

On public and socially responsible services

Unofficial translation

The Law of the Republic of Kazakhstan dated 15 April, 2013 № 88-V.

Unofficial translation

Footnote. The title of the Law in the wording of the Law of the Republic of Kazakhstan dated 09.01.2026 № 254-VIII (shall enter into force upon expiry of sixty calendar days after the day of its first official publication).

Footnote. Throughout the text, the terms “the field of informatisation”, “e-government”, “object of informatisation”, “information systems”, “objects of informatisation”, “information system”, shall be replaced, respectively, by the terms “sphere of digitalisation”, “digital government”, “digital object”, “digital systems”, “digital objects”, “digital system” in compliance with Law of the Republic of Kazakhstan № 256-VIII of 09.01.2026 (shall become effective six months after the date of its first official publication).

This Law shall regulate public relations in the provision of public and socially responsible services.

Footnote. Preamble as amended by the Law of the Republic of Kazakhstan dated 09.01.2026 № 254-VIII (shall enter into force upon expiry of sixty calendar days after the day of its first official publication).

Chapter 1. GENERAL PROVISIONS Article 1. Basic concepts used in this Law

The following basic concepts shall be used in this Law:

1) State Corporation “Government for Citizens” (hereinafter referred to as the State Corporation) is a legal entity created by the decision of the Government of the Republic of Kazakhstan to provide public services in accordance with the legislation of the Republic of Kazakhstan, organize work on accepting applications for the provision of public services and issuing their results to the service recipient according to the “one window” principle, ensuring the provision of public services in electronic form;

1-1) excluded by Law of the Republic of Kazakhstan № 256-VIII of 09.01.2026 (shall come into force six months after the date of its first official publication);

1-2) socially responsible service - a service provided to an individual or a legal entity and aimed at meeting the basic and socially significant needs of individuals and legal entities, with the exception of public service;

1-3) partnership agreement - an agreement concluded by the State Corporation with business entities that shall meet the requirements and have been selected by the authorized body in the field of public and socially responsible services for the provision of services for

accepting applications for the provision of public services and issuing their results to the service recipient;

1-4) partner organization - a business entity that has entered into a partnership agreement in accordance with this Law;

1-5) excluded by Law of the Republic of Kazakhstan № 256-VIII of 09.01.2026 (shall come into force six months after the date of its first official publication);

2) one-stop shop principle – a form of centralized rendering of the state service, providing minimum participation of service recipient in the collection and preparation of documents upon rendering of the state service and restriction of its direct contact with service providers;

2-1) Unified Contact Center – a legal entity designated by the authorized body in the sphere of rendering public services, performing the functions of an information and inquiry service for providing service recipients with information on matters of rendering public and other services, as well as providing state bodies with information on matters of rendering information and communication services;

2-2) hidden public service - a public function that meets the criteria of a public service, but not included in the register of public services;

2-3) a measure of state support for individuals – public services or other forms of state support aimed at improving the well-being of individuals, with the exception of individual entrepreneurs and persons engaged in private practice, and legal consultants, in accordance with the legislation of the Republic of Kazakhstan;

3) service recipients are natural persons and legal entities, branches and representative offices of legal entities that have the right and/or intention to apply for a public or socially responsible service, or that are receiving a public or socially responsible service, or that have received the outcome of a public or socially responsible service for the purpose of exercising their rights, freedoms and legitimate interests, subject to the provision of corresponding material or non-material benefits;

4) service provider - central state bodies, foreign institutions of the Republic of Kazakhstan, local executive bodies of regions, cities of republican significance, the capital, districts, cities of regional significance, akims of districts in the city, cities of regional significance, villages, rural districts, as well as individuals and legal entities providing state or socially responsible services in accordance with the legislation of the Republic of Kazakhstan ;

4-1) a co-service provider shall mean a natural person or a legal entity involved in one or more stages of the provision of a public service or a socially responsible service, and which supplies the service provider with the documents and information needed to provide the public service;

4-2) a service of public importance is a public service performed on a continuous basis and aimed at serving the legitimate interests of society;

4-3) the State Corporation's mobile application is a digital platform for providing public services via video calls with the State Corporation;

5) public service - one of the forms of implementation of individual state functions or their totality, carried out at the request or without the request of service recipients and aimed at the implementation of their rights, freedoms and legitimate interests, providing them with appropriate tangible or intangible benefits;

5-1) additional service to a public service - a service provided on an individual basis at the request of the service recipient in addition to the public service;

5-2) excluded by Law of the Republic of Kazakhstan dated 19.05.2026 № 291-VIII (shall be enforced from 12.07.2026);

6) is excluded by the Law of the Republic of Kazakhstan dated 25.11.2019 № 272-VI (shall be enforced upon expiry of ten calendar days after the day of its first official publication);

7) excluded by the Law of the Republic of Kazakhstan dated 14.07.2022 № 141-VII (shall be enforced ten calendar days after the date of its first official publication);

8) register of the state services - classified list of the state services;

9) automated signing of the result of a public service – the automated affixing of an electronic digital signature to the electronic result of a public service without the participation of the service provider and (or) co-service provider, provided that all necessary data and confirmations are obtained from digital objects and systems;

10) a digital system for monitoring the delivery of public services is a digital system designed to digitise and monitor the process of delivering public services, including those rendered via the Government for Citizens State Corporation;

10-1) pilot project in the field of public services – the process of testing changes in processes, approaches in the provision of public services;

11) public monitoring of quality of rendering of the state services – an activity of individuals, noncommercial organizations on collection, analysis of information on the level of quality of rendering of the state services and making recommendations;

12) quality assessment of rendering of the state services – an activity on determination of efficiency of measures on ensuring the service recipients by accessible and quality state services, rendering by the central state bodies, local executive bodies of regions, cities of republican significance, the capital, districts, cities of regional significance, akims of districts in the city, cities of district significance, rural settlements, villages, rural districts;

13) excluded by the Law of the Republic of Kazakhstan dated 06.04.2024 № 71-VIII (comes into force sixty calendar days after the date of its first official publication);

14) an authorized body on assessment and control of the quality of rendering of the state services – central state body, carrying out activity on assessment and control of the quality of rendering of the state services within its competence;

15) the digitisation of public service delivery shall be understood as the process of transforming a service provider's administrative procedures to enable delivery of public services electronically;

16) excluded by the Law of the Republic of Kazakhstan dated 14.07.2022 № 141-VII (shall be enforced ten calendar days after the date of its first official publication);

17) authorized body in the field of public services - the central state body that exercises leadership and intersectoral coordination in the field of public and socially responsible services;

17-1) excluded by Law of the Republic of Kazakhstan № 256-VIII of 09.01.2026 (shall come into force six months after the date of its first official publication);

17-2) reengineering – transformation of the current workflow in order to improve the efficiency, quality and effectiveness of the organization;

17-3) stationary subscriber device – a means of communication that transmits or receives at a distance the information, specified by the subscriber using electrical signals transmitted over wires or radio signals;

17-4) a technical failure is an unplanned, temporary malfunction of a hardware and software system or of an individual component of a digital system, resulting in one or more users being unable to use the digital system;

17-5) a mobile communication terminal device is a communication device for personal use that generates electrical signals for the transmission or reception of information specified by the subscriber, is connected to a mobile network operator's network, does not have a fixed geographical location within the service area, and operates on mobile networks;

17-6) an authorised body for digitalisation is a central executive body responsible for leadership and cross-sectoral coordination in the field of digitalisation;

18) Is excluded by the Law of the Republic of Kazakhstan dated 24.05.2018 № 156-VI (shall be enforced upon expiry of ten calendar days after its first official publication);

19) a digital government web portal is a digital platform that serves as a one-stop shop for accessing consolidated information published by government bodies and other entities involved in the delivery of public services, including the regulatory framework, as well as public and other services provided electronically.

Footnote. Article 1 as amended by the Laws of the Republic of Kazakhstan dated 23.11.2015 № 417-V (shall be enforced upon expiry of ten calendar days after the day its first official publication); dated 24.11.2015 № 419-V (shall be enforced from 01.01.2016); dated 17.11.2015 № 408-V (shall be enforced from 01.03.2016); dated 24.05.2018 № 156-VI (shall be enforced upon expiry of ten calendar days after its first official publication); dated 25.11.2019 № 272-VI (shall be enforced upon expiry of ten calendar days after the day of its first official publication); dated 14.07.2022 № 141-VII (shall be enforced ten calendar days after the date of its first official publication); dated 19.04.2023 № 223-VII (shall be enforced ten calendar days after the date of its first official publication); dated 23.12.2023 № 50-VIII (

shall be enforced upon expiration of sixty calendar days after the day of its first official publication); dated 06.04.2024 № 71-VIII (comes into force sixty calendar days after the date of its first official publication); dated 10.02.2025 № 164-VIII (shall enter into force upon expiry of ten calendar days after the date of its first official publication); dated 09.01.2026 № 254-VIII (shall enter into force upon expiry of sixty calendar days after the day of its first official publication); № 256-VIII of 09.01.2026 (shall come into force upon expiration of six months from the date of its first official publication); dated 19.05.2026 № 291-VIII (shall be enforced from 12.07.2026).

Article 2. Legislation of the Republic of Kazakhstan in the provision of state and socially responsible services

Footnote. Title of Article 2 as amended by the Law of the Republic of Kazakhstan dated 09.01.2026 № 254-VIII (shall enter into force upon expiry of sixty calendar days after the day of its first official publication).

1. The legislation of the Republic of Kazakhstan in the provision of state and socially responsible services shall be based on the Constitution of the Republic of Kazakhstan, shall consist of this Law and other regulatory legal acts of the Republic of Kazakhstan.

2. If by the international treaty, ratified by the Republic of Kazakhstan, made other rules than those that contained in this Law, the rules of the international treaty shall be applied.

Footnote. Article 2 as amended by the Law of the Republic of Kazakhstan dated 09.01.2026 № 254-VIII (shall enter into force upon expiry of sixty calendar days after the day of its first official publication).

Article 3. Purpose and principles of public and socially responsible services

Footnote. The title of Article 3 - as amended by the Law of the Republic of Kazakhstan dated 21.05.2024 № 86-VIII (comes into effect sixty calendar days after the date of its first official publication); dated 09.01.2026 № 254-VIII (shall enter into force upon expiry of sixty calendar days after the day of its first official publication).

The purpose of state regulation of public relations in the provision of state and socially responsible services shall be to ensure the high-quality provision of state and socially responsible services to service recipients.

Public and socially responsible services shall be provided on the basis of the following basic principles:

equal access to service recipients without any discrimination based on origin, social, official and property status, gender, race, nationality, language, attitude to religion, beliefs, place of residence or any other circumstances;

the inadmissibility of manifestations of bureaucracy and red tape, as well as refusal on formal grounds when rendering public and socially responsible services;

accountability and transparency in the provision of public and socially responsible services;

the quality and availability of public and socially responsible services;

continuous improvement of the process of providing state and socially responsible services;
cost-effectiveness and efficiency in the provision of state and socially responsible services

Footnote. Article 3 as amended by the Law of the Republic of Kazakhstan dated 21.05.2024 № 86-VIII (comes into effect sixty calendar days after the date of its first official publication); dated 09.01.2026 № 254-VIII (shall enter into force upon expiry of sixty calendar days after the day of its first official publication); № 256-VIII of 09.01.2026 (shall be enforced upon expiration of six months from the date of its first official publication); dated 19.05.2026 № 291-VIII (shall be enforced from 12.07.2026).

Article 4. Rights of service recipients

1. Service recipients shall have a right to:

- 1) receive in an accessible form from the service provider complete and reliable information on the procedure for providing state or socially responsible services;
- 2) to receive a public service in accordance with the by-law regulatory legal act determining the procedure for the provision of public service, or a socially responsible service in accordance with the rules determining the procedure for the provision of socially responsible service and approved by the service provider;
- 3) to appeal decisions, actions (inaction) of a central state body, a local executive body of a region, a city of republican significance, the capital, a district, a city of regional significance, an akim of a district in a city, a city of district significance, a settlement, a village, a rural district, as well as a service provider, a co-service provider and (or) their officials, the State Corporation and (or) its employees on matters of rendering public services in accordance with the procedure established by the legislative acts of the Republic of Kazakhstan;
 - 3-1) appeal the decisions, actions (inaction) of the service provider and (or) their officials, the State Corporation and (or) its employees on the provision of socially responsible services in the procedure prescribed by the legislative acts of the Republic of Kazakhstan;
- 4) to receive a state or socially responsible service in paper and (or) electronic form in accordance with the legislation of the Republic of Kazakhstan;
 - 4-1) excluded by Law of the Republic of Kazakhstan № 256-VIII of 09.01.2026 (shall come into force upon expiry of six months after the date of its first official publication);
- 5) to participate in public discussions of draft by-law regulatory legal acts that determine the procedure for provision of public services, in the manner prescribed by Article 15 of this Law;
- 6) apply to the court for the protection of violated rights, freedoms and legitimate interests in the provision of state and socially responsible services;
- 7) use electronic documents in relation to themselves and minor family members from the service of digital documents in accordance with the by-law regulatory legal act determining

the procedure for the provision of public services, or the rules determining the procedure for the provision of socially responsible services;

8) receive public or socially responsible services in person or via a legal representative, subject to the restrictions laid down by the laws of the Republic of Kazakhstan.

2. Foreign nationals, stateless persons, foreign legal entities and their branches and representative offices shall receive public or socially responsible services on an equal footing with nationals and legal entities of the Republic of Kazakhstan, unless otherwise specified by the laws of the Republic of Kazakhstan.

Footnote. Article 4 as amended by the Laws of the Republic of Kazakhstan dated 17.11.2015 № 408-V (shall be enforced from 01.03.2016); dated 03.12.2015 № 433-V (shall be enforced from 01.01.2016); dated 25.11.2019 № 272-VI (shall be enforced upon expiry of ten calendar days after the day of its first official publication); dated 25.06.2020 № 347-VI (effective ten calendar days after the date of its first official publication); dated 14.07.2022 № 141-VII (shall be enforced ten calendar days after the date of its first official publication); dated 09.01.2026 № 254-VIII (shall enter into force upon expiry of sixty calendar days after the day of its first official publication); dated 19.05.2026 № 291-VIII (shall be enforced from 12.07.2026); № 326-VIII of 24.06.2026 (shall come into effect upon expiry of sixty calendar days after the date of its first official publication).

Article 5. Rights and obligations of service providers

1. Service providers shall have a right to:

1) to receive from the central state bodies, local executive bodies of regions, cities of republican significance, the capital, districts, cities of regional significance, akims of districts in the city, cities of regional significance, towns, villages, rural districts information necessary to provide state or socially responsible services;

2) excluded by the Law of the Republic of Kazakhstan dated 14.07.2022 № 141-VII (shall be enforced ten calendar days after the date of its first official publication).

2. Service providers shall be obliged to:

1) to provide public services in accordance with the by-law regulatory legal acts, which determine the procedure for provision of public services;

1-1) provide socially responsible services in accordance with the rules that shall determine the procedure for the provision of socially responsible services and approved by the service provider in agreement with the authorized body that regulates or manages the relevant area;

2) create the required conditions for people with disabilities when they access public or socially responsible services;

3) provide full and reliable information on the procedure for providing state or socially responsible services to service recipients in an accessible form;

4) provide central government bodies, local executive bodies of regions, cities of national importance, the capital, districts, cities of regional importance, district akims within cities,

towns of district importance, settlements, villages, rural districts, and other service providers, to the State Corporation, documents and information required for rendering public or socially responsible services, including through the integration of digital systems, as required by the legislation of the Republic of Kazakhstan;

5) ensure the delivery of the result of the state or socially responsible service to the State Corporation provided through the State Corporation, no later than one day before the expiration of the period for the provision of state or socially responsible service established by the by-law legal act determining the procedure for the provision of state service, or the rules for the provision of socially responsible service, with the exception of state or socially responsible services provided within one working day;

6) to improve the qualifications of employees in the provision of public services, as well as to teach communication skills with persons with disabilities;

7) consider complaints of service recipients and inform them on the results of consideration in the terms, established by this Law;

8) ensure the possibility of obtaining information by service recipients about the stage of execution of a state or socially responsible service;

9) take measures, directed to restoration of violated rights, freedoms and legal interests of service recipients;

10) ensure the uninterrupted operation of digital systems used to deliver government or socially responsible services, as well as those containing the relevant information needed to deliver such services;

10-1) accept applications for public services using a digital waiting list;

11) ensure that data on the stage of service delivery is entered into the digital system for monitoring the provision of public or socially responsible services, pursuant to the procedure established by the competent authority in the field of digitalisation;

12) obtain written consent, consent confirmed by an electronic digital signature, or consent via the service recipient's mobile device for the use of information constituting a legally protected secret contained in digital systems when rendering public or socially responsible services, if otherwise stipulated by the laws of the Republic of Kazakhstan;

13) use electronic documents from the service of digital documents for the provision of state or socially responsible services in cases provided for by by-laws that shall determine the procedure for the provision of public services, or the rules for the provision of socially responsible services;

14) refuse to provide state and socially responsible services in cases and on the grounds established by the Laws of the Republic of Kazakhstan;

15) prevent bureaucracy and red tape;

16) take measures to ensure the stable operation of digital infrastructure used to deliver government or socially responsible services.

When providing state or socially responsible services, it shall not be allowed to demand from service recipients:

- 1) documents and information that can be obtained from digital systems used to deliver public services, or from a digital document service;
- 2) notarized copies of documents, the originals of which are submitted for verification to the service provider, the State Corporation, except in cases provided for by the legislation of the Republic of Kazakhstan on social protection.

Footnote. Article 5 as amended by the Laws of the Republic of Kazakhstan dated 17.11.2015 № 408-V (shall be enforced from 01.03.2016); dated 03.12.2015 № 433-V (shall be enforced from 01.01.2016); dated 25.11.2019 № 272-VI (shall be enforced upon expiry of ten calendar days after the day of its first official publication); dated 25.06.2020 № 347-VI (effective ten calendar days after the date of its first official publication); dated 27.06.2022 № 129-VII (effective after ten calendar days after the date of its first official publication); dated 14.07.2022 № 141-VII (shall be enforced ten calendar days after the date of its first official publication); dated 20.04.2023 № 226-VII (shall be enforced from 01.07.2023); dated 09.01.2026 № 254-VIII (shall enter into force upon expiry of sixty calendar days after the day of its first official publication); № 256-VIII of 09.01.2026 (shall be enacted upon expiration of six months from the date of its first official publication).

Article 5-1. Rights and obligations of co-service providers

1. Co-service providers shall retain the right to obtain from service providers the documents and information required to render public or socially responsible services.

2. Co-service providers shall be obliged to:

- 1) meet the requirements of subordinate legislation governing the provision of public or socially responsible services;
- 2) issue a negative response to a request for approval required for the delivery of a public or socially responsible service, as well as a negative conclusion following an expert review, investigation or inspection, if the deficiencies are not rectified within the specified time limit;
- 3) promptly furnish service providers and the State Corporation with the documents and information required for rendering public or socially responsible services, including through the integration of digital systems, as required by the legislation of the Republic of Kazakhstan

Footnote. Chapter 1 has been supplemented with Article 5-1 under Law of the Republic of Kazakhstan № 256-VIII of 09.01.2026 (shall enter into force upon expiry of six months after the date of its first official publication).

Chapter 2. STATE REGULATION IN THE PROVISION OF STATE AND SOCIALLY RESPONSIBLE SERVICES

Footnote. Title of Chapter 2 as amended by the Law of the Republic of Kazakhstan dated 09.01.2026 № 254-VIII (shall enter into force upon expiry of sixty calendar days after the day of its first official publication).

Article 6. Competence of the Government of the Republic of Kazakhstan in the provision of state and socially responsible services

Footnote. Title of Article 6 as amended by the Law of the Republic of Kazakhstan dated 09.01.2026 № 254-VIII (shall enter into force upon expiry of sixty calendar days after the day of its first official publication).

The Government of the Republic of Kazakhstan shall develop the main directions of state policy in the provision of state and socially responsible services and shall organize their implementation.

Footnote. Article 6 - as amended by the Law of the Republic of Kazakhstan dated 19.04.2023 № 223-VII (shall be enforced ten calendar days after the date of its first official publication); as amended by the Law of the Republic of Kazakhstan dated 09.01.2026 № 254-VIII (shall enter into force upon expiry of sixty calendar days after the day of its first official publication).

Article 7. The competence of the authorized body on assessment and control of quality of rendering of the state services

An authorized body on assessment and control of quality of rendering of the state services shall:

1) ensure implementation of the state policy in the scope of rendering of the state services within its competence;

2) exercises state control over the quality of public services, develops proposals based on analysis and monitoring aimed at preventing violations in their provision and ensuring the rights and legitimate interests of service recipients;

3) develop and approve the rules of state control over the quality of state services;

4) request information on the results of internal control of quality of rendering of the state services;

5) develop and approve a methodology for evaluating the quality of public service delivery, in consultation with the competent authority responsible for digitalisation;

6) carries out the formation, monitoring of the implementation and evaluation of the results of the state social order for public monitoring of the quality of public services;

7) is excluded by the Law of the Republic of Kazakhstan dated 02.11.2015 № 384-V (shall be enforced from 01.01.2016);

8) render information, consultative, methodical support to the individuals and noncommercial organizations on conducting of public monitoring of quality of rendering of the state services;

9) exercise other functions, provided by this Law, other Laws of the Republic of Kazakhstan, acts of the President of the Republic of Kazakhstan.

Footnote. Article 7 as amended by the Laws of the Republic of Kazakhstan dated 02.11.2015 № 384-V (shall be enforced from 01.01.2016); dated 23.11.2015 № 417-V (shall be enforced upon expiry of ten calendar days after the day its first official publication); dated 13.06.2018 № 160-VI (shall be enforced upon expiry of ten calendar days after its first official publication); dated 04.07.2022 № 134-VII (shall be enforced sixty calendar days after the date of its first official publication); dated 14.07.2022 № 141-VII (shall be enforced ten calendar days after the date of its first official publication).

Article 8. Competence of the authorized body in the provision of state and socially responsible services

Footnote. Title of Article 8 as amended by the Law of the Republic of Kazakhstan dated 09.01.2026 № 254-VIII (shall enter into force upon expiry of sixty calendar days after the day of its first official publication).

Authorized body in the field of public and socially responsible services:

1) form and implement state policy in the field of public and socially responsible services;
2) is excluded by the Law of the Republic of Kazakhstan dated 23.12.2023 № 50-VIII (shall be enforced upon expiration of sixty calendar days after the day of its first official publication);

2-1) approves the register of public services and makes changes and additions to it in agreement with the authorized body for assessment and control over the quality of provision of public services and the authorized body in the field of development of the public administration system;

3) carry out development and maintenance of register of the state services;

4) is excluded by the Law of the Republic of Kazakhstan dated 25.11.2019 № 272-VI (shall be enforced upon expiry of ten calendar days after the day of its first official publication);

5) coordinate draft by-laws governing the procedure for the provision of public services and standard rules for the provision of socially responsible services;

6) monitor the activities of central state bodies for the development of by-laws that shall determine the procedure for the provision of public services, or the rules for the provision of socially responsible services;

7) excluded by the Law of the Republic of Kazakhstan dated 14.07.2022 № 141-VII (shall be enforced ten calendar days after the date of its first official publication);

8) excluded by the Law of the Republic of Kazakhstan dated 21.05.2024 № 86-VIII (enters into force sixty calendar days after the date of its first official publication);

8-1) develop and approve rules for the collection, processing and storage of biometric data of individuals for their biometric authentication in the provision of state and socially

responsible services in agreement with the authorized body in the field of personal data protection;

8-2) carry out the formation and approval of the list of socially responsible services in the procedure determined by the authorized body in the field of public and socially responsible services;

9) excluded by the Law of the Republic of Kazakhstan dated 21.05.2024 № 86-VIII (enters into force sixty calendar days after the date of its first official publication);

10) exercise other powers, provided by this Law, other Laws of the Republic of Kazakhstan, acts of the President of the Republic of Kazakhstan and the Government of the Republic of Kazakhstan.

Footnote. Article 8 as amended by the Law of the Republic of Kazakhstan dated 29.09.2014 № 239-V (shall be enforced upon expiry of ten calendar days after its first official publication); dated 25.11.2019 № 272-VI (shall be enforced upon expiry of ten calendar days after the day of its first official publication); dated 25.06.2020 № 347-VI (effective ten calendar days after the date of its first official publication); dated 14.07.2022 № 141-VII (shall be enforced ten calendar days after the date of its first official publication); dated 19.04.2023 № 223-VII (shall be enforced ten calendar days after the date of its first official publication); dated 23.12.2023 № 50-VIII (shall be enforced upon expiration of sixty calendar days after the day of its first official publication); dated 21.05.2024 № 86-VIII (enters into force sixty calendar days after the date of its first official publication); dated 09.01.2026 № 254-VIII (shall enter into force upon expiry of sixty calendar days after the day of its first official publication).

Article 9. Powers of the authorised body responsible for digitalisation

The authorised body responsible for digitalisation shall:

1) ensure implementation of the state policy in the scope of rendering of the state services within its competence;

2) is excluded by the Law of the Republic of Kazakhstan dated 17.11.2015 № 408-V (shall be enforced from 01.03.2016);

3) is excluded by the Law of the Republic of Kazakhstan dated 17.11.2015 № 408-V (shall be enforced from 01.03.2016);

4) is excluded by the Law of the Republic of Kazakhstan dated 17.11.2015 № 408-V (shall be enforced from 01.03.2016);

5) is excluded by the Law of the Republic of Kazakhstan dated 17.11.2015 № 408-V (shall be enforced from 01.03.2016);

6) is excluded by the Law of the Republic of Kazakhstan dated 17.11.2015 № 408-V (shall be enforced from 01.03.2016);

7) is excluded by the Law of the Republic of Kazakhstan dated 25.11.2019 № 272-VI (shall be enforced upon expiry of ten calendar days after the day of its first official publication);

8) organize and coordinate the work of the Unified call center;

8-1) excluded by the Law of the Republic of Kazakhstan dated 14.07.2022 № 141-VII (shall be enforced ten calendar days after the date of its first official publication);

9) approves the rules of operation of the Unified Contact Center and interaction of the Unified Contact Center with central state bodies, local executive bodies of regions, cities of republican significance, the capital, as well as service providers;

10) excluded by the Law of the Republic of Kazakhstan dated 14.07.2022 № 141-VII (shall be enforced ten calendar days after the date of its first official publication);

11) coordinates the draft by-law regulatory legal acts that determine the procedure for provision of public services, providing for the electronic form of provision of public services;

11-1) approve the transition of public services to digital and proactive formats;

12) develops and approves regulatory legal acts in the field of provision of public services within its competence;

12-1) conduct an inspection of the activities of the State Corporation within the limits of its competence;

12-2) excluded by the Law of the Republic of Kazakhstan dated 21.05.2024 № 86-VIII (comes into force sixty calendar days after the date of its first official publication);

12-3) coordinates the activities of central state bodies, local executive bodies for reengineering the provision of public services in accordance with the rules of digital transformation of public administration approved by the Government of the Republic of Kazakhstan (hereinafter – the rules of digital transformation of public administration);

12-4) evaluate the digitalisation of public services;

13) excluded by the Law of the Republic of Kazakhstan dated 14.07.2022 № 141-VII (shall be enforced ten calendar days after the date of its first official publication);

13-1) approves the procedure for provision of proactive services;

13-2) approve the rules for the classification of public services delivered in electronic form, for the purpose of establishing the method of digital authentication of the service user;

13-3) approve the mandatory details to be included in the results of public and other services rendered in electronic form and received via a mobile phone, as well as the procedure for verifying their authenticity;

13-4) approve the rules for the display and use of electronic documents within the digital document service;

14) exercise other powers, provided by this Law, other Laws of the Republic of Kazakhstan, acts of the President of the Republic of Kazakhstan and the Government of the Republic of Kazakhstan.

Footnote. Article 9 as amended by the Law of the Republic of Kazakhstan dated 29.09.2014 № 239-V (shall be enforced upon expiry of ten calendar days after its first official publication); dated 17.11.2015 № 408-V (shall be enforced from 01.03.2016); dated 24.11.2015 № 419-V (shall be enforced from 01.01.2016); dated 25.11.2019 № 272-VI (shall

be enforced upon expiry of ten calendar days after the day of its first official publication); dated 14.07.2022 № 141-VII (shall be enforced ten calendar days after the date of its first official publication); dated 06.02.2023 № 194-VII (shall be enforced from 01.04.2023); dated 21.05.2024 № 86-VIII (comes into force sixty calendar days after the date of its first official publication); № 256-VIII of 09.01.2026 (shall become effective upon expiration of six months from the date of its first official publication); № 326-VIII of 24.06.2026 (shall be put into effect upon expiry of sixty calendar days after the date of its first official publication).

Article 9-1. Competence of the authorized body determined by the Government of the Republic of Kazakhstan from among the central state bodies

Authorized body:

- 1) develops and approves the rules of work of the State Corporation;
- 2) excluded by the Law of the Republic of Kazakhstan dated 14.07.2022 № 141-VII (shall be enforced ten calendar days after the date of its first official publication);
- 3) organizes and controls the activities of the State Corporation;
- 4) coordinates the activities of the State Corporation and its interaction with service providers;
- 5) excluded by the Law of the Republic of Kazakhstan dated 14.07.2022 № 141-VII (shall be enforced ten calendar days after the date of its first official publication);
- 6) coordinates the draft by-law regulatory legal acts that determine the procedure for provision of public services through the State Corporation;
- 7) develops proposals for improving the by-law regulatory legal acts that determine the procedure for provision of public services, rendered through the State Corporation;
- 8) determines the order of pricing for services rendered by the State Corporation.

Footnote. Chapter 2 is supplemented by Article 9-1 in accordance with the Law of the Republic of Kazakhstan dated 17.11.2015 № 408-V (shall be enforced from 01.03.2016); as amended by the Law of the Republic of Kazakhstan dated 25.11.2019 № 272-VI (shall be enforced upon expiry of ten calendar days after the day of its first official publication); dated 14.07.2022 № 141-VII (shall be enforced ten calendar days after the date of its first official publication).

Article 10. The competence of the central state bodies

Central state bodies shall:

- 1) develop and approve by-law regulatory legal acts that determine the procedure for provision of public services;
- 2) is excluded by the Law of the Republic of Kazakhstan dated 25.11.2019 № 272-VI (shall be enforced upon expiry of ten calendar days after the day of its first official publication);

- 3) ensure the improvement of the quality, accessibility of the provision of state and socially responsible services;
- 4) ensure the availability of by-laws governing the procedure for the provision of public services and the rules for the provision of socially responsible services;
 - 4-1) ensure the timely adoption of subordinate regulatory legal acts determining the procedure for rendering public services, as well as eliminate contradictions and gaps therein;
- 5) ensure that service recipients shall be informed in an accessible form about the procedure for providing state and socially responsible services;
- 6) consider requests of service recipients regarding the provision of state and socially responsible services;
- 7) take measures, directed to restoration of violated rights, freedoms and legal interests of service recipients;
- 8) provide advanced training of employees in the provision of public services, communication with persons with disabilities;
- 9) carry out reengineering of the provision of public services in accordance with the rules of digital transformation of public administration;
 - 9-1) once a new public service has been entered in the register of public services, steps shall be undertaken to transition its provision to an electronic format pursuant to the legislation of the Republic of Kazakhstan, in consultation with the competent authority with regard to digitalisation;
 - 9-2) ensure the transition of a public service into digital and proactive formats, including the application of automated signing of the result of a public service, in accordance with the legislation of the Republic of Kazakhstan upon approval by the authorized body in the sphere of digitalization;
- 10) ensure provision of information to the authorized body on assessment and control of quality of rendering of the state services for conducting of quality assessment of rendering of the state services, as well as information on the results of internal control of quality of rendering of the state services in the manner and terms, established by the legislation of the Republic of Kazakhstan;
- 11) ensure that information is made available to the competent authority within the digitalisation sector regarding the measures being taken to digitalise the provision of public services, so that the digitalisation process can be reviewed and recommendations formulated on the transition of public services to a digital format, within the timeframe and procedures established by the legislation of the Republic of Kazakhstan;
- 12) grant the State Corporation access to digital systems containing the information needed to provide public and socially responsible services, unless otherwise stipulated by the laws of the Republic of Kazakhstan;
- 13) within three working days, provide the State Corporation with information on the procedure for the provision of public services and the changes and (or) additions made to the

by-laws that determine the procedure for the provision of public services, from the date of their approval or amendment;

13-1) coordinate the activities of their territorial subdivisions, as well as local executive bodies of regions, cities of republican significance, the capital, districts, cities of regional significance, akims of districts in the city, cities of regional significance, towns, villages, rural districts to comply with the legislation of the Republic of Kazakhstan regulating the procedure for the provision of state and socially responsible services;

13-2) develop and approve model rules for the provision of socially responsible services in areas that carry out state regulation or leadership;

14) conduct internal control over the quality of the provision of state and socially responsible services in accordance with the legislation of the Republic of Kazakhstan;

15) ensure that service providers and co-service providers adhere to subordinate legislation governing the delivery of public services and the rules for the delivery of socially responsible services;

15-1) take measures to transition to proactive, integrated and extraterritorial delivery of public services consistent with the principles of digital transformation in public administration ;

16) exercise other powers, provided by this Law, other Laws of the Republic of Kazakhstan, acts of the President of the Republic of Kazakhstan and the Government of the Republic of Kazakhstan.

Footnote. Article 10 as amended by the Law of the Republic of Kazakhstan dated 29.09.2014 № 239-V (shall be enforced upon expiry of ten calendar days after its first official publication); dated 17.11.2015 № 408-V (shall be enforced from 01.03.2016); dated 24.11.2015 № 419-V (shall be enforced from 01.01.2016); dated 03.12.2015 № 433-V (shall be enforced from 01.01.2016); dated 25.11.2019 № 272-VI (shall be enforced upon expiry of ten calendar days after the day of its first official publication); dated 27.06.2022 № 129-VII (shall be enforced ten calendar days after the date of its first official publication); dated 14.07.2022 № 141-VII (shall be enforced ten calendar days after the date of its first official publication); dated 06.02.2023 № 194-VII (shall be enforced from 01.04.2023); dated 23.12.2023 № 50-VIII (shall be enforced upon expiration of sixty calendar days after the day of its first official publication); dated 09.01.2026 № 254-VIII (shall enter into force upon expiry of sixty calendar days after the day of its first official publication); № 256-VIII of 09.01.2026 (shall be enforced upon expiration of six months from the date of its first official publication); dated 19.05.2026 № 291-VIII (shall be enforced from 12.07.2026).

Article 11. The competence of local executive bodies of regions, cities of republican significance, the capital, districts, cities of regional significance, akims of districts in the city, cities of district significance, rural settlements, villages, rural districts

Local executive bodies of regions, cities of republican significance, the capital, districts, cities of regional significance, akims of districts in the city, cities of district significance, rural settlements, villages, rural districts shall:

1) ensure the improvement of the quality, accessibility of the provision of state and socially responsible services in the territory of the corresponding administrative-territorial unit;

2) ensure the availability of by-laws governing the procedure for the provision of public services and the rules for the provision of socially responsible services;

3) ensure that service recipients shall be informed in an accessible form about the procedure for providing public services;

4) consider requests of service recipients regarding the provision of state and socially responsible services;

5) take measures, directed to restoration of violated rights, freedoms and legal interests of service recipients;

6) provide advanced training of employees in the provision of public services, communication with persons with disabilities;

7) carry out reengineering of the provision of public services in accordance with the rules of digital transformation of public administration;

8) ensure the provision of information to the authorized body for assessment and control over the quality of rendering public services for the purpose of conducting an assessment of the quality of rendering public services, as well as information on the results of internal control over the quality of rendering public services in accordance with the procedure and within the time limits established by the legislation of the Republic of Kazakhstan;

9) ensure that information is made available to the competent authority with regard to digitalisation, for the purpose of assessing the digitalisation of public service delivery, in line with the procedures and timeframes established by the legislation of the Republic of Kazakhstan;

10) provide the State Corporation with access to information systems containing information necessary for the provision of state and socially responsible services, unless otherwise provided by the legislation of the Republic of Kazakhstan;

11) provide information on the procedure for providing state and socially responsible services to the Unified Contact Center;

12) perform internal quality control over the delivery of public and socially responsible services in line with the legislation of the Republic of Kazakhstan;

13) ensure compliance by service providers and co-service providers with subordinate regulatory legal acts determining the procedure for rendering public services and the rules for rendering socially responsible services;

14) exercise other powers, imposed by the legislation of the Republic of Kazakhstan in the interests of local state management.

Footnote. Article 11 as amended by the Laws of the Republic of Kazakhstan dated 17.11.2015 № 408-V (shall be enforced from 01.03.2016); dated 24.11.2015 № 419-V (shall be enforced from 01.01.2016); dated 03.12.2015 № 433-V (shall be enforced from 01.01.2016); dated 25.11.2019 № 272-VI (shall be enforced upon expiry of ten calendar days after the day of its first official publication); dated 27.06.2022 № 129-VII (shall be enforced ten calendar days after the date of its first official publication); dated 14.07.2022 № 141-VII (shall be enforced ten calendar days after the date of its first official publication); dated 06.02.2023 № 194-VII (shall be enforced from 01.04.2023); dated 09.01.2026 № 254-VIII (shall enter into force upon expiry of sixty calendar days after the day of its first official publication); № 256-VIII of 09.01.2026 (shall be put into effect upon expiration of six months from the date of its first official publication); dated 19.05.2026 № 291-VIII (shall be enforced from 12.07.2026).

Article 11-1. Organization of work of the State Corporation

1. The state corporation is a provider in the field of provision of public services, carrying out, in accordance with the legislation of the Republic of Kazakhstan, activities to organize the work of accepting applications for the provision of public services and issuing their results to the service recipient according to the “one window” principle, ensuring the provision of public services in electronic form.

2. The state corporation is established in the form of a joint-stock company, is a non-profit organization.

The state corporation has its branches.

3. The sole shareholder of the State Corporation is the Government of the Republic of Kazakhstan. The authorized body of the State Corporation is determined by the decision of the Government of the Republic of Kazakhstan from among the central state bodies.

4. The State Corporation:

1) ensures improvement of the quality of state services;

2-1) annually informs the Government of the Republic of Kazakhstan about the state of work on the provision of public services provided through the State Corporation;

3) ensures information awareness of service recipients on the provision of state services;

3-1) employees of the State Corporation who have access to citizens’ personal data, as well as those involved in delivering public services, shall undergo verification as prescribed by the competent authority for digitalisation, in consultation with the National Security Committee of the Republic of Kazakhstan;

4) examines appeals of service recipients on the issues of provision of state services;

5) provides the advanced training for employees in the provision of state services;

6) renders and (or) organizes the rendering of public services to individuals and (or) legal entities on the basis of the "one-stop shop" principle, including in electronic form and (or)

through the mobile application of the State Corporation, as well as in an expedited manner in accordance with the legislation of the Republic of Kazakhstan;

6-1) provides the authorized body for assessing and monitoring the quality of public services with information to assess the quality of public services provided through the State Corporation or by the State Corporation;

6-2) collect, process and store biometric data of individuals for their biometric authentication in the provision of public services;

6-3) maintain a database of biometric data of individuals for their biometric authentication in the provision of public services;

6-4) organizes the reception of requests from individuals and (or) legal entities to administrative bodies, officials and the issuance of responses to them at the request of applicants;

7) exercises other powers provided for by this Law, other laws of the Republic of Kazakhstan, acts of the President of the Republic of Kazakhstan and the Government of the Republic of Kazakhstan.

Footnote. Chapter 2 is supplemented by Article 11-1 in accordance with the Law of the Republic of Kazakhstan dated 17.11.2015 № 408-V (shall be enforced from 01.03.2016); ; as amended by the Law of the Republic of Kazakhstan dated 24.05.2018 № 156-VI (shall be enforced upon expiry of ten calendar days after its first official publication); dated 02.04.2019 № 241-VI (shall be enforced from 01.07.2019); dated 25.11.2019 № 272-VI (shall be enforced upon expiry of ten calendar days after the day of its first official publication); dated 25.06.2020 № 347-VI (effective ten calendar days after the date of its first official publication); dated 23.12.2023 № 50-VIII (shall be enforced upon expiration of sixty calendar days after the day of its first official publication); dated 19.05.2026 № 291-VIII (shall be enforced from 12.07.2026).

Article 11-2. Partner organization

1. A partner organization in accordance with this Law may be a business entity:

1) registered on the territory of the Republic of Kazakhstan;

2) compliant with the requirements set by the competent authority responsible for the delivery of public services, in consultation with the competent authority responsible for evaluating and monitoring the quality of public service delivery, including requirements relating to cybersecurity and the protection of personal data;

3) that has entered into a partnership agreement.

2. The selection of business entities for concluding a partnership agreement is carried out by the authorized body in the field of provision of public services.

All business entities that meet the requirements determined by the authorized body in the field of provision of public services in agreement with the authorized body for assessing and monitoring the quality of public services, with the exception of branches and (or) representative offices of foreign legal entities, are allowed to be selected.

3. A standard partnership agreement is developed and approved by the authorized body in the field of provision of public services.

Footnote. Chapter 2 is supplemented by Article 11-2 in accordance with the Law of the Republic of Kazakhstan dated 23.12.2023 № 50-VIII (shall be enforced upon expiration of sixty calendar days after the day of its first official publication); as amended by Law of the Republic of Kazakhstan № 256-VIII of 09.01.2026 (shall come into force upon expiry of six months after the date of its first official publication).

Article 11-3. Single Contact Centre

The Single Contact Centre shall:

- 1) offer round-the-clock advisory support to natural persons and legal entities on issues related to the delivery of public and other services;
- 2) provide round-the-clock advisory support to natural persons, legal entities and government bodies on issues concerning digital government;
- 3) send requests to government bodies and other organisations for clarification on issues raised by recipients of public and other services, including the digital documents service;
- 4) regularly forwards information to government bodies and other organisations regarding enquiries received from natural persons and legal entities, as well as their branches and representative offices.

Footnote. Chapter 2 has been supplemented with Article 11-3 as per Law of the Republic of Kazakhstan № 256-VIII of 09.01.2026 (shall enter into force upon expiry of six months after the date of its first official publication).

Chapter 3. REGISTER, BY-LAW REGULATORY LEGAL ACT THAT DETERMINE THE PROCEDURE FOR PROVISION OF PUBLIC SERVICES

Footnote. The title of Chapter 3 as amended by the Law of the Republic of Kazakhstan dated 25.11.2019 № 272-VI (shall be enforced upon expiry of ten calendar days after the day of its first official publication).

Article 12. Register of public services

1. Public services are subject to inclusion in the register of public services.

1-1. A public service, excluding services of public importance, shall be distinguished by the following features:

- 1) it constitutes one of the forms of performing specific public functions or a combination thereof;
- 2) it is rendered on an individual basis to a natural person or a legal entity, or to branches and representative offices of legal entities, either upon request or without such a request;
- 3) it is implemented through interaction between the service user and the service provider and/or co-service provider;

4) it involves the exercise of the service user's right to request the delivery of a public service; 5) is aimed at delivering a result.

Sub-paragraphs 2), 3), 4) and 5) of the first part of this paragraph shall apply to socially responsible services.

2. Rules for maintaining a register of public services are developed and approved by the authorized body in the field of provision of public services.

3. The procedure for identifying hidden public services and entering them into the register of public services is determined by the authorized body in the field of provision of public services.

4. The selection of public services from the register of public services, through which partner organizations can accept applications for the provision of public services and issue their results to the service recipient, is carried out by the authorized body in the field of provision of public services.

Footnote. Article 12 - as amended by the Law of the Republic of Kazakhstan dated 23.12.2023 № 50-VIII (shall be enforced upon expiration of sixty calendar days after the day of its first official publication); as amended by Law of the Republic of Kazakhstan № 256-VIII of 09.01.2026 (shall become effective upon expiry of six months after the date of its first official publication).

Article 13. General requirements for development and approval of a by-law regulatory legal act that determines the procedure for provision of public service

Footnote. The title of Article 13 as amended by the Law of the Republic of Kazakhstan dated 25.11.2019 № 272-VI (shall be enforced upon expiry of ten calendar days after the day of its first official publication).

1. To ensure uniform requirements for the quality of provision of public services, the central government bodies develop and approve by-law regulatory legal acts that determine the procedure for provision of public services, including for public services rendered by foreign institutions of the Republic of Kazakhstan, local executive bodies of regions, cities of republican significance, the capital, districts, towns of regional significance, akims of districts in the city, towns of district significance, settlements, villages, rural districts.

Draft subordinate legislation governing the delivery of public services shall be drawn up pursuant to the rules on the digital transformation of public administration.

Development and approval of draft by-law regulatory legal acts that determine the procedure for provision of public services are carried out in accordance with the Law of the Republic of Kazakhstan "On legal acts".

2. Excluded by Law of the Republic of Kazakhstan № 256-VIII of 09.01.2026 (shall be enacted upon expiry of six months after the date of its first official publication).

3. The adoption, amendment, supplementation and repeal of subordinate regulatory legal acts governing the delivery of public services shall be based on proposals from the authorised

body responsible for assessing and monitoring the quality of public service delivery, the authorised body governing the sphere of public service delivery, the authorised body governing the sphere of digitalisation, central government bodies, and local executive bodies of the regions, cities of national importance, the capital, districts, cities of regional importance, district akims within the city, towns of district importance, settlements, villages, rural districts, as well as based on the results of public monitoring of the quality of public service delivery and/or the consideration of service users' complaints regarding the provision of public services.

4. A subordinate regulatory act specifying the procedure for rendering a public service shall be drafted and approved within three months of the date of approval of the register of public services or of any amendments or additions thereto.

5. Approval of subordinate legislation regulating the delivery of services of public importance shall not be required.

Footnote. Article 13 as amended by the Law of the Republic of Kazakhstan dated 29.09.2014 № 239-V (shall be enforced upon expiry of ten calendar days after its first official publication); dated 06.04.2016 № 484-V (shall be enforced upon expiry of thirty calendar days after the day its first official publication); dated 25.11.2019 № 272-VI (shall be enforced upon expiry of ten calendar days after the day of its first official publication); dated 14.07.2022 № 141-VII (shall be enforced ten calendar days after the date of its first official publication); № 256-VIII of 09.01.2026 (shall be enacted upon expiry of six months after the date of its first official publication).

Article 14. Requirements for the content of by-law regulatory legal act that determine the procedure for provision of public service

Footnote. The title of Article 14 as amended by the Law of the Republic of Kazakhstan dated 25.11.2019 № 272-VI (shall be enforced upon expiry of ten calendar days after the day of its first official publication).

The by-law regulatory legal act that determines the procedure for provision of public service provides for:

1) is excluded by the Law of the Republic of Kazakhstan dated 25.11.2019 № 272-VI (shall be enforced upon expiry of ten calendar days after the day of its first official publication);

2) order description of:

actions of structural subdivisions (employees) of the service provider, co-service provider in the process of rendering a public service;

interaction of structural subdivisions (employees) of the service provider, co-service provider in the process of rendering a public service;

interaction with the State Corporation and (or) other service providers, co-service providers, as well as the use of information systems in the process of rendering a public service;

issuance of the result of the provision of public service;

3) the procedure for sending information on amendments and (or) additions introduced into subordinate regulatory legal acts determining the procedure for rendering a public service to organizations accepting applications and issuing the results of rendering a public service, and to service providers, co-service providers;

3-1) an appendix with a list of basic requirements for provision of public service, which contains:

the name of the public service;

name of subspecies (if any) of public service;

name of the service provider, co-service provider;

ways of providing public service and its subspecies (if any);

term of provision of public service and its subspecies (if any);

form of rendering public service and its subspecies (if any);

the result of the provision of public services and its subspecies (if any);

the amount of fees charged from the service recipient in the provision of public services and its subspecies (if any), and the methods of its collection in cases provided for by the legislation of the Republic of Kazakhstan;

the work schedule of the service provider, the State Corporation and information objects;

list of documents and information requested from the service recipient for the provision of public services and its subspecies (if any);

grounds for refusal to provide public services and its subspecies (if any) established by the Laws of the Republic of Kazakhstan;

4) other requirements, taking into account the specifics of the provision of state services, including those provided electronically and through the State Corporation.

Footnote. Article 14 as amended by the Law of the Republic of Kazakhstan dated 17.11.2015 № 408-V (shall be enforced from 01.03.2016); dated 25.11.2019 № 272-VI (shall be enforced upon expiry of ten calendar days after the day of its first official publication); dated 14.07.2022 № 141-VII (shall be enforced ten calendar days after the date of its first official publication); dated 09.01.2026 № 254-VIII (shall enter into force upon expiry of sixty calendar days after the day of its first official publication); dated 19.05.2026 № 291-VIII (shall be enforced from 12.07.2026).

Article 15. Public discussion of draft by-law regulatory legal acts that determine the procedure for provision of public services

Footnote. Article 15 is excluded by Law of the Republic of Kazakhstan № 256-VIII of 09.01.2026 (shall enter into force upon expiry of six months after the date of its first official publication).

Article 16. Requirements to development of regulation of the state service

Footnote. Article 16 is excluded by the Law of the Republic of Kazakhstan dated 25.11.2019 № 272-VI (shall be enforced upon expiry of ten calendar days after the day of its first official publication).

Article 17. Requirements to the content of regulation of the state service

Footnote. Article 17 is excluded by the Law of the Republic of Kazakhstan dated 25.11.2019 № 272-VI (shall be enforced upon expiry of ten calendar days after the day of its first official publication).

Chapter 4. Provision of public or socially responsible services

Footnote. The title of Chapter 4 in the wording of the Law of the Republic of Kazakhstan dated 09.01.2026 №254-VIII (shall enter into force upon expiry of sixty calendar days after the day of its first official publication).

Article 18. Provision of public or socially responsible services

Footnote. Title of Article 18 as amended by the Law of the Republic of Kazakhstan dated 09.01.2026 № 254-VIII (shall enter into force upon expiry of sixty calendar days after the day of its first official publication).

1. State or socially responsible services shall be provided by service providers.
2. Acceptance of applications for the provision of state or socially responsible services and the issuance of their results to the service recipient shall be carried out:
 - 1) through service providers;
 - 2) through the State Corporation;
 - 3) through partner organizations;
 - 4) via the "digital government" web portal;
 - 5) through a stationary subscriber device;
 - 6) through a subscriber's cellular device;
 - 7) via digital assets designated by central government bodies.

Footnote. Article 18 - as amended by the Law of the Republic of Kazakhstan dated 23.12.2023 № 50-VIII (shall be enforced upon expiration of sixty calendar days after the day of its first official publication); as amended by the Law of the Republic of Kazakhstan dated 09.01.2026 № 254-VIII (shall enter into force upon expiry of sixty calendar days after the day of its first official publication).

Article 18-1. Timeframes for rendering public or socially responsible services

1. The time limit shall be specified by a calendar date, a reference to an event that is due to occur, or a period of time calculated in years, months, days, hours or minutes, as prescribed by legislation governing the delivery of public or socially responsible services.

Public or socially responsible services shall be rendered within the time limits laid down in subordinate legislation governing the provision of public or socially responsible services.

The expiry of the time limit shall not release service providers or co-service providers from rendering public or socially responsible services.

The time limits for rendering public or socially responsible services may be suspended in the cases established by this Law.

Extension of the time limits for rendering public or socially responsible services shall not be permitted.

2. A period measured in years shall expire on the corresponding month and day of the final year of that period.

A time limit calculated in months shall expire on the corresponding day of the last month of the time limit. If the end of a period calculated in months falls on a day that does not exist in that month, the period shall expire on the last day of that month.

A time limit calculated in days shall end on the last day of the specified period. If an application for a public or socially responsible service is received two hours prior to the end of the service provider's working day, the time limit shall commence on the following working day.

Where the final day of a period falls on a non-working day, the period calculated in years, months and days shall be deemed to end on the next working day.

Any time limit for the delivery of public or socially responsible services, expressed in days, shall be counted as working days.

Any time limit expressed in hours or minutes shall expire at the end of the final hour or minute of the specified period.

Footnote. Chapter 4 has been supplemented with Article 18-1 under Law of the Republic of Kazakhstan № 256-VIII of 09.01.2026 (shall be put into forced upon expiry of six months after the date of its first official publication); as amended by the Law of the Republic of Kazakhstan dated 19.05.2026 № 291-VIII (shall be enforced from 12.07.2026).

Article 18-2. Suspension of deadlines for rendering public or socially responsible services

1. The grounds for suspending the process of rendering a public or socially responsible service shall be established by a subordinate regulatory legal act determining the procedure for rendering a public service, or by the rules for rendering a socially responsible service.

Suspension of the time limit for rendering a public or socially responsible service shall commence on the day the service provider sends a notification to the service recipient on the suspension of the process of rendering the public or socially responsible service, including on the basis of a decision of a co-service provider. The running of the time limit for rendering a public or socially responsible service shall resume on the day the service provider or

co-service provider issues a decision on resuming the process of rendering the public or socially responsible service.

2. The service provider or co-service provider shall be obliged to suspend the process of rendering a public or socially responsible service in the following cases:

1) the death of a citizen (including a declaration of death) or the reorganisation or winding-up of a legal entity, where the service recipients' rights to receive the relevant tangible or intangible benefits are subject to succession;

2) a citizen being declared legally incapacitated and/or partially legally incapacitated pursuant to the procedure established by the laws of the Republic of Kazakhstan;

3) impossibility of rendering a public or socially responsible service until the resolution of matters under consideration by state bodies, a court, or in another procedure provided for by the legislation of the Republic of Kazakhstan.

4) detection of errors or inaccuracies in the application and (or) documents submitted by the service recipient, their non-compliance with the requirements as to form and content, submission of an incomplete package of documents in accordance with the list provided for by the subordinate regulatory legal act determining the procedure for rendering a public service and by the rules for rendering a socially responsible service.

2-1. In the event of suspension of the process of rendering a public or socially responsible service on the ground provided for by subparagraph 4) of paragraph 2 of this Article, the documents submitted by the service recipient (including originals) shall be subject to return to the service recipient without their acceptance for safekeeping by the service provider or co-service provider, except for cases of submission of an application and (or) documents through the "digital government" web portal, a stationary subscriber device, a cellular subscriber device, as well as other digital objects determined by central state bodies.

Repeated submission of documents shall be carried out by the service recipient after the elimination of the identified deficiencies within the period of suspension.

Furthermore, the suspension of the time limit for rendering a public or socially responsible service on the ground provided for by subparagraph 4) of paragraph 2 of this Article shall not apply to services related to subsidization, as well as those rendered through competitive selection procedures of service recipients or within established limits.

3. The delivery of a public or socially responsible service shall be suspended:

1) in the cases provided for by subparagraphs 1) and 2) of paragraph 2 of this Article – until the identification of the legal successor of the relevant person or the appointment of a guardian for an incapacitated person;

2) in the cases provided for by subparagraph 3) of paragraph 2 of this Article – until the state body determines its position, a judicial act enters into legal force, or the matter is resolved in another procedure provided for by the legislation of the Republic of Kazakhstan.

3) in the cases provided for by subparagraph 4) of paragraph 2 of this Article – until the elimination of the identified deficiencies within a reasonable time limit established by the service provider or co-service provider.

The period of suspension provided for by subparagraph 3) of part one of this paragraph shall not exceed the total time limit for rendering the relevant public or socially responsible service established by the subordinate regulatory legal act determining the procedure for rendering a public service or by the rules for rendering a socially responsible service.

4. Upon the request of the service recipient or on its own initiative, the service provider shall retain the right to suspend the delivery of a public or socially responsible service in the following cases:

1) force majeure events that temporarily prevent the continued provision of the service. Force majeure events that temporarily prevent the continued delivery of a public service shall refer to the declaration of a state of emergency, or the threat or occurrence of a natural or man-made disaster;

2) where the service user is on a business trip or receiving inpatient treatment at a healthcare facility for a period exceeding the duration of the public service, unless the service is received by their legal representatives.

Footnote. Chapter 4 has been supplemented with Article 18-2 under Law of the Republic of Kazakhstan № 256-VIII of 09.01.2026 (shall enter into force upon expiry of six months after the date of its first official publication); as amended by the Law of the Republic of Kazakhstan dated 19.05.2026 № 291-VIII (shall be enforced from 12.07.2026).

Article 18-3. Delivery of public and socially responsible services to immigrants

When rendering public and socially responsible services to foreign nationals and stateless persons, the data is verified against the reference database of immigrants to ensure that their stay (residence) in the Republic of Kazakhstan complies with the procedures laid down by the legislation of the Republic of Kazakhstan on migration.

Footnote. Chapter 4 has been supplemented with Article 18-3 under Law of the Republic of Kazakhstan № 326-VIII of (shall enter into force upon expiry of sixty calendar days after the date of its first official publication).

Article 19. Rendering public or socially responsible services by service providers

1. The requirements and procedure for rendering public services by service providers (co-service providers) shall be determined by a subordinate regulatory legal act determining the procedure for rendering public services.

2. The requirements and procedure for rendering socially responsible services shall be developed by service providers in accordance with the model rules for rendering socially responsible services and shall be approved by service providers in accordance with the requirements of this Law.

3. In cases of detection of errors or inaccuracies in the application and (or) documents submitted by the service recipient, their non-compliance with the requirements as to form and

content, or submission by the service recipient of an incomplete package of documents in accordance with the list provided for by the subordinate regulatory legal act determining the procedure for rendering a public service or by the rules for rendering a socially responsible service, the service provider shall accept applications by means of a digital waiting list.

On the ground provided for by part one of this paragraph, the documents submitted by the service recipient (including originals) shall be subject to return to the service recipient without their acceptance for safekeeping by the service provider or co-service provider, except for cases of submission of an application and (or) documents through the "digital government" web portal, a stationary subscriber device, a cellular subscriber device, as well as other digital objects determined by central state bodies.

In this case, a reasonable time limit shall be established for the service recipient for the elimination of the identified deficiencies, which shall not be included in the total time limit for rendering the relevant public or socially responsible service established by the subordinate regulatory legal act determining the procedure for rendering a public service or by the rules for rendering a socially responsible service, and shall not exceed it.

In the event of the elimination of deficiencies, the day of initial application of the service recipient shall be considered the day of acceptance of the application and (or) documents for receiving the public or socially responsible service.

The running of the time limit for rendering the public or socially responsible service shall resume from the moment of elimination of the identified deficiencies.

In the event of failure to eliminate the identified deficiencies within the established time limit, the service provider shall refuse to accept the application and documents.

4. The provisions of paragraph 3 of this Article shall not apply to services related to subsidization, as well as those rendered through competitive selection procedures of service recipients or within established limits.

Footnote. Article 19 as amended by the Law of the Republic of Kazakhstan dated 19.05.2026 № 291-VIII (shall be enforced from 12.07.2026).

Article 19-1. Refusal to render state or socially responsible services by service providers and co-service providers

Footnote. Title of Article 19-1 as amended by the Law of the Republic of Kazakhstan dated 09.01.2026 № 254-VIII (shall enter into force upon expiry of sixty calendar days after the day of its first official publication).

1. In the event of a refusal to render a public or socially responsible service, the service provider shall send a response to the service recipient indicating the reasons for the refusal.

If the decision on refusal is taken by a co-service provider, the co-service provider shall notify the service provider thereof, and the service provider, on the basis of its decision, shall send a response to the service recipient indicating the reasons for the refusal.

1-1. Requirements not related to the emergence of the right to receive a given service may not serve as a ground for refusal to render a public or socially responsible service.

1-2. In the event of a refusal to render a public service, a hearing with the service recipient shall not be conducted.

2. Service providers and co-service providers shall refuse to render public or socially responsible services on the following grounds:

1) establishment of the unreliability of documents submitted by service recipients for receiving public or socially responsible services related to subsidization, as well as those rendered through competitive selection procedures of service recipients or within established limits, and (or) the data (information) contained therein;

2) non-compliance of the service recipient and (or) submitted materials, objects, data and information necessary for the provision of state or socially responsible services with the requirements established by regulatory legal acts of the Republic of Kazakhstan;

3) negative response of the authorized state body to the request for approval, which shall be required for the provision of state or socially responsible services, as well as a negative conclusion of examination, research or verification;

4) in relation to the service recipient, there shall be a court decision (verdict) that has entered into legal force prohibiting activities or certain types of activities requiring a certain state or socially responsible service;

5) in relation to the service recipient, there shall be a court decision that has entered into legal force, on the basis of which the service recipient shall be deprived of a special right related to obtaining a state or socially responsible service.

6) lack 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 personal data of limited access that shall be required to provide state or socially responsible services.

7) failure to eliminate the identified deficiencies upon expiry of the period of suspension of rendering a public or socially responsible service on the ground provided for by subparagraph 4) of paragraph 2 of Article 18-2 of this Law.

3. If the service recipient eliminates the reasons for refusal to provide a state or socially responsible service, the service recipient can apply again to receive a state or socially responsible service in the procedure prescribed by the legislation of the Republic of Kazakhstan.

4. Paragraph 2 of this Article shall not apply to cases of obtaining a license in the procedure prescribed by the Law of the Republic of Kazakhstan "On Permits and Notifications."

5. The grounds for refusing to render public or socially responsible services may also be established by sector-specific laws of the Republic of Kazakhstan, depending on the specific nature of the public or socially responsible service in question.

Footnote. Chapter is supplemented by Article 19-1 in accordance with the Law of the Republic of Kazakhstan dated 06.04.2016 № 484-V (shall be enforced upon expiry of thirty calendar days after the day its first official publication); as amended by the Law of the

Republic of Kazakhstan dated December 30, 2021 № 96-VII (shall be enforced sixty calendar days after the day of its first official publication); dated 09.01.2026 № 254-VIII (shall enter into force upon expiry of sixty calendar days after the day of its first official publication); № 256-VIII of 09.01.2026 (shall become effected upon expiration of six months from the date of its first official publication); dated 19.05.2026 № 291-VIII (shall be enforced from 12.07.2026).

Article 20. Provision of state services through the State Corporation

1. When providing public services through the State Corporation, the provision of which involves sending an application and documents of the service recipient to the service providers on paper, the day of receipt of applications and documents is not included in the period for provision of public service, established by the by-law regulatory legal act that determines the procedure for provision of public service.

2. An employee of the State Corporation is obliged to accept an application of the service recipient if he has a complete package of documents in accordance with the list provided for by the by-law regulatory legal act that determines the procedure for provision of public service.

2-1. In cases of detection of errors or inaccuracies in the application and (or) documents submitted by the service recipient, their non-compliance with the requirements as to form and content, or submission by the service recipient of an incomplete package of documents in accordance with the list provided for by the subordinate regulatory legal act determining the procedure for rendering a public service, an employee of the State Corporation shall accept applications by means of a digital waiting list.

On the ground provided for by part one of this paragraph, the documents submitted by the service recipient (including originals) shall be subject to return to the service recipient without their acceptance for safekeeping by the State Corporation.

Repeated submission of documents shall be carried out by the service recipient after the elimination of the identified deficiencies within the period of suspension.

Furthermore, a reasonable time limit shall be established for the service recipient for the elimination of the identified deficiencies, which shall not be included in the total time limit for rendering the relevant public service established by the subordinate regulatory legal act determining the procedure for rendering a public service, and shall not exceed it.

In the event of the elimination of deficiencies, the day of initial application of the service recipient shall be considered the day of acceptance of the application and (or) documents for receiving the public service.

The running of the time limit for rendering the public service shall resume from the moment of elimination of the identified deficiencies.

In the event of failure to eliminate the identified deficiencies within the established time limit, an employee of the State Corporation shall refuse to accept the application and documents.

2-2. The provisions of paragraph 2-1 of this Article shall not apply to services related to subsidization, as well as those rendered through competitive selection procedures of service recipients or within established limits.

3. When rendering a state service through the State Corporation, the identification of the service recipient is carried out by employees of the State Corporation.

4. When public services are delivered via the State Corporation, interaction with service providers shall be conducted using a digital system for monitoring the delivery of public services.

5. is excluded by the Law of the Republic of Kazakhstan dated 25.11.2019 № 272-VI (shall be enforced upon expiry of ten calendar days after the day of its first official publication).

6. When rendering public services, employees of the State Corporation must obtain the consent of the service recipient to use information constituting a legally protected secret contained in digital systems, unless otherwise stipulated by the laws of the Republic of Kazakhstan.

Footnote. Article 20 in the new wording of the Law of the Republic of Kazakhstan dated 17.11.2015 № 408-V (shall be enforced from 01.03.2016); as amended by the Law of the Republic of Kazakhstan dated 25.11.2019 № 272-VI (shall be enforced upon expiry of ten calendar days after the day of its first official publication); dated 14.07.2022 № 141-VII (shall be enforced ten calendar days after the date of its first official publication); dated 19.05.2026 № 291-VIII (shall be enforced from 12.07.2026).

Article 21. Rendering of the state services in electronic form

1. Public services shall be rendered in electronic form via the digital government web portal and digital platforms integrated with services hosted on the digital government gateway and the external digital government gateway, as per the legislation of the Republic of Kazakhstan.

2. The outcome resulting from rendering a public service in electronic form shall be the issuance of an electronic document or a paper document, or information from the digital government digital system.

2-1. The results of public services rendered in electronic form, received via a mobile phone, shall be sent to the user's account on the digital government web portal in the form of an electronic document, and, at the service recipient's discretion, to their mobile number in the form of a text message.

2-2. The mandatory details of the results of public services rendered in electronic form and received via a mobile device, as well as the procedure for verifying their authenticity shall be governed by the digital legislation of the Republic of Kazakhstan.

2-3. The results of provision of public services in electronic form, obtained through a subscriber cellular communication device, are used by the service recipient to confirm the facts of legal significance, without the need to submit them on paper.

3. When rendering a state service in an electronic form through the State Corporation on the basis of a written consent of the service recipient, his request in the form of an electronic document shall be certified by an electronic digital signature of the employee of the State Corporation issued to him for the use for official purposes.

3-1. To provide public services in electronic form, biometric authentication of the identity of the service recipient may also be carried out in accordance with the legislation of the Republic of Kazakhstan.

4. Excluded by the Law of the Republic of Kazakhstan dated 14.07.2022 № 141-VII (shall be enforced ten calendar days after the date of its first official publication).

5. To deliver public services electronically, public authorities must maintain the digital resources within their digital systems on an ongoing basis to ensure they remain up to date.

6. Public services may be rendered using a digital waiting list, including via the functionality of the digital government portal and digital platforms that allow applications to be filed even during technical disruptions to digital systems, with the service user subsequently being notified.

7. In the event of automated decision-making when rendering a public service in electronic form, the result shall be generated by the digital system without the participation of the service provider. If the service recipient disagrees with the result, the service recipient shall have the right to its review with the participation of the service provider.

Footnote. Article 21 as amended by the Laws of the Republic of Kazakhstan dated 17.11.2015 № 408-V (shall be enforced from 01.03.2016); dated 24.11.2015 № 419-V (shall be enforced from 01.01.2016); dated 25.11.2019 № 272-VI (shall be enforced upon expiry of ten calendar days after the day of its first official publication); dated 02.01.2021 № 399-VI (effective ten calendar days after the date of its first official publication); dated 14.07.2022 № 141-VII (shall be enforced ten calendar days after the date of its first official publication); dated 23.12.2023 № 50-VIII (shall be enforced upon expiration of sixty calendar days after the day of its first official publication); № 256-VIII of 09.01.2026 (shall come into force upon expiration of six months from the date of its first official publication); dated 19.05.2026 № 291-VIII (shall be enforced from 12.07.2026).

Article 21-1. Delivery of proactive services Proactive services shall be rendered without a request from the service recipient, on the service provider's initiative, via the digital systems of public authorities upon registration of the service recipient's mobile telephone number on the digital government web portal, and shall include:

- 1) sending notifications to the service user requesting the delivery of a public service;
- 2) obtaining the service user's consent to the delivery of a proactive service, as well as other required information from the service user, including restricted-access data, via the service user's mobile device.

In instances stipulated by the laws of the Republic of Kazakhstan, there shall be no requirement to send a notification to the service recipient requesting the delivery of a proactive service, however, service recipients must be informed of its provision by sending a text message to the mobile phone number registered on the 'digital government' web portal or to the user's account on the digital government web portal.

Footnote. Chapter 4 is supplemented with article 21-1 in accordance with the Law of the Republic of Kazakhstan dated 25.11.2019 № 272-VI (shall be enforced upon expiry of ten calendar days after the day of its first official publication); as revised by Law of the Republic of Kazakhstan № 256-VIII of 09.01.2026 (shall enter into force upon expiry of six months after the date of its first official publication).

Article 21-2. Measure of state support of individuals

Notification of state support measures for natural persons, as well as the registration and/or receipt of such measures, shall be effected through the social wallet that is a digital object in compliance with the procedure established by the competent authority responsible for the provision of public services.

In this context, state support for natural persons may be obtained via other digital platforms as specified by the competent authority responsible for rendering of public services.

Footnote. Chapter 4 as added by the Article 21-2 in accordance with the Law of the RK 10.02.2025 № 164-VIII (shall enter into force upon expiry of ten calendar days after the day of its first official publication).

Article 21-3. Types of public services

1. In terms of the degree of digitalisation, public services rendered in electronic form shall be classified as follows:

1) fully digitalised service is a public service that excludes the use of paper-based document flow and the involvement of the service provider and/or co-service provider in the process of rendering the public service;

2) partially digitised service is a public service involving a sequence of paper-based and electronic document flows during its delivery, with the participation of the service provider and/or a co-service provider.

2. The types of public services shall include:

- 1) composite services;
- 2) proactive services;
- 3) extraterritorial services.

A composite service shall be a public service comprising a set of several public services rendered on the grounds of a single application.

A proactive service shall be a public service rendered without an application from the service recipient, on the initiative of the service provider.

An extraterritorial service shall mean a public service that allows services to be received regardless of the service user's place of registration.

Footnote. Chapter 4 has been supplemented with Article 21-3 under Law of the Republic of Kazakhstan № 256-VIII of 09.01.2026 (shall be enforced upon expiry of six months after the date of its first official publication).

Article 22. Reengineering of public services

The reengineering of provision of public services is carried out by central state bodies, a state corporation, local executive bodies on an ongoing basis in accordance with the rules of digital transformation of public administration.

Pilot projects in the field of public service delivery shall be implemented by the drafter of the subordinate legislation regulating the procedure for delivering public services for a period of up to one year, in consultation with the competent authority responsible for public service delivery and the relevant government bodies.

Pilot projects in the field of socially responsible services shall be implemented by the drafter of the subordinate legislation setting out the procedure for rendering socially responsible services for a period of up to one year, subject to agreement with the relevant government bodies.

Footnote. Article 22 - as amended by the Law of the Republic of Kazakhstan dated 14.07.2022 № 141-VII (shall be enforced ten calendar days after the date of its first official publication); as amended by Law of the Republic of Kazakhstan № 256-VIII of 09.01.2026 (shall be enacted upon expiry of six months after the date of its first official publication).

Article 23. Informing service recipients about the procedure for providing state and socially responsible services

Footnote. Title of Article 23 as amended by the Law of the Republic of Kazakhstan dated 09.01.2026 № 254-VIII (shall enter into force upon expiry of sixty calendar days after the day of its first official publication).

1. Information on the procedure for the provision of state and socially responsible services shall be provided through:

1) placement of by-laws of regulatory legal acts defining the procedure for the provision of public services, or standard rules for the provision of socially responsible services and rules for the provision of socially responsible services at the locations of service providers and the State Corporation;

2) application of individuals and legal entities to the service providers;

3) the publication of subordinate regulatory legal acts setting out the procedures for rendering public services, or standard rules for the delivery of socially responsible services and rules for the delivery of socially responsible services on the digital government web portal, on the websites of central government bodies, local executive bodies of regions, cities

of national importance, the capital, districts, cities of regional importance, district akims within cities, towns of district importance, settlements, villages, rural districts, service providers and other media outlets;

4) applying to the Unified call center.

2. Central state bodies, local executive bodies of regions, cities of republican significance, capitals, districts, cities of regional significance, akims of districts in the city, cities of regional significance, settlements, villages, rural districts and service providers within three working days from the date of approval or amendment of the by-law, determining the procedure for the provision of public services, or standard rules for the provision of socially responsible services and rules for the provision of socially responsible services, update information on the procedure for its provision and send it to the Unified Contact Center.

3. Central state bodies, local executive bodies of regions, cities of republican significance, the capital, districts, cities of regional significance, akims of districts in the city, cities of regional significance, towns, villages, rural districts, service providers and the State Corporation shall be obliged to immediately provide service recipients with information on the procedure for providing public services and (or) socially responsible services with the necessary explanations when they apply.

4. Information on the stage of provision of a state or socially responsible service shall be provided to the service recipient when he contacts the Unified Contact Center and (or) the service provider.

5. Central government bodies, local executive bodies of regions, cities of national importance, the capital, districts, cities of regional importance, district akims in cities, towns of district importance, settlements, villages and rural districts shall annually publish on the digital government web portal, internet resources and other media a report on activities regarding the delivery of public and socially responsible services.

6. Central government bodies, local executive bodies of regions, cities of national importance, the capital, districts, cities of regional significance, district akims in cities, cities of district significance, towns, villages and rural districts shall, at least once a year, hold public discussions on reports on activities related to providing public and/or socially responsible services, with the participation of service providers and interested natural persons and legal entities. The outcomes of public consultations shall be used to improve the quality of public and/or socially responsible services and to refine subordinate legislation governing the delivery of public services, as well as the rules governing the delivery of socially responsible services.

7. Information on the list of public services for which the partner organization accepts applications for the provision of public services and issues their results to the service recipient, as well as the name and contact information of partner organizations are posted on the Internet resource of the State Corporation and in places where applications for the provision of public services are accepted and their results are issued to the service recipient.

Footnote. Article 23 as amended by Law of the Republic of Kazakhstan No 408-V dated 17.11.2015 (shall be enforced from 01.03.2016); No 419-V dated 24.11.2015 (shall be enforced from 01.01.2016); dated 25.11.2019 № 272-VI (shall be enforced upon expiry of ten calendar days after the day of its first official publication); dated 23.12.2023 № 50-VIII (shall be enforced upon expiration of sixty calendar days after the day of its first official publication); dated 09.01.2026 № 254-VIII (shall enter into force upon expiry of sixty calendar days after the day of its first official publication).

Article 24. Payment for rendering of the state services

1. The state services in the Republic of Kazakhstan shall be on a paid basis or free of charge in accordance with the Laws of the Republic of Kazakhstan.

2. Establishment of payment for rendering of the state services, free provision of which is guaranteed by the Laws of the Republic of Kazakhstan for service recipient shall not be allowed.

3. The state corporation, in agreement with the authorized body in the field of provision of public services, may establish a fee for additional services to the public service.

The State Corporation shall have the right to charge the service recipient, upon their request, a fee for expedited service when rendering a public service, including in digital format and (or) in an expedited manner, in accordance with the price list approved by a decision of the authorized body designated by the Government of the Republic of Kazakhstan from among the central state bodies.

Footnote. Article 24 as amended by the Law of the Republic of Kazakhstan dated 23.12.2023 № 50-VIII (shall be enforced upon expiration of sixty calendar days after the day of its first official publication); dated 19.05.2026 № 291-VIII (shall be enforced from 12.07.2026).

Article 25. Peculiarities of consideration of complaints on the provision of state and socially responsible services

Footnote. Title of Article 25 as amended by the Law of the Republic of Kazakhstan dated 09.01.2026 № 254-VIII (shall enter into force upon expiry of sixty calendar days after the day of its first official publication).

1. Complaints of service recipients regarding the provision of state and socially responsible services shall be subject to consideration in accordance with the legislation of the Republic of Kazakhstan, taking into account the features established by this Law.

2. A complaint of a service recipient submitted to a central state body, a local executive body of a region, a city of republican significance, the capital, a district, a city of regional significance, an akim of a district in a city, a city of district significance, a settlement, a village, a rural district, a service provider, a co-service provider, or the State Corporation directly rendering public services shall be subject to consideration within five working days from the date of its registration.

Complaint of service recipient, received to the address of the authorized body on assessment and control of quality of rendering of the state services shall subject to consideration during fifteen business days from the date of its registration.

3. An authorized body on assessment and control of quality of rendering of the state services on results of consideration of complaint shall be obliged to:

1) ensure a comprehensive study of the reasons for the service recipient's dissatisfaction with the decision taken by the central state body, local executive body of a region, city of republican significance, the capital, district, city of regional significance, akim of a district in a city, city of district significance, settlement, village, rural district, service provider, co-service provider, or State Corporation on their complaint;

2) in the event of establishing the fact of non-compliance with the legislation of the Republic of Kazakhstan in the sphere of rendering public services on the part of the central state body, local executive body of a region, city of republican significance, the capital, district, city of regional significance, akim of a district in a city, city of district significance, settlement, village, rural district, service provider, co-service provider, or State Corporation, send proposals to their address for taking measures to restore the violated rights, freedoms, and legitimate interests of the service recipient;

3) exercise control over the timeliness and completeness of satisfaction of the service recipient's complaint by the central state body, local executive body of a region, city of republican significance, the capital, district, city of regional significance, akim of a district in a city, city of district significance, settlement, village, rural district, service provider, co-service provider, or State Corporation.

4. The term of consideration of complaint by the authorized body on assessment and control of quality of rendering of the state services, central state body, local executive body of region, city of republican significance, the capital, district, city of regional significance, akim of district in the city, city of district significance, rural settlement, village, rural district shall be extended for not more than ten business days in cases of necessity:

1) conducting an additional study or verification on complaint or verification on-site;

2) receive additional information.

In the case of extension of the term of consideration of complaint, a civil servant invested with authority on consideration of complaints shall inform the service recipient, made a complaint on extension of the term of consideration of complaint in written form (upon filing of a complaint on paper medium) or electronic form (upon filing of a complaint in electronic form) with indication of reasons of extension during three business days from the date of extension of the term.

Footnote. Article 25 as amended by the Law of the Republic of Kazakhstan dated 17.11.2015 № 408-V (shall be enforced from 01.03.2016); dated 25.11.2019 № 272-VI (shall be enforced upon expiry of ten calendar days after the day of its first official publication); dated 19.05.2026 № 291-VIII (shall be enforced from 12.07.2026).

Chapter 5. State control over the quality of state services. Evaluation and public monitoring of the quality of state services

Footnote. The title of Chapter 5 in the new wording of the Law of the Republic of Kazakhstan dated 23.11.2015 № 417-V (shall be enforced upon expiry of ten calendar days after the day its first official publication).

Article 26. Principles of state control over the quality of state services, evaluation and public monitoring of the quality of state services

State control over the quality of state services, evaluation and public monitoring of the quality of state services is based on the following principles:

- 1) legality;
- 2) objectivity;
- 3) impartiality;
- 4) reliability;
- 5) comprehensiveness;
- 6) transparency.

Footnote. Article 26 in the new wording of the Law of the Republic of Kazakhstan dated 23.11.2015 № 417-V (shall be enforced upon expiry of ten calendar days after the day its first official publication).

Article 27. State control over the quality of public services

1. State control over the quality of public services is the activity of the authorized body for assessment and control over the quality of public services and its territorial divisions to check and monitor compliance with the legislation of the Republic of Kazakhstan in the field of public services in relation to the subjects of state control over the quality of public services.

2. The subjects of state control over the quality of rendering public services shall include service providers, co-service providers, and the State Corporation.

3. State control over the quality of public services is carried out by:

1) inspection with or without a visit to the site with the involvement of officials and (or) a request for materials;

2) monitoring by gaining access to digital systems or on the grounds of reporting information and other data as per the legislation of the Republic of Kazakhstan.

4. The subject of state control over the quality of public services is compliance by the subjects of state control over the quality of public services with the requirements of the legislation of the Republic of Kazakhstan in the field of public services.

5. State control over the quality of provision of public services for the activities of central government bodies, their departments and organizations subordinate to them, foreign missions of the Republic of Kazakhstan shall be carried out by officials of the authorized body for assessment and control of the quality of provision of public services, and local

executive bodies of regions, cities of republican significance, the capital, districts, towns of regional significance, territorial divisions of central government bodies and departments, organizations subordinate to them, akims of districts in the city, towns of district significance, settlements, villages, rural districts, the State Corporation and its branches, as well as individual and legal entities providing public services in accordance with the legislation of the Republic of Kazakhstan - by officials of the territorial divisions of the authorized body for assessment and control of the quality of provision of public services within their competence, and, where necessary, by officials of the authorized body for assessment and control of the quality of provision of public services.

6. The provisions of this article shall not apply to relations related to the organization, provision and implementation of counterintelligence and entrepreneurial activities.

Footnote. Article 27 - as amended by the Law of the Republic of Kazakhstan dated 06.04.2024 № 71-VIII (enters into force sixty calendar days after the date of its first official publication); as amended by the Law of the Republic of Kazakhstan dated 19.05.2026 № 291-VIII (shall be enforced from 12.07.2026).

Article 27-1. Types of inspections and the procedure for their conduct

1. Inspections are divided into the following types:

1) scheduled inspections conducted to ensure that entities exercising state control over the quality of public services rendered comply with the requirements of the legislation of the Republic of Kazakhstan in the sphere of public services;

2) unscheduled inspections conducted to ensure that entities exercising state control over the quality of public services rendered comply with the requirements of the legislation of the Republic of Kazakhstan in the sphere of public services rendered on the issues that served as the basis for their implementation.

2. Specialists, consultants and experts from government bodies and subordinate organisations may be involved in conducting audits. Records of audits may only be kept via the digital system of the authorised body responsible for evaluating and monitoring the quality of public services.

3. The basis for appointing a scheduled inspection is a semi-annual inspection plan approved by the authorized body for assessment and control over the quality of public services by December 10 of the year preceding the year of the inspection and by May 10 of the current calendar year, which may be amended by decision of the head of the authorized body for assessment and control over the quality of public services.

The composition of the inspection officials may be changed by decision of the authorized body for assessment and control over the quality of public services or its territorial divisions.

In the event of a change in the composition of the inspection officials, the authorized body for the assessment and control of the quality of the provision of public services or its

territorial subdivision shall notify the subject of state control over the quality of the provision of public services of this no later than one working day from the date of adoption of such a decision.

4. Subjects of state control over the quality of provision of public services are subject to a scheduled inspection in the following cases, if:

1) in the last six months preceding the approval of the semi-annual list of scheduled inspections, they provided more than one thousand public services;

2) in the last six months preceding the approval of the semi-annual plan for scheduled inspections, a recommendation was made on the elimination of violations identified based on the results of previous inspections;

3) in the last six months preceding the approval of the semi-annual plan for scheduled inspections, an appeal was received from individual and (or) legal entities regarding them;

4) during the last year, their officials were brought to administrative responsibility for committing an administrative offense specified in Article 465 of the Code of the Republic of Kazakhstan on Administrative Offenses;

5) in the last six months preceding the approval of the semi-annual plan for scheduled inspections, a recommendation sent based on analysis and monitoring to prevent violations in the provision of public services and ensure the rights and legitimate interests of service recipients was not implemented;

6) three or more unscheduled inspections have been conducted in relation to them over the past year;

7) no scheduled inspection has been conducted in relation to them over the past three years.

5. A scheduled inspection of a subject of state control over the quality of provision of public services may not be conducted more than once a year.

6. The grounds for appointing an unscheduled inspection are:

1) appeals of individual and legal entities against decisions, actions (inactions) of subjects of state control over the quality of public services;

2) appeals of state bodies regarding violations of the requirements of the legislation of the Republic of Kazakhstan in the field of public services;

3) control over the execution of recommendations on the elimination of identified violations;

4) violations of the requirements of the legislation of the Republic of Kazakhstan identified as a result of monitoring;

5) publications in the media and information on violations of the legislation of the Republic of Kazakhstan in the field of public services, studied by request.

7. Unscheduled inspections are not carried out on the basis of anonymous appeals.

8. Inspections are carried out in accordance with the requirements determined by the laws of the Republic of Kazakhstan, as well as the rules of state control over the quality of public services.

9. Officials of the authorized body for assessment and control over the quality of public services and its territorial divisions who arrive at the facility to conduct an inspection are required to present to the subject of control over the quality of public services:

- 1) service ID or identification card;
- 2) if necessary, permission from the competent body to visit restricted facilities.

10. Inspections in relation to the national security agencies of the Republic of Kazakhstan are conducted in agreement with the Chairman of the National Security Committee of the Republic of Kazakhstan or the person replacing him.

While officials of the authorized body for assessment and control over the quality of public services and its territorial divisions authorized to conduct inspections are present at the facilities of the national security agencies of the Republic of Kazakhstan, the requirements of the access and internal facility regimes established in this body apply to them.

Footnote. Chapter 5 is supplemented by Article 27-1 in accordance with the Law of the Republic of Kazakhstan dated 06.04.2024 № 71-VIII (comes into force sixty calendar days after the date of its first official publication).

Article 27-2. Inspection deadlines and measures taken upon its completion

1. The deadlines for conducting a scheduled inspection are established taking into account the volume of upcoming work, as well as the tasks set, and must not exceed twenty working days from the date of the start of the inspection.

When conducting unscheduled inspections, the inspection deadlines must not exceed ten working days from the date of the start of the inspection.

2. A notice of commencement of a scheduled inspection shall be sent at least three working days before it commences, indicating the date, and at least one day before the commencement of an unscheduled inspection.

3. The notice of commencement of an inspection shall indicate:

- 1) the last name, first name, patronymic (if indicated in the identity document) and position of the person(s) authorized to conduct the inspection;
- 2) information about the specialists, consultants and experts involved in the inspection;
- 3) the name of the entity exercising state control over the quality of public services provision in respect of which the inspection has been scheduled, its location;
- 4) the subject of the scheduled inspection;
- 5) the duration of the inspection;
- 6) the period under inspection;
- 7) the type of inspection;
- 8) the grounds for the inspection;
- 9) the signature of the person authorized to sign the notice.

4. The inspection deadlines shall be suspended:

1) in cases where a request is sent to government agencies, officials and other entities to provide the necessary information that is essential within the framework of the inspection being conducted, until it is received;

2) when a state of emergency is introduced, taking into account the main and temporary restrictive measures provided for during its period of validity.

When suspending and resuming the inspection deadlines, the authorized body for assessment and control over the quality of public services or its territorial subdivision shall notify the entity of state control over the quality of public services about this no later than one working day from the date of such decision.

The calculation of the inspection period shall continue from the day of its resumption.

5. During the inspection, the official of the authorized body for assessment and control over the quality of public services and its territorial divisions conducting the inspection shall, no later than three working days before the date of completion of the inspection, draw up and send to the subjects of state control over the quality of public services, as well as to the persons specified in subparagraph 1) of paragraph 6 of Article 27-1 of this Law, a draft certificate on the inspection results.

6. The subject of state control over the quality of public services, as well as the persons specified in subparagraph 1) of paragraph 6 of Article 27-1 of this Law, have the right to participate in a hearing held by officials of the authorized body for assessment and control of the quality of public services and its territorial divisions conducting the inspection, and to submit or express an objection to the draft certificate of inspection results no later than two working days from the date of its receipt.

Based on the results of consideration of the received objections to the draft certificate of inspection results, the officials of the authorized body for assessment and control of the quality of public services and its territorial divisions conducting the inspection shall draw up a certificate of inspection results or, within the established period, take measures to additionally study information of material importance, including suspending the inspection in accordance with subparagraph 1) of part one of paragraph 4 of this Article.

7. The date of completion of the inspection shall be considered to be the day on which a certificate of the inspection results is sent to the subject of state control over the quality of provision of public services and the state body implementing, within the limits of its competence, activities in the field of state legal statistics and special records.

8. In cases where the certificate of inspection results confirms violations of the legislation of the Republic of Kazakhstan in the sphere of rendering public services, a mandatory recommendation for consideration is made to the subject of state control over the quality of rendering public services on the elimination of the violations identified as a result of the inspection, as well as on the consideration of the liability of the persons who committed the violation.

9. The recommendation on the elimination of the identified violations is subject to consideration with the adoption of measures to eliminate the violations specified in it by the subject of state control over the quality of rendering public services within thirty calendar days.

In case of violations of the legislation of the Republic of Kazakhstan in the sphere of rendering public services that have created obstacles to the implementation of the rights, freedoms and legitimate interests of service recipients, measures are also taken to restore them without the need for them to re-apply for the public service.

10. Information on the results of consideration of the recommendation on the elimination of the identified violations is sent to the authorized body for assessment and control of the quality of rendering public services or its territorial subdivision within two working days from the date of its consideration.

11. The forms of notifications about the start of an inspection and suspension (resumption) of the inspection period, about changes in the composition of the inspection officials, certificates of the inspection results and recommendations on the elimination of the identified violations shall be approved by the authorized body for assessment and control over the quality of provision of public services.

Footnote.Chapter 5 is supplemented by Article 27-2 in accordance with the Law of the Republic of Kazakhstan dated 06.04.2024 № 71-VIII (comes into force sixty calendar days after the date of its first official publication).

Article 27-3. Rights and obligations of the subject of state control over the quality of provision of public services during an inspection

1. Subjects of state control over the quality of provision of public services during an inspection shall have the right to:

1) not allow officials of the authorized body for assessment and control over the quality of provision of public services and its territorial divisions who have arrived to conduct an inspection to participate in the inspection in the following cases:

exceeding or expiration of the inspection deadlines;

assigning the inspection to officials of the authorized body for assessment and control over the quality of public services and its territorial divisions who do not have the appropriate authority to do so;

gross violations of the requirements for conducting an inspection established by this Law;

2) not provide information if it is not related to the subject of the inspection being conducted;

3) appeal the results of the inspection (a recommendation on the elimination of the identified violations) of officials of the authorized body for assessment and control over the quality of public services and its territorial divisions in the manner established by this Law and the legislation of the Republic of Kazakhstan;

4) record the process of conducting an inspection, as well as individual actions of the official of the authorized body for assessment and control over the quality of provision of public services and its territorial divisions, carried out by him within the framework of the inspection, using audio and video equipment, without creating obstacles to the activities of the inspecting official.

2. During an inspection, entities exercising state control over the quality of provision of public services are required to:

1) ensure unimpeded access of the inspection officials of the authorized body for assessment and control over the quality of provision of public services and its territorial divisions to the territory and premises;

2) provide the inspecting officials of the authorised body responsible for evaluation and control of the quality of public services and its regional offices with documents (information) in paper or electronic form, or copies thereof, for inclusion in the report on the results of the inspection, as well as access to digital systems consistent with the objectives and scope of the audit;

3) appear when summoned by the inspection officials of the authorized body for assessment and control over the quality of public services and its territorial divisions;

4) prevent changes and additions from being made to the documents being inspected during the inspection.

Footnote. Chapter 5 is supplemented by Article 27-3 in accordance with the Law of the Republic of Kazakhstan dated 06.04.2024 № 71-VIII (comes into force sixty calendar days after the date of its first official publication).

Article 27-4. Invalidity of an inspection

1. Subjects of state control over the quality of public services have the right to appeal decisions, actions (inactions) of officials of the authorized body for assessment and control of the quality of public services and its territorial divisions conducting the inspection, in the manner prescribed by the laws of the Republic of Kazakhstan.

2. Submission of an appeal does not preclude the adoption by the subject of state control over the quality of public services of measures to eliminate the identified violations.

3. An inspection is recognized as invalid if it is conducted with a gross violation of the requirements for conducting an inspection established by this Law.

4. Gross violations of the requirements for conducting an inspection include:

1) lack of grounds for conducting an inspection;

2) lack of notification of the start of an inspection;

3) appointment of inspections on issues that are not within the competence of the authorized body for assessment and control of the quality of public services or its territorial division.

5. Recognition of an inspection as invalid is the ground for cancellation of the recommendation on the elimination of the identified violations by a higher state body. In case

of refusal to cancel the recommendation to eliminate the identified violations by a higher state body, the recommendation to eliminate the identified violations is cancelled by the court.

Footnote. Chapter 5 is supplemented by Article 27-4 in accordance with the Law of the Republic of Kazakhstan dated 06.04.2024 № 71-VIII (comes into force sixty calendar days after the date of its first official publication).

Article 28. Procedure for assessing the quality of provision of public services

The assessment of the quality of public services is carried out by the authorized body for assessment and control of the quality of public services in accordance with the procedure established by the legislation of the Republic of Kazakhstan.

Footnote. Article 28 - as amended by the Law of the Republic of Kazakhstan dated 06.02.2023 № 194-VII (shall be enforced from 01.04.2023).

Article 29. Public monitoring of quality of rendering of the state services

1. Public monitoring of the quality of public services is carried out by individuals, non-profit organizations on their own initiative and at their own expense.

Public monitoring of the quality of public services is also carried out within the state social order of the authorized body for assessment and control of the quality of public services in accordance with the legislation of the Republic of Kazakhstan on the state social order, the state order for implementation of strategic partnership, grants and prizes for non-governmental organizations in the Republic of Kazakhstan.

2. When conducting public monitoring of the quality of state services, the individuals, non-profit organizations have the right to request the necessary information from central state bodies, local executive bodies of regions, cities of republican significance, the capital, districts, towns of regional significance, akims of districts in the city, towns of regional significance, settlements, villages, rural districts, the State Corporation, related to the provision of state services, in the absence of this information on their online resources, except for the information constituting state secrets, commercial and other secrets protected by law, in accordance with the legislation of the Republic of Kazakhstan.

3. Individuals, noncommercial organizations shall make a conclusion on the results of public monitoring of quality of rendering of the state services. Conclusion of public monitoring of quality of rendering of the state services shall include:

1) information on compliance of central state bodies, local executive bodies of regions, cities of republican significance, the capital, districts, towns of regional significance, akims of districts in the city, towns of regional significance, settlements, villages, rural districts, the State Corporation, as well as service providers with the requirements of the legislation of the Republic of Kazakhstan in the field of rendering state services;

2) recommendations on elimination of the facts of non-observance of the legislation of the Republic of Kazakhstan in the scope of rendering of the state services, revealed in the course of public monitoring of quality of rendering of the state services;

- 3) suggestions on improvement of quality of rendering of the state services;
- 4) suggestions for introduction of amendments and additions to the by-law regulatory legal acts that determine the procedure for provision of public services.

Criteria for assessing the quality of provision of socially significant services are established within the framework of sociological research or monitoring the quality of their provision.

4. Central state bodies, local executive bodies of regions, cities of republican significance, the capital, districts, towns of regional significance, akims of districts in the city, towns of regional significance, settlements, villages, rural districts, the State Corporation, as well as service providers take measures to improve the quality of rendering the state services taking into account the conclusion of public monitoring of quality of rendering the state services.

Footnote. Article 29 as amended by the Law of the Republic of Kazakhstan dated 17.11.2015 № 408-V (shall be enforced from 01.03.2016); dated 25.11.2019 № 272-VI (shall be enforced upon expiry of ten calendar days after the day of its first official publication); dated 04.07.2022 № 134-VII (shall be enforced sixty calendar days after the date of its first official publication); dated 14.07.2022 № 141-VII (shall be enforced ten calendar days after the date of its first official publication).

Chapter 6. FINAL PROVISIONS

Article 30. Liability for violation of the legislation of the Republic of Kazakhstan in the provision of state and socially responsible services

Footnote. Title of Article 30 as amended by the Law of the Republic of Kazakhstan dated 09.01.2026 № 254-VIII (shall enter into force upon expiry of sixty calendar days after the day of its first official publication).

Any breach by service providers and co-service providers of the legislation of the Republic of Kazakhstan governing the delivery of public services shall entail their liability as prescribed by the laws of the Republic of Kazakhstan.

Footnote. Article 30 as amended by Law of the Republic of Kazakhstan dated 09.01.2026 № 254-VIII (shall enter into force upon expiry of sixty calendar days after the day of its first official publication); № 256-VIII of 09.01.2026 (shall enter into force upon expiry of six months after the date of its first official publication).

Article 31. The order of enforcement of this Law

This Law shall be enforced upon expiry of thirty calendar days after its first official publication.

*The President
of the Republic of Kazakhstan*

N.Nazarbayev

