



**On approval of the Rules for registration and connection of a subscriber number of a subscriber provided by a mobile operator to an account of the “electronic government” web portal for receiving state and other services in electronic form by means of a subscriber cellular device**

*Unofficial translation*

Order of Acting . Minister of Investment and Development of the Republic of Kazakhstan dated January 25, 2016 No. 58. Registered with the Ministry of Justice of the Republic of Kazakhstan on February 24, 2016 No. 13195.

**Unofficial translation**

Footnote. The title is in the wording of the order of the Minister of Information and Communications of the Republic of Kazakhstan dated 09.01.2019 № 3 (shall be enforced after the day its first official publication).

In accordance with subparagraph 60) of Article 7 of the Law of the Republic of Kazakhstan "On Informatization" and subparagraph 1) of Article 10 of the Law of the Republic of Kazakhstan "On Public Services," **I hereby ORDER:**

**Footnote. Preamble – in wording of the order of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan dated 19.03.2024 № 169/ NK (shall enter into force upon expiry of ten calendar days after the day of its first official publication).**

1. To approve the attached Rules for registration and connection of the subscriber number of the subscriber provided by the mobile operator to the account of the electronic government web portal for receiving state and other services in electronic form via the mobile subscriber device.

**Footnote. Clause 1 as amended by the order of the Minister of Information and Communications of the Republic of Kazakhstan dated 01.01.2019 № 3 (shall be enforced after the day its first official publication).**

2. The Committee for Communications, Informatization and Information of the Ministry of Investment and Development of the Republic of Kazakhstan (Kazangap T.V.) shall ensure:

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

2) sending a copy of this order in print and electronic form for official publication in periodicals and the Edilet legal information system within ten calendar days after its state registration with the Ministry of Justice of the Republic of Kazakhstan, as well as with the

Republican Legal Information Center within ten calendar days from the date of receipt of the registered order for inclusion in the reference control bank of normative and equal acts of the Republic of Kazakhstan;

3) the placement of this order on the Internet resource of the Ministry for Investment and Development of the Republic of Kazakhstan and on the intranet portal of government agencies;

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

3. The control over the execution of this order shall be assigned to the supervising vice minister for investment and development of the Republic of Kazakhstan.

4. This order becomes effective after ten calendar days after the day its first official publication.

*Acting  
Minister for Investment and Development  
Republic of Kazakhstan*

*J. Kasymbek*

Approved by the order  
acting Minister for Investment and  
Development  
of the Republic of Kazakhstan  
dated January 25, 2016 № 58

## **Rules for Registration and Connection of Subscriber's Subscriber Number Provided by a Cellular Operator to an Account of the "Electronic Government" Web Portal for Receiving State and Other Services in Electronic Form by Means of a Cellular Communication Subscriber Device**

**Footnote. Rules - as amended by the order of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan dated 19.03.2024 № 169/HK (shall be brought into force ten calendar days after the day of its first official publication).**

### **Chapter 1. General provisions**

1. These Rules for registration and connection of subscriber's subscriber number provided by a cellular operator to an account of the web portal of "electronic government" for receiving state and other services in electronic form by means of a cellular communication subscriber device (hereinafter referred to as the Rules) have developed in accordance with subparagraph 60) of Article 7 of the Law of the Republic of Kazakhstan "On Informatization," subparagraph 1) Article 10 of the Law of the Republic of Kazakhstan "On State Services" and

determine the procedure for registering and connecting a subscriber's subscriber number to an account of the "electronic government" web portal to receive state and other services in electronic form through a cellular subscriber device.

2. The following basic terms and abbreviations apply in these Rules:

1) subscriber number - a number provided for the use of the subscriber when concluding an agreement, with the help of which a connection shall be established with other subscriber equipment and allowing to identify the subscriber in the network;

2) informatization objects - electronic information resources, software, Internet resource and information and communication infrastructure;

3) biometric authentication - a set of measures that identify a person on the basis of physiological and biological unchanging features;

4) one-time password - a password valid only for one session of authentication of entities receiving services in electronic form;

5) cellular communication subscriber device - a means of communication of individual use, which generates electrical communication signals for transmitting or receiving information set by the subscriber and connected to the network of a cellular communication operator, which shall not have a permanent geographically determined location within the served territory, operating in cellular communication networks;

6) the web portal of "e-government" (hereinafter referred to as the portal) - an information system, which shall be a unified window of access to all consolidated government information, including the regulatory legal framework, and to public services, services for issuing technical conditions for connecting natural monopolies to networks and services of quasi-public sector entities provided in electronic form;

7) user account on the portal (hereinafter referred to as user account) - a set of electronic information resources about the user stored on the portal, necessary to identify (authenticate) the user and provide access to his personal data and settings in the user's account on the portal ;

8) e-government mobile application - a software product installed and launched on a cellular subscriber device and providing access to government services and other services provided in electronic form via cellular communications and the Internet;

9) digital document service - an object of the information and communication infrastructure of "electronic government," assigned to the operator and intended for displaying and using documents in electronic form, formed on the basis of information from informatization objects.

3. These Rules apply to subscribers belonging to individuals.

**Chapter 2. Registration and connection procedure of subscriber's subscriber number, provided by the cellular operator, to the portal account for receiving state and other services in electronic form through subscriber cellular devices**

4. To receive the state service "Connection of the subscriber number to the portal account" (hereinafter referred to as the state service), individuals (hereinafter referred to as the service recipient) shall send a request in electronic form through the portal or informatization objects (mobile application).

The procedure for the provision of public services shall be provided in the Annex to these Rules.

5. When applying through the portal to receive public services, the following actions shall be carried out:

1) the subscriber - authorized on the portal;

2) in the user's office on the portal, a subscriber number shall be entered by clicking on the "Get verification code" function, receives a one-time password for the subscriber number in the form of a short text message generated and sent by the portal and certifies the request with an electronic digital signature.

3) upon successful fulfillment of the conditions of subparagraph 2) of paragraph 5 of the Rules, the request shall be automatically processed and the subscriber number is connected to the portal account, based on the results, information about the registered number shall be displayed in the subscriber's personal account on the portal.

6. When applying for a public service through an informatization object (mobile application), the following actions shall be performed:

1) authorization action shall be selected by using existing or issuing new registration certificates of electronic digital signature in the informatization object (mobile application);

2) a subscriber number and a one-time password are entered in the form of a short text message generated and sent by the portal to the specified subscriber number and undergo biometric authentication;

3) if the conditions of subparagraph 2) of paragraph 6 of the Rules shall be successfully fulfilled, the request is automatically processed and the subscriber number is connected to the portal account. Information about the registered number is displayed in the subscriber's profile in the informatization object (mobile application).

7. Registration and connection of the subscriber's subscriber number provided by the mobile operator to the portal account shall be carried out upon admission to viewing digital documents at informatization objects (mobile applications of second-level banks) by checking the number stored in informatization objects (mobile applications of second-level banks) in the absence or inconsistency of the number stored in informatization objects a number registered and connected to the portal account by biometric user authentication and entering a one-time password on the subscriber number in the form of a short text message.

8. Changing the subscriber number registered and connected to the user account in the personal account of the portal and the profile of the informational object (mobile application)

shall be carried out by entering a new subscriber number and a one-time password in the form of a short text message generated and sent by the portal to the specified subscriber number and with further authentication with an electronic digital signature.

9. If the one-time password received by the subscriber to the subscriber number in the form of a short text message generated and sent by the portal is entered incorrectly, and/or the subscriber shall not pass biometric authentication, the subscriber's subscriber number provided by the mobile operator is not registered and connected to the portal account for receiving state and other services in electronic form.

### **Chapter 3. Procedure for appealing decisions, actions (inaction) of the service provider**

10. Consideration of a complaint on the provision of public services shall be carried out by a higher administrative body, official, authorized body for assessment and control over the quality of public services (hereinafter referred to as the body considering the complaint) in accordance with the legislation of the Republic of Kazakhstan.

A complaint - filed with the service provider and (or) the official whose decision, action (inaction) shall be appealed.

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

At the same time, the service provider, the official whose decision, action (inaction) is appealed, has the right not to send a complaint to the body considering the complaint, if he makes a decision or other administrative action that fully meets the requirements specified in the complaint within 3 (three) working days.

The complaint of the service recipient received by the service provider, in accordance with paragraph 2 of Article 25 of the Law of the Republic of Kazakhstan "On Public Services," shall be subject to consideration within 5 (five) working days from the date of its registration.

The complaint of the service recipient received by the authorized body for assessment and control over the quality of public services shall be subject to consideration within 15 (fifteen) working days from the date of its registration.

Unless otherwise provided by the Law, an appeal to the court shall be allowed after a pre-trial appeal.

Application  
to the Registration Rules  
and connection of subscriber  
number of the subscriber,  
provided by the operator  
cellular, to account  
e-government web portal"  
for obtaining state  
and other services in electronic form

through subscriber  
cellular devices

## Procedure for the provision of public services "Connecting a subscriber number to an e-government web portal account"

1	Name of service provider	Ministry of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan
2	Ways of presenting public service	1) web portal of "e-government" (hereinafter referred to as the portal); 2) informatization object (mobile application of "e-government," mobile applications of second-level banks)
3	Term of public service provision	Service period - ten (10) minutes
4	Form of public service provision	Electronic (fully automated)
5	Result of public service provision	Information about the connected subscriber number to the account of the web portal "e-government" in the user's personal account or a motivated refusal to provide a public service
6	The amount of payment charged from the service recipient in the provision of public services, and methods of its collection in cases provided for by the legislation of the Republic of Kazakhstan	free of charge
7	Schedule of service provider and informatization objects	Portal and informatization object (mobile application of "e-government," mobile applications of second-level banks) - around the clock, with the exception of technical breaks due to preventive maintenance
8	List of documents and information requested from the service recipient for the provision of public service	To the portal or informatization object (mobile application of "e-government," mobile applications of second-tier banks): an electronic request shall be sent, with obtaining a one-time password to the subscriber number in the form of a short text message generated and sent by the portal to confirm that the subscriber number belongs to the subscriber, and the request shall be verified by electronic digital signature of the service recipient; The service provider shall receive information about identity

		documents from the relevant state information systems through the "e-government" gateway.
9	Grounds for refusal to public service provision established by the legislation of the Republic of Kazakhstan	<p>1) non-compliance of the service recipient and (or) submitted materials, data and information necessary for the public services provision with the requirements of the Laws of the Republic of Kazakhstan "On identity documents" and "On national registers of identification numbers."</p> <p>2) the 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 for the public service provision.</p>
10	Other requirements, taking into account the specifics of the provision of public services, including those provided in electronic form and through the State Corporation	The service recipient shall be able to obtain information on the procedure for public service provision through the help desk of the service provider, as well as in remote access mode through the unified contact center 1414, 8 800 080 7777.