, foreigners and stateless persons or other harm to their health, or at the dissolution of marriage between spouses (breakup of the family) or the termination of family relations, causing damage to morality, violating the rights and freedoms of man and citizen, inciting citizens to refuse to fulfill their duties stipulated by the Constitution and laws of the Republic of Kazakhstan, and other violation of the legislation of the Republic of Kazakhstan; 4) if the activities of religious associations are aimed at the forced involvement of citizens of the Republic of Kazakhstan, foreigners and stateless persons in their activities, including through charitable activities, and (or)

9.	Grounds for refusal to provide public services established by the laws of the Republic of Kazakhstan	preventing them from leaving the religious association, including through the use of blackmail, violence or the threat of its use, using the material or other dependence of citizens of the Republic of Kazakhstan, foreigners and stateless persons, or through deception; 5) if the activities of religious associations are aimed at forcing participants (members) of a religious association and religious followers to alienate property belonging to them in favor of the religious association, its leaders and other participants (members); 6) if the activities of religious associations are aimed at encouraging the adoption of decisions and the commission of actions using religion and religious beliefs that are clearly capable of disorganizing the activities of state bodies, disrupting their smooth functioning, and reducing the degree of governance in the country; 7) establishing the inaccuracy of documents submitted by the service recipient to receive a public service, and (or) data (information) contained therein; 8) non-compliance of the service recipient and (or) the submitted materials, objects, data and information necessary for the provision of the public service with the requirements established by the regulatory legal acts of the Republic of Kazakhstan; 9) a negative response from an authorized government body to a request for approval required for the provision of a government service, as well as a negative conclusion from an examination, study or inspection; 10) in relation to the service recipient, there is a court decision (sentence) that has entered into legal force prohibiting the activity or certain types of activity that require the receipt of the public service;

		11) in relation to the service recipient there is a court decision that has entered into legal force, based on which the service recipient is deprived of a special right associated with receiving a public service; 12) absence of consent of the service recipient, provided in accordance with Article 8 of the Law of the Republic of Kazakhstan "On Personal Data and Their Protection", to access restricted personal data that is required for the provision of the public service.
10.	Other requirements taking into account the specifics of the provision of public services, including those provided in electronic form and through the State Corporation	To receive a government service in electronic form, the service recipient applies through the Portal, provided that they have an electronic digital signature. Single contact center: 1414, 8-800-080-7777.

Appendix 3
to the Rules for Rendering
the State Service
"Issuance of a Decision on Conversion
(Change of Functional Purpose)
of Buildings (Structures) into
Religious Buildings (Structures)"

Footnote. Appendix 3 - as reworded by order of the Minister of Information and Social Development of the Republic of Kazakhstan № 530 dated 01.12.2022 (shall apply upon expiry of ten calendar days after the day of its first official publication).

Document form

_____
(Surname, first name, patronymic
(if any)
(hereinafter - full name),
or the name of the organisation
of the service recipient)

_____
(service recipient's address)

Receipt of refusal to accept an application

Guided by paragraph 2 of article 20, paragraph 2 of the Law of the Republic of Kazakhstan "On State Services", department №_____ of the branch of the Government for Citizens State Corporation (specify address) refuses to accept an application for rendering the state service _____ due to your submission of an incomplete set of

documents as per the list of basic requirements for rendering the state service “Issuance of a Decision on Conversion (Change of Functional Purpose) of Buildings (Structures) into Religious Buildings (Structures)”, namely:

Name of missing documents:

1. _____

2. _____

3. _____

This receipt has been drawn up in 2 copies, one for each party.

_____ _____

Full name (employee of the State Corporation) (signature)

Received by: _____ _____

Full name of the service recipient (signature)

Date: “____” _____ 20___

Appendix 7
to order

List of some orders that have expired

1. Order Minister of Culture and Sports of the Republic of Kazakhstan dated April 23, 2015 № 147 "On Approval of the Standards of State Services in the Field of Religious Activity" (registered in the Register of State Registration of Normative Legal Acts № 11183, published on June 19, 2015 in the Reference Control Bank of Normative Legal Acts of the Republic Kazakhstan).

2. Orderand about. Minister of Culture and Sports of the Republic of Kazakhstan dated May 22, 2015 № 190 "On Approval of the Regulations for State Services in the Field of Religious Activity" (registered in the Register of State Registration of Normative Legal Acts № 11290, published on July 14, 2015 in the Reference Control Bank of Normative Legal Acts of the Republic Kazakhstan".

3. Order Of the Minister of Culture and Sports of the Republic of Kazakhstan dated June 13, 2016 № 159 "On Amendments to the Order of the Minister of Culture and Sports of the Republic of Kazakhstan dated April 23, 2015 № 147" On Approval of the Standards of State Services in the Sphere of Religious Activity "(registered in the Register of State Registration of Regulatory of legal acts № 13953, published on July 29, 2016 in the Reference Control Bank of Regulatory Legal Acts of the Republic of Kazakhstan).

4. Order Minister of Religious Affairs and Civil Society of the Republic of Kazakhstan dated July 26, 2017 № 113 "On amendments to the order of the Minister of Culture and Sports of the Republic of Kazakhstan dated April 23, 2015 № 147" On approval of standards of public services in the field of religious activity "(registered in the Register state registration of regulatory legal acts № 15650, published on September 15, 2017 in the Reference Control Bank of regulatory legal acts of the Republic of Kazakhstan).

5. Order Minister of Religious Affairs and Civil Society of the Republic of Kazakhstan dated October 17, 2017 № 144 "On Amendments to the Order of the Acting Minister of Culture and Sports of the Republic of Kazakhstan dated May 22, 2015 № 190" On Approval of Regulations for State Services in the Field of Religious Activity "(registered in the Register of State Registration of Regulatory Legal Acts under № 15970, published on November 16, 2017 in the Reference Control Bank of Regulatory Legal Acts of the Republic of Kazakhstan)
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6. Order Of the Minister of Religious Affairs and Civil Society of the Republic of Kazakhstan dated April 16, 2018 № 41 "On Amendments to the Order of the Minister of Culture and Sports of the Republic of Kazakhstan dated April 23, 2015 № 147" On Approval of the Standards of State Services in the Sphere of Religious Activity "(registered in the Register state registration of regulatory legal acts № 16871, published on May 17, 2018 in the Reference Control Bank of regulatory legal acts of the Republic of Kazakhstan).

7. Order Minister of Social Development of the Republic of Kazakhstan dated November 29, 2018 № 01-01 / 82 "On Amendments to the Order of the Acting Minister of Culture and Sports of the Republic of Kazakhstan dated May 22, 2015 № 190" On Approval of the Regulations for State Services in the Field of Religious Activity "(registered in the Register of State Registration of Regulatory Legal Acts № 17851, published on December 6, 2018 in the Reference Control Bank of Regulatory Legal Acts of the Republic of Kazakhstan).

8. Order Of the Minister of Social Development of the Republic of Kazakhstan dated December 28, 2018 № 01-01 / 117 "On Amendments to the Order of the Minister of Culture and Sports of the Republic of Kazakhstan dated April 23, 2015 № 147" On Approval of the Standards of Public Services in the Sphere of Religious Activity "(registered in the Register state registration of regulatory legal acts № 18133, published on January 15, 2019 in the Reference Control Bank of regulatory legal acts of the Republic of Kazakhstan).

9. Order Of the Minister of Information and Social Development of the Republic of Kazakhstan dated July 23, 2019 № 245 "On Amendments to the Order of the Minister of Culture and Sports of the Republic of Kazakhstan dated April 23, 2015 № 147" On Approval of the Standards of Public Services in the Sphere of Religious Activity "(registered in the Register of State Registration of regulatory legal acts № 19075, published on July 29, 2019 in the Reference Control Bank of regulatory legal acts of the Republic of Kazakhstan).

10. Order Of the Minister of Information and Social Development of the Republic of Kazakhstan dated August 26, 2019 № 304 "On Amendments to the Order of the Acting Minister of Culture and Sports of the Republic of Kazakhstan dated May 22, 2015 № 190" On Approval of the Regulations for State Services in the Sphere of Religious Activity "(registered in the Register state registration of regulatory legal acts № 19296, published on September 2, 2019 in the Reference Control Bank of regulatory legal acts of the Republic of Kazakhstan).

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