



On approval of the Standard Regulation on departments for the control of consideration of appeals of the apparatus of the akims of the regions, cities of republican significance and the capital

Unofficial translation

Resolution of the Government of the Republic of Kazakhstan dated September 8, 2020 № 560 . The title - in the wording of the resolution of the Government of the Republic of Kazakhstan dated 15.03.2023 N 214.

Unofficial translation

Footnote. The title - in the wording of the resolution of the Government of the Republic of Kazakhstan dated 15.03.2023 No. 214 (shall enter into force upon expiry of ten calendar days after the day of its first official publication).

The Government of the Republic of Kazakhstan **hereby RESOLVED as follows:**

1. To approve the attached Standard Regulation on departments for the control of consideration of appeals of the apparatus of the akims of the regions, cities of republican significance and the capital (hereinafter referred to as the Standard Regulation).

Footnote. Paragraph 1 – in the wording of the resolution of the Government of the Republic of Kazakhstan dated 15.03.2023 No. 214 (shall enter into force upon expiry of ten calendar days after the day of its first official publication).

2. The local executive bodies of the regions, cities of republican significance and the capital within a month after the adoption of this resolution:

1) in accordance with the procedure established by the legislation of the Republic of Kazakhstan, bring the provisions on departments for monitoring the consideration of appeals of the apparatus of the akims in accordance with the Standard Regulation;

2) take other measures arising from this resolution.

Footnote. Paragraph 2 in the wording of the resolution of the Government of the Republic of Kazakhstan dated 15.03.2023 No. 214 (shall enter into force upon expiry of ten calendar days after the day of its first official publication).

3. This regulation shall enter into force from the date of its signing and shall be officially published.

*Prime Minister
of the Republic of Kazakhstan*

A. Mamin

Annex 1
to resolution of the Government
of the Republic of Kazakhstan
dated September 8, 2020 № 560

Model Regulation

for personal reception of individuals and representatives of legal entities by officials of the apparatus of the akims of the regions, cities of republican significance and the capital

Footnote. Annex 1 as excluded by the resolution of the Government of the Republic of Kazakhstan dated 15.03.2023 No. 214 (shall enter into force upon expiry of ten calendar days after the day of its first official publication).

Annex 2
to resolution of the Government
of the Republic of Kazakhstan
dated September 8, 2020 № 560

Model Regulation

for departments monitoring the consideration of applications of apparatus of akims of regions, cities of republican significance and the capital

Footnote. Model Regulation as amended by the resolution of the Government of the Republic of Kazakhstan dated 28.12.2022 No. 1082 (shall enter into force upon expiry of ten calendar days after the day of its first official publication).

Chapter 1. General provisions

1. Model Regulation for departments monitoring the consideration of applications of apparatus of the akims of regions, cities of republican significance and the capital (hereinafter referred to as the Department) shall be structural subdivision of economic public institution "Apparatus of the akim _____".

2. The Department shall be guided in its activities by the Constitution of the Republic of Kazakhstan, Laws, Acts of the President and the Government of the Republic of Kazakhstan, other regulatory legal acts, as well as this Regulation.

3. The structure, staffing of the Department shall be approved by the head of the office of the akim of the region, the city of republican significance and the capital in the manner established by the legislation of the Republic of Kazakhstan.

4. The subdivision shall consist of *:

- 1) _____;
- 2) _____;
- 3) _____.

* This point shall be filled by structural subdivisions having structural subdivisions that have been a part of the structural subdivision of the state body.

Chapter 2. Main tasks, functions, rights and obligations of the Department

5. Task: reception of applications of individuals and legal entities.

Functions:

- 1) reception and registration of applications of individuals and legal entities received by:
on paper, including by mail, and on purpose to the Department;
in an electronic format that shall meet the requirements of the legislation of the Republic of Kazakhstan on an electronic document and an electronic digital signature;
- 2) determining the nature of issues, distributing applications of individuals and legal entities and sending them to structural subdivisions of the apparatus of the akim of the region, cities of republican significance and capital, other state and local executive bodies for consideration and submission of a response, or forming a position on the problems raised in the application of individuals and legal entities, in addition to applications, the procedure for considering which shall be established by the legislation of the Republic of Kazakhstan on administrative offenses, criminal procedure, civil procedure legislation of the Republic of Kazakhstan;
- 3) monitoring the consideration of applications of individuals and legal entities sent to state and local executive bodies, including district/rural level;
- 4) analysis of the quality of responses of state bodies and local executive bodies and measures taken by them on applications of individuals and legal entities taken for control by the akim of the region, the city of republican significance and the capital within the competence of the Department;
- 5) sending for finalization of replies of state and local executive bodies in case of their poor-quality execution within the competence of the Department;
- 6) consideration of applications of individuals and legal entities and sending responses to applicants within the competence of the Department;
- 7) organization of records keeping and maintenance of current records on applications of individuals and legal entities within the competence of the Department;
- 8) provision of advisory assistance to individuals and legal entities within the competence of the Department;
- 9) monitoring of the reception and consideration of applications of individuals and legal entities by local executive bodies of the district/rural level.

6. Task: organization of personal reception of individuals and representatives of legal entities.

Functions:

- 1) organization and conduct of personal reception of individuals and legal entities by akims of regions, cities of republican significance and the capital and their deputies, heads of apparatus of the akims of the region and their deputies, heads of structural subdivisions of apparatus of the akims, as well as other employees of apparatus of the akims, authorized to carry out reception according to preliminary registration, and to monitor the consideration of applications and instructions given during the personal reception of individuals and legal entities;

2) ensuring the participation of the supervising deputy akim of the region, the city of republican significance and the capital, the deputy head of structural subdivisions of apparatus of the akims of the region, the city of republican significance and the capital during the personal reception of individuals and legal entities, if necessary;

3) organization of personal reception of individuals and legal entities in the of apparatus of the akims of the region, the city of republican significance and the capital or in another settlement, including in the format of videoconferencing with the assistant to the President of the Republic of Kazakhstan - the head of the Department for monitoring the consideration of applications of the Presidential Administration of the Republic of Kazakhstan upon agreement of individuals and representatives of legal entities, if necessary;

4) organization of regular visiting receptions of individuals and representatives of legal entities by the akim of the district/city, deputy akim of the district/city and heads of structural subdivisions of the akim of the district/city, including in the format of videoconferencing;

5) monitoring of the reception and consideration of applications of individuals and legal entities by local executive bodies of the district/rural level;

6) monitoring the organization and conduct of personal reception of individuals and representatives of legal entities by the representatives of local executive bodies of the district/rural level.

7. Task: analysis of receiving applications of individuals and legal entities, identification of systemic problems and development of recommendations for their solution.

Functions:

1) content analysis of applications and preparation of certificates on systemic issues raised by applicants;

2) monitoring of problem issues in the context of districts/cities, formation of a cards of problem issues;

3) development jointly with structural subdivisions of the office of the akim of region, city of republican significance and the capital, other authorized public authorities of offers on: the development and implementation of programs aimed at improving the quality of life of the population of the region;

development of selected sectors of the economy, districts/cities;

other relevant issues raised in the application of individuals and legal entities;

4) elaboration of proposals for further improvement of legislation and law enforcement practice on consideration of applications of individuals and legal entities;

5) participation in the development of legal acts and methodological documents to improve the procedure for considering applications of individuals and legal entities, as well as documentation support and monitoring the execution of instructions on their applications;

6) preparation of draft reports and analytical notes of the akim of the region, the city of republican significance and the capital, head of the apparatus of the akim of the region, the city of republican significance and the capital on the implementation of the orders of the

President of the Republic of Kazakhstan, Management of the Presidential Administration of the Republic of Kazakhstan and Assistant to the President - Head of the Department for monitoring the consideration of applications of the Presidential Administration of the Republic of Kazakhstan regarding the consideration of applications of individuals and legal entities once every six months.

8. The task: to organize interaction with state bodies and civil society.

Functions:

1) within the framework of its competence, development of methodological recommendations for providing advisory assistance to individuals and legal entities, receiving and considering applications of individuals and legal entities on the basis of current systemic problems and best practices;

2) within the framework of its competence, providing organizational, methodological and information assistance to local executive bodies on accounting, registration, as well as consideration of applications of individuals and legal entities;

3) within the framework of its competence, to organize the initiation of the creation of special working groups with the participation of interested authorized state bodies, representatives of civil society and expert communities to develop decisions on significant issues that cause increased public outcry;

4) interaction with responsible structural subdivisions of the local executive body, other authorized state bodies and the department for monitoring the consideration of appeals of the Presidential Administration of the Republic of Kazakhstan on the implementation of instructions of the President of the Republic of Kazakhstan, the State Adviser of the Republic of Kazakhstan, the leadership of the Presidential Administration of the Republic of Kazakhstan, data within the framework of consideration of appeals of individuals and legal entities;

5) ensuring interaction with regional public receptions of the law-enforcement block - the Center of law-enforcement services at the Prosecutor General's Office of the Republic of Kazakhstan, the Situational center of the Supreme Court of the Republic of Kazakhstan and Department in ensuring activity of the courts at the Supreme Court of the Republic of Kazakhstan (office of the Supreme Court of the Republic of Kazakhstan), anti-corruption offices of the Agency of the Republic of Kazakhstan on anti-corruption "Adaldyk alany";

6) ensuring interaction with authorized state bodies as part of the development and launch of the "E-application" project;

7) organization of meetings and hearings of heads of executive bodies financed from the local budget and by agreement of heads of non-governmental organizations, mass media, public figures on topical issues of protection of human rights and life support of the population.

9. Task: control over the timely and complete implementation by local executive bodies of the instructions of the President of the Republic of Kazakhstan, the State Adviser of the

Republic of Kazakhstan, the leadership of the Presidential Administration of the Republic of Kazakhstan, the Department for Control over the consideration of appeals of the Presidential Administration of the Republic of Kazakhstan, data within the framework of consideration of appeals.

Functions:

1) control over the activities of the structural divisions of the apparatus of the akims of the region, the city of republican significance and the capital, local executive bodies of the district /rural level to consider applications for the implementation of instructions of the President of the Republic of Kazakhstan, the State Adviser of the Republic of Kazakhstan, the leadership of the Presidential Administration of the Republic of Kazakhstan, the department for monitoring the consideration of appeals of the Administration of the President of the Republic of Kazakhstan, akim;

2) making proposals for strengthening the executive discipline;

3) verification with departure to the place of execution of the order of the President of the Republic of Kazakhstan, State Adviser of the Republic of Kazakhstan, leadership of the Administration of the President of the Republic of Kazakhstan, akim of the region, city of republican significance and the capital on complex issues of a massive nature;

4) participation jointly with structural subdivisions of the apparatus of the akim of the region, the city of republican significance and the capital in verification on the implementation of acts and orders of the President of the Republic of Kazakhstan, the management of the Presidential Administration of the Republic of Kazakhstan, the akim of the region, the city of republican significance and the capital, related to applications of individuals and legal entities, executive discipline, making proposals on taking measures to eliminate identified violations and bring to justice officials who committed violations;

5) making proposals on bringing to disciplinary responsibility officials of the regional apparatus of akims, the city of republican significance and the capital, local executive bodies of the district/rural level on the quality of execution of instructions put under control by the President of the Republic of Kazakhstan, State Adviser of the Republic of Kazakhstan, leadership of the Presidential Administration of the Republic of Kazakhstan and the department for control over consideration of appeals of the Presidential Administration of the Republic of Kazakhstan, organization of monitoring over their implementation;

6) participation in reporting collegial events of local executive bodies, akims of districts/cities to discuss the results of consideration of applications of individuals and legal entities;

7) preparation of conclusions on the results of monitoring the execution of orders of the President of the Republic of Kazakhstan, the management of the Presidential Administration of the Republic of Kazakhstan, the Department for monitoring the consideration of applications of the Presidential Administration of the Republic of Kazakhstan on specific applications.

10. Task: control over compliance with the requirements of the office work regarding the consideration of applications.

Functions:

1) within the framework of its competence, to verify the state of office work in the apparatus of the akim of the region, the city of republican significance and the capital, local executive bodies of the district and rural level in terms of considering applications of individuals and legal entities;

2) monitoring compliance with the requirements of the legislation to consider applications of individuals and legal entities, instructing newly accepted employees of the apparatus of the akim of the region, the city of republican significance and the capital on the consideration of applications of individuals and legal entities.

11. Rights and obligations:

_____;

_____.

Chapter 3. Organization of the activities of the Department

12. The department shall have the powers necessary for the implementation of its main tasks and functions, in accordance with legislative acts, acts of the President and the Government of the Republic of Kazakhstan, other regulatory legal acts of the Republic of Kazakhstan.

13. The department shall be headed by a head appointed to the position and dismissed from the position in the manner established by the legislation of the Republic of Kazakhstan.

14. In cases established by the legislation of the Republic of Kazakhstan, the Head of the Department has a deputy (s).

15. The Head of the Department shall be responsible for the overall management of the structural unit and be personally responsible for the execution of the tasks assigned to the Department and the performance of its functions.

16. The Head of the Department shall present to the management of the apparatus of the akim of the region, cities of republican significance and the capital proposals on the structure and staffing of the structural subdivision.

17. To meet these objectives, the manager shall:

1) determine the duties and powers of his deputy (s), if any;

2) determine the duties and powers of the heads of structural subdivisions that shall be part of the Department;

3) exercise other powers in accordance with legislative acts, acts of the President and the Government of the Republic of Kazakhstan, other regulatory legal acts of the Republic of Kazakhstan.

18. Deputy (s) Head of the Department:

1) coordinate the activities of the Department within the limits of its powers;

2) in the absence of the Head of the Department, exercise overall management of the activities of the structural subdivisions and be personally responsible for the performance of tasks assigned to the structural subdivision and the performance of its functions;

3) perform other functions assigned by the Department management.

19. Documents sent on behalf of the Department to other structural subdivisions on issues within the competence of the structural subdivision shall be signed by the head of the Department and, in case of absence, by the person replacing him.