



**On approval of the Rules for registration of citizens of the Republic of Kazakhstan,  
permanently and temporarily residing outside the Republic of Kazakhstan**

*Unofficial translation*

Order of the acting Minister of Foreign Affairs of the Republic of Kazakhstan dated June 14, 2016 № 11-1-2/263. Registered in the Ministry of Justice of the Republic of Kazakhstan on August 10, 2016 № 14093.

*Unofficial translation*

In accordance with Article 31 of the Law of the Republic of Kazakhstan "On citizenship of the Republic of Kazakhstan" and subparagraph 1) of Article 10 of the Law of the Republic of Kazakhstan "On public services," **I hereby ORDER:**

**Footnote. Preamble - in the wording of the order of the Minister of Foreign Affairs of the Republic of Kazakhstan dated 23.05.2022 No. 11-1-4/226 (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 of citizens of the Republic of Kazakhstan , permanently and temporarily residing outside the Republic of Kazakhstan.

2. The department of consular service of the Ministry of Foreign Affairs of the Republic of Kazakhstan shall ensure:

1) state registration of this order in the Ministry of Justice of the Republic of Kazakhstan in the manner established by the legislation;

2) within ten calendar days after the state registration of this order in the Ministry of Justice of the Republic of Kazakhstan, sending its copy in printed and electronic form for official publication in periodicals and legal information system "Adilet";

3) within five working days from the date of receipt of this order from the Ministry of Justice of the Republic of Kazakhstan, sending a copy of it in printed and electronic form to the Republican state enterprise on the right of economic management "Republican center for legal information of the Ministry of Justice of the Republic of Kazakhstan" for inclusion into the Standard control bank of regulatory legal acts of the Republic of Kazakhstan;

4) placement of this order on the official Internet resource of the Ministry of Foreign Affairs of the Republic of Kazakhstan.

3. To recognize as invalid the order of the Minister of Foreign Affairs of the Republic of Kazakhstan dated October 18, 2000 № 221 "On approval of Instructions for registration of citizens of the Republic of Kazakhstan abroad" (registered in the Register of state registration of regulatory legal acts № 1396, published in the Bulletin of regulatory legal acts of central executive and other state bodies of the Republic of Kazakhstan, 2001, №15, Article 368).

4. Control over implementation of this order shall be assigned to the First deputy Minister of Foreign Affairs of the Republic of Kazakhstan M. B. Tleuberdi

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

Acting Minister  
of Foreign Affairs  
of the Republic of Kazakhstan M. Tleuberdi

"Agreed"

National Security Committee  
of the Republic of Kazakhstan

\_\_\_\_\_ V. Zhumakanov

July 2, 2016

Approved  
by the order of the acting  
Minister of Foreign Affairs  
of the Republic of Kazakhstan  
dated June 14, 2016  
№ 11-1-2/263

## **Rules**

### **for registration of citizens of the Republic of Kazakhstan permanently and temporarily residing outside the Republic of Kazakhstan**

**Footnote. The rules in the wording of the order of the Minister of Foreign Affairs of the Republic of Kazakhstan dated 28.05.2020 No. 11-1-4/169 (shall enter into force upon expiry of ten calendar days after the day of its first official publication).**

## **Chapter 1. General provisions**

1. These Rules for registration of citizens of the Republic of Kazakhstan permanently and temporarily residing outside the Republic of Kazakhstan (hereinafter referred to the Rules), have been developed in accordance with Article 31 of the Law of the Republic of Kazakhstan "On citizenship of the Republic of Kazakhstan" and Article 1) Article 10 of the Law of the Republic of Kazakhstan "On public services" (hereinafter referred to as the Law "On public services") and shall establish the procedure for registration and deregistration of citizens of the Republic of Kazakhstan permanently and temporarily residing outside the Republic of Kazakhstan, as well as the provision of public services "Registration of citizens of the Republic of Kazakhstan permanently and temporarily residing outside the Republic of Kazakhstan" and "Deregistration of citizens of the Republic of Kazakhstan permanently and temporarily residing outside the Republic of Kazakhstan."

Footnote. Paragraph 1 - in the wording of the Order of the Minister of Foreign Affairs of the Republic of Kazakhstan dated 23.05.2022 No. 11-1-4/226 (shall enter into force upon expiry of ten calendar days after the day of its first official publication).

2. These Rules shall not apply when keeping records of children who are citizens of the Republic of Kazakhstan, transferred for adoption to foreigners, carried out in accordance with the order of the Acting Minister of Foreign Affairs of the Republic of Kazakhstan dated April 3, 2015 No. 11-1-2/130 "On approval of the Rules for registration with the Ministry of Foreign Affairs of the Republic of Kazakhstan and the implementation by foreign institutions of the Republic of Kazakhstan of control over children who are citizens of the Republic of Kazakhstan transferred for adoption to foreigners" (registered in the Register of State Registration of Regulatory Legal Acts under No. 11240).

3. Registration of citizens of the Republic of Kazakhstan permanently and temporarily residing outside the Republic of Kazakhstan shall be carried out by foreign institutions of the Republic of Kazakhstan in the territory of the corresponding consular district.

4. The purpose of accounting for citizens of the Republic of Kazakhstan abroad shall be:

1) protection of the rights and legitimate interests of citizens of the Republic of Kazakhstan;

2) full assistance to the use by citizens of the Republic of Kazakhstan of all rights granted by the legislation of the host state and international treaties to which the Republic of Kazakhstan and the host state are parties, as well as international customs.

Footnote. Paragraph 4 - in the wording of the order of the Minister of Foreign Affairs of the Republic of Kazakhstan dated 23.05.2022 No. 11-1-4/226 (shall enter into force upon expiry of ten calendar days after the day of its first official publication).

5. When registering, the consular official of the Republic of Kazakhstan explains to the citizens of the Republic of Kazakhstan about the Rules and conditions of stay in the host state and the need to comply with its Laws.

6. For the purposes of these Rules:

1) the service provider of the public service "Registration of citizens of the Republic of Kazakhstan permanently and temporarily residing outside the Republic of Kazakhstan" means the foreign institutions of the Republic of Kazakhstan (hereinafter referred to as the foreign institutions);

2) the service provider of the public service "Deregistration of citizens of the Republic of Kazakhstan permanently and temporarily residing outside the Republic of Kazakhstan" means the Ministry of Foreign Affairs of the Republic of Kazakhstan (hereinafter referred to as the Ministry) and foreign institutions;

3) the service recipient of public services "Registration of citizens of the Republic of Kazakhstan permanently and temporarily residing outside the Republic of Kazakhstan" and "

Deregistration of citizens of the Republic of Kazakhstan permanently and temporarily residing outside the Republic of Kazakhstan" means a citizen of the Republic of Kazakhstan permanently or temporarily residing outside the Republic of Kazakhstan.

6-1. The Ministry, within three working days from the date of amendment and (or) addition to these Rules, shall update them and send them to the foreign institutions of the Republic of Kazakhstan, the operator of the information and communication infrastructure of the "electronic government" and the Unified Contact Center.

**Footnote. The Rules as added by paragraph 6-1 in accordance with the order of the Minister of Foreign Affairs of the Republic of Kazakhstan dated 06.12.2022 No. 11-1-4/663 (shall enter into force upon expiry of ten calendar days after the day of its first official publication).**

## **Chapter 2. Procedure for public service provision "Registration of citizens of the Republic of Kazakhstan permanently and temporarily residing outside the Republic of Kazakhstan"**

7. The service recipient or his legal representative shall submit the following documents to the foreign institution:

for registration of citizens of the Republic of Kazakhstan permanently residing outside the Republic of Kazakhstan:

1) an identity document or an electronic document from the digital document service (for identity identification);

2) the decision on the execution of documents for leaving the Republic of Kazakhstan for permanent residence, executed in accordance with the Resolution of the Government of the Republic of Kazakhstan dated March 28, 2012 No. 361 "On approval of the Rules for issuing documents for leaving the Republic of Kazakhstan for permanent residence" (for reconciliation);

3) a completed registration card of citizens of the Republic of Kazakhstan permanently residing outside the Republic of Kazakhstan (hereinafter referred to as the registration card) in accordance with Annex 1 to these Rules;

for registration of citizens of the Republic of Kazakhstan temporarily residing outside the Republic of Kazakhstan:

4) an identity document or an electronic document from the digital document service (for identity identification);

5) a completed registration card of citizens of the Republic of Kazakhstan temporarily residing outside the Republic of Kazakhstan (hereinafter referred to as the card) in accordance with Annex 2 to the Rules.

When receiving documents, the service provider reproduces copies of identity documents, the decision to leave the Republic of Kazakhstan for permanent residence, and then returns the originals to the service recipient.

To register citizens of the Republic of Kazakhstan temporarily residing outside the Republic of Kazakhstan, an application can be submitted through the web portal "e-government" (hereinafter referred to as the portal).

The list of basic requirements for the public service provision "Registration of citizens of the Republic of Kazakhstan permanently and temporarily residing outside the Republic of Kazakhstan" shall include the characteristics of the process, form, content and result of the provision, as well as other information taking into account the peculiarities of the public service provision shall be given in Annex 3 to these Rules.

If an incomplete package of documents specified in the list of basic requirements for the public service provision "Registration of citizens of the Republic of Kazakhstan permanently and temporarily residing outside the Republic of Kazakhstan" is provided, and (or) expired documents, the consular official of the Republic of Kazakhstan refuses to accept the application and issues a corresponding receipt on refusal to accept documents in the form in accordance with Annex 4 to these Rules.

To citizens of the Republic of Kazakhstan traveling to another state for temporary residence, include personnel of foreign institutions, citizens of the Republic of Kazakhstan performing temporary labor activities in foreign countries, military personnel performing a peacekeeping duty appointed in accordance with the quotas assigned to the Republic of Kazakhstan for positions under international organizations, as well as persons on study, treatment, on a tourist and private trip, at the invitation of organizations and individuals, on a business trip in foreign countries.

When the service recipient submits all documents to a foreign institution, confirmation of the acceptance of the application in hard copy is a note on its copy indicating the date of its receipt, surname, name, patronymic (if any) of the recipient and the time of receipt of the documents.

The total period of public service provision through the service provider shall be two working days, when submitting an application through the portal, one working day.

**Footnote. Paragraph 7 - in the wording of the order of the Minister of Foreign Affairs of the Republic of Kazakhstan dated 06.12.2022 No. 11-1-4/663 (shall enter into force upon expiry of ten calendar days after the day of its first official publication).**

8. Within one working day, the consular official of the Republic of Kazakhstan shall consider the received documents from the service recipient and within the next working day shall enter the necessary data into the Berkut unified information system (hereinafter referred to as the Berkut UIS) and shall attach the insert to the applicant's passport in accordance with Annex 5 to these Rules.

In the insert to the passport, the consular official of the Republic of Kazakhstan shall stamp the form in accordance with Annex 6 to these Rules or refuse to public service provision.

Registration of citizens of the Republic of Kazakhstan temporarily residing outside the Republic of Kazakhstan shall be carried out without issuing an insert to the passport of a citizen of the Republic of Kazakhstan.

At the request of a citizen of the Republic of Kazakhstan or his legal representative, the consular official of the Republic of Kazakhstan shall issue a certificate of registration, drawn up in any form or shall refuse to provide public service.

9. Upon receipt from a citizen of the Republic of Kazakhstan permanently residing outside the Republic of Kazakhstan or his legal representative of information about amendments in the information specified in the accounting card, the consular official adjusts the credentials in it and enters additional information into the Berkut UIS.

10. When registering a citizen of the Republic of Kazakhstan who is on permanent consular registration in another foreign institution, consular official of the Republic of Kazakhstan, to whom the application for registration has been received, performs the actions specified in paragraph 8 of these Rules, cancels the previous insert to the passport of a citizen of the Republic of Kazakhstan, and within three working days of performing the actions, specified in Paragraph 8 of these Rules, sends a notification in any form to a foreign institution in which a citizen of the Republic of Kazakhstan has been registered.

11. Refusal to provide public services shall be carried out on the grounds specified in paragraph 9 of the List of basic requirements for the public services provision.

**Footnote. Paragraph 11 - in the wording of the order of the Minister of Foreign Affairs of the Republic of Kazakhstan dated 06.12.2022 No. 11-1-4/663 (shall enter into force upon expiry of ten calendar days after the day of its first official publication).**

12. In accordance with subparagraph 11) of paragraph 2 of Article 5 of the Law "On public services," the service provider shall ensure that data have been entered into the information system for monitoring the provision of public services on the stage of public services provision.

Chapter 3. Procedure for public service provision "Deregistration of citizens of the Republic of Kazakhstan permanently and temporarily residing outside the Republic of Kazakhstan"

13. A citizen of the Republic of Kazakhstan shall be deregistered in foreign institutions in case of:

1) submission by him or his legal representative to a foreign institution of an application for deregistration drawn up in any form;

2) receiving a notice of registration in another foreign institution;

3) expiration of the period of its temporary stay or completion of permanent residence in the territory of the consular district indicated in the accounting card/card;

4) death, entry into force of the court decision on the recognition of him as missing or on declaring him dead;

5) termination of citizenship of the Republic of Kazakhstan.



14. Deregistration on the territory of the Republic of Kazakhstan of a service recipient who has arrived for permanent residence and has not been deregistered in a foreign institution shall be carried out in paper form by the Ministry and in electronic form through the portal.

15. The following documents shall be provided to the service provider for deregistration by the service recipients:

1) application in any form;

2) an identity document or an electronic document from the digital document service (for identity identification);

3) insert to the passport of a citizen of the Republic of Kazakhstan with a stamp on registration for permanent consular registration (if any).

When accepting documents, the consular official of the Republic of Kazakhstan reproduces copies of identity documents, and then returns the originals to the service recipient

The list of the main requirements for the public service provision "Deregistration of citizens of the Republic of Kazakhstan permanently and temporarily residing outside the Republic of Kazakhstan" shall include the characteristics of the process, the form, content and result of the provision, as well as other information taking into account the peculiarities of the provision of the public service shall be given in Annex 7 to these Rules.

In case of occurrence of cases provided for in subparagraphs 2), 3), 4) and 5) of paragraph 13 of these Rules, the foreign institution shall deregister the service recipients without providing the documents provided for in paragraph 15 of these Rules.

**Footnote. Paragraph 15 - in the wording of the order of the Minister of Foreign Affairs of the Republic of Kazakhstan dated 06.12.2022 No. 11-1-4/663 (shall enter into force upon expiry of ten calendar days after the day of its first official publication).**

16. If an incomplete package of documents is provided in accordance with the list provided for in the public service standard and (or) expired documents, the consular official of the Republic of Kazakhstan refuses to accept the application and issues a receipt on refusal to accept documents in the form in accordance with Annex 2 to these Rules.

17. When the service recipient provides a complete package of documents specified in paragraph 15 of these Rules, the consular official of the Republic of Kazakhstan shall accept and register the application.

Confirmation of the acceptance of the application in hard copy shall be a note on its copy indicating the date of its receipt, surname, name, patronymic (if any) of the person who accepted it and the time of receipt of documents.

18. The total term for the public service provision through the service provider shall be two working days, when submitting an application through the portal - one working day.

19. When the service recipient applies to a foreign institution, the service provider considers the received documents for compliance with the requirements of these Rules within one working day, and during the next one working day makes a deregistration of the service

recipient by making a mark on deregistration in the accounting card/card, corrects the credentials in the accounting card/card and enters additional information into the Berkut UIS. When deregistering citizens of the Republic of Kazakhstan permanently residing outside the Republic of Kazakhstan, the consular official of the Republic of Kazakhstan shall make a mark on deregistration to the passport of a citizen of the Republic of Kazakhstan or refuse to provide public service.

**Footnote. Paragraph 19 - in the wording of the order of the Minister of Foreign Affairs of the Republic of Kazakhstan dated 23.05.2022 No. 11-1-4/226 (shall enter into force upon expiry of ten calendar days after the day of its first official publication).**

20. When the service recipient applies to the Ministry, the service provider shall consider the received documents for compliance with the requirements of these Rules within one working day. If there is information on consular registration in the Berkut UIS, the service provider shall enter additional information on the removal of the service recipient from consular registration and send a letter to a foreign institution to make adjustments to the data of the accounting card/card on the removal from consular registration. Within one working day, the ministry prepares and issues to the applicant a document confirming the removal from consular registration or a reasoned refusal response.

In the absence of information on consular registration at the Berkut UIS, the Ministry shall send a request for removal from consular registration to a foreign institution. The foreign office shall remove the consular registration of the service recipient and shall send a response to the Ministry. After receiving a response from a foreign agency, the Ministry shall prepare and issue to the service recipient a document confirming the removal from consular registration or a reasoned refusal response.

21. The public service provision shall be carried out through the portal, provided that the service recipient crosses the state border of the Republic of Kazakhstan and is located on the territory of the Republic of Kazakhstan, as well as if there is an electronic digital signature. The service recipient shall receive confirmation of the removal from consular registration in the personal account of the portal.

22. Refusal to provide public services shall be carried out on the grounds specified in paragraph 9 of the List of basic requirements for the public service provision.

**Footnote. Paragraph 22 - in the wording of the order of the Minister of Foreign Affairs of the Republic of Kazakhstan dated 06.12.2022 No. 11-1-4/663 (shall enter into force upon expiry of ten calendar days after the day of its first official publication).**

23. In accordance with subparagraph 11) of paragraph 2 of Article 5 of the Law "On public services," the service provider shall ensure that data shall be entered into the information system for monitoring the provision of public services on the stage of provision of public services.



In order to avoid the provision of incorrect data on the provision of this state service, the provision of reporting on the deregistration of citizens of the Republic of Kazakhstan shall be assigned to foreign institutions.

Chapter 4. Procedure for appealing against decisions, actions (inaction) of central state bodies, as well as service providers and (or) their officials on the public service provision.

24. A complaint about the decisions, actions (inaction) of the service provider on the public service provision may be submitted to the head of the service provider, to the authorized body for assessing and monitoring the quality of the public service provision, in accordance with the legislation of the Republic of Kazakhstan.

25. In accordance with paragraph 2 of Article 25 of the Law "On public services," the service recipient's complaint received by the service provider directly providing the public service shall be subject to consideration within five working days from the date of its registration.

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

In cases of disagreement with the results of the public service provision, the service recipient shall have the right to apply to the court in accordance with subparagraph 6) of paragraph 1 of Article 4 of the Law "On public services."

Annex 1  
to the Rules for registration  
of citizens of the Republic of Kazakhstan,  
permanently and temporarily residing  
outside the Republic of Kazakhstan  
form

\_\_\_\_\_ (name of the  
registered foreign office of the Republic of Kazakhstan) Registration card of citizens of the  
Republic of Kazakhstan,  
permanently residing outside the Republic of Kazakhstan

Footnote. Annex 1 - in the wording of the order of the Minister of Foreign Affairs of the Republic of Kazakhstan dated 06.12.2022 No. 11-1-4/663 (shall enter into force upon expiry of ten calendar days after the day of its first official publication).

1. Surname, first name, patronymic (if any) \_\_\_\_\_  
\_\_\_\_\_

2. Date of birth \_\_\_\_\_

3. Date and purpose of arrival in the country of residence \_\_\_\_\_

4. Validity period of the visa or permit document of the host country (attached copy)

\_\_\_\_\_

5. Residential address and phone number in the host country, e-mail

\_\_\_\_\_

6. Place of work, study, internship and so on, in the host country

\_\_\_\_\_

7. Contact details of close family or friends to establish a connection in the event of a force majeure situation

\_\_\_\_\_

Cohabiting minor children (if any):

1. Surname, first name, patronymic (if any) \_\_\_\_\_

\_\_\_\_\_

2. Date of birth \_\_\_\_\_

3. Date and purpose of arrival in the country of residence \_\_\_\_\_

\_\_\_\_\_

4. Validity period of the visa or permit document of the host country (attached copy)

\_\_\_\_\_

I hereby consent to access to personal data of limited access, which are required for the public service provision in accordance with Article 8 of the Law of the Republic of Kazakhstan "On personal data and their protection."

Signature

\_\_\_\_\_ " \_\_\_\_ ", \_\_\_\_\_ 20

Annex 2  
to the Rules for registration  
of citizens of the Republic of Kazakhstan,  
permanently and temporarily residing  
outside the Republic of Kazakhstan  
form

\_\_\_\_\_ (

**name of the registered foreign office of the Republic of Kazakhstan) Registration card of citizens of the Republic of Kazakhstan temporarily residing outside the Republic of Kazakhstan**

**Footnote. Annex 2 - in the wording of the order of the Minister of Foreign Affairs of the Republic of Kazakhstan dated 06.12.2022 No. 11-1-4/663 (shall enter into force upon expiry of ten calendar days after the day of its first official publication).**

1. Surname, first name, patronymic (if any) \_\_\_\_\_

\_\_\_\_\_

2. Date of birth \_\_\_\_\_

3. Date and purpose of arrival in the country of residence \_\_\_\_\_

4. Period of temporary stay in the host country \_\_\_\_\_

5. Validity period of the visa or permit document of the host country (attached copy)

6. Residential address and phone number in the host country, e-mail

7. Place of work, study, internship and so on, in the host country

8. Contact details of close family or friends to establish a connection in the event of a force majeure situation

Cohabiting minor children (if any):

1. Surname, first name, patronymic (if any) \_\_\_\_\_

2. Date of birth \_\_\_\_\_

3. Date and purpose of arrival in the country of residence \_\_\_\_\_

4. Period of temporary stay in the host country \_\_\_\_\_

5. Validity period of the visa or permit document of the host country (attached copy)

I hereby consent to access to personal data of limited access, which shall be required for the public service provision in accordance with Article 8 of the Law of the Republic of Kazakhstan "On personal data and their protection."

Signature \_\_\_\_\_ "\_\_\_\_", \_\_\_\_\_ 20

Annex 3  
to the Rules for registration  
of citizens of the Republic of Kazakhstan,  
permanently and temporarily residing  
outside the Republic of Kazakhstan

### List of basic requirements for the public services provision

### "Registration of citizens of the Republic of Kazakhstan permanently and temporarily residing outside the Republic of Kazakhstan

Footnote. The title - in the wording of the order of the Minister of Foreign Affairs of the Republic of Kazakhstan dated 06.12.2022 No. 11-1-4/663 (shall enter into force upon expiry of ten calendar days after the day of its first official publication).

Footnote. Annex 3 in the wording of the orders of the Minister of Foreign Affairs of the Republic of Kazakhstan dated 23.05.2022 No. 11-1-4/226 (shall enter into force upon expiry of ten calendar days after the day of its first official publication); dated 06.12.2022 No. 11-1-4/663 (shall enter into force upon expiry of ten calendar days after the day of its first official publication).

1	Name of the service provider	Foreign institutions of the Republic of Kazakhstan (hereinafter referred to as "the foreign institutions").
2	Methods of public service provision	Acceptance of applications and issuance of the results of the public service provision shall be carried out through foreign agencies (hereinafter referred to as the service provider) and through the web portal of the "e-government" <a href="http://www.egov.kz">www.egov.kz</a> (hereinafter referred to as the portal) (when registering for temporary registration).
3	Term of public service provision	1) through the service provider - 2 (two) working days; 2) through the portal - 1 (one) working day.
4	Form of public service provision	Electronic (partially automated) / paper
5	Result of public service provision	Insert to the passport of a citizen of the Republic of Kazakhstan in the form in accordance with Annex 5 to the Rules for accounting for citizens of the Republic of Kazakhstan Permanently and temporarily residing outside the Republic of Kazakhstan (hereinafter referred to as the Rules) or notification of temporary registration (when the service recipient applies through the web portal "e-government" <a href="http://www.egov.kz">www.egov.kz</a> ") or a reasoned response to refusal to provide public service.  At the request of the service recipient, it is possible to issue a certificate of registration in any form or a refusal to provide public service.
6	The amount of payment charged to the service recipient during the public service provision, and the methods of its collection in cases provided for by the legislation of the Republic of Kazakhstan	Free.

Service provider, state corporation and information objects schedule

1) service provider - from Monday to Friday inclusive, from 9:00 to 18:30 with a lunch break from 13:00 to 14:30, except for weekends and holidays, according to the Labor Code of the Republic of Kazakhstan. The acceptance of documents shall be carried out by the service provider from 09:30 to 12:30, and the issuance of the results of the public service provision from 16:00 to 17:00. Wednesday shall not be a reception day.

In foreign countries with a hot and humid climate, the service provider's work schedule shall be established in relation to local conditions.

The public service shall be provided on a first-come, first-served basis, without appointment and expedited service, it is possible to book a queue through the service provider's Internet resource.

The addresses of the places of provision of public service shall be posted on the Internet resource of the Ministry of [www.gov.kz](http://www.gov.kz).

2) the portal - around the clock, with the exception of technical breaks in connection with the repair work (when the service recipient applies after the end of working hours, on weekends and holidays in accordance with the Code, applications shall be accepted and the results of the public service provision shall be issued by the next working day).

1. For registration of citizens of the Republic of Kazakhstan permanently residing outside the Republic of Kazakhstan:

1) an identity document or an electronic document from the digital document service (for identity identification);

2) permission to leave the Republic of Kazakhstan for permanent residence, issued in accordance with the Resolution of the Government of the Republic of Kazakhstan dated March 28, 2012 No. 361 "On approval of the Rules for issuing

8	List of documents and information required from the service recipient for the public service provision	<p>documents for leaving the Republic of Kazakhstan for permanent residence" (for reconciliation);</p> <p>3) a completed registration card of a citizen of the Republic of Kazakhstan permanently residing outside the Republic of Kazakhstan according to the form in accordance with Annex 1 to the Rules for accounting citizens of the Republic of Kazakhstan permanently and temporarily residing outside the Republic of Kazakhstan (hereinafter referred to as the Rules).</p> <p>2. For registration of citizens of the Republic of Kazakhstan temporarily residing outside the Republic of Kazakhstan:</p> <p>1) an identity document or an electronic document from the digital document service (for identity identification);</p> <p>2) a completed registration card of a citizen of the Republic of Kazakhstan temporarily residing outside the Republic of Kazakhstan in accordance with Annex 2 to the Rules.</p> <p>When contacting in electronic form, the service recipient submits an application on the web portal of "electronic government <a href="http://www.egov.kz">www.egov.kz</a>."</p>
9	Grounds for refusal to provide public services established by the legislation of the Republic of Kazakhstan	<p>1) establishing the inaccuracy of the documents submitted by the service recipient for public service provision , and (or) the data (information) contained in them;</p> <p>2) non-compliance of the service recipient and (or) provided data and information required to provide the public service with the requirements of these Rules;</p> <p>3) the absence of consent of the service recipient provided in accordance with Article 8 of the Law of the Republic of Kazakhstan "On personal data and their protection" to access to personal data of limited access, which shall be required for the public service provision.</p>
		The maximum allowed waiting time for the service recipient to submit a



10

Other requirements taking into account the peculiarities of the public service provision, including those provided in electronic form and through the State Corporation

package of documents shall be 30 (thirty) minutes.  
The maximum allowable service time of the service recipient shall be 20 (twenty) minutes.  
Contact numbers of reference services for the public service provision shall be indicated on the Internet resource [www.mfa.gov.kz](http://www.mfa.gov.kz), section "Government services," the Unified contact center for the public service provision: 1414, 8 800 080 7777.

Annex 4  
to the Rules for registration of citizens  
of the Republic of Kazakhstan  
permanently or temporarily  
residing outside the Republic  
of Kazakhstan

\_\_\_\_\_  
(Surname, first name, patronymic (if any) or name  
of the organization of the service recipient)

\_\_\_\_\_  
(service recipient address)

**Receipt on refusal to accept documents**

According to paragraph 2 of Article 20 of the Law of the Republic of Kazakhstan dated April 15, 2013 "On public services," the Consular department of the Embassy of the Republic of Kazakhstan in \_\_\_\_\_ (indicate the address) shall refuse to accept documents for the provision of public services (indicate the name of the public service in accordance with the public service standard) due to your submission of an incomplete package of documents according to the list provided for by the public service standard, namely:

Name of missing documents:

- 1) \_\_\_\_\_ ;
- 2) \_\_\_\_\_ ;
- 3) ....

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

\_\_\_\_\_  
(Surname, first name, patronymic (if any), signature of the service provider's employee)

Contractor: Surname, first name, patronymic (if any) \_\_\_\_\_

Phone number \_\_\_\_\_

Received:

Surname, first name, patronymic (if any )/signature of the service recipient \_\_\_\_\_

\_\_\_\_\_ " \_\_\_\_ " , 20 \_\_\_\_

Annex 5  
to the Rules for registration  
of citizens of the Republic of Kazakhstan,  
permanently and temporarily residing  
outside the Republic of Kazakhstan  
form

№ _____ ТӨЛҚҰЖАТҚА ҚОСЫМША БЕТ INSERT FOR PASSPORT	
Тезі	_____
Surname	_____
Аты	_____
Name	_____
Туған кезі/Date of birth	_____

Annex 6  
to the Rules for registration  
of citizens of the Republic of Kazakhstan,  
permanently and temporarily residing  
outside the Republic of Kazakhstan  
form

_____
name of the foreign institution of the Republic of Kazakhstan that has registered Accepted for consular registration
№ _____
" ____ " _____ 20 ____ year
consular officer
_____ place of printing
(last name, first name, patronymic, signature)

Annex 7  
to the Rules for registration  
of citizens of the Republic of Kazakhstan,

**List of basic requirements for the public services provision "Deregistration of citizens of the Republic of Kazakhstan permanently and temporarily residing outside the Republic of Kazakhstan**

Footnote. The title - in the wording of the order of the Minister of Foreign Affairs of the Republic of Kazakhstan dated 06.12.2022 No. 11-1-4/663 (shall enter into force upon expiry of ten calendar days after the day of its first official publication).

Footnote. Annex 7 in the wording of the orders of the Minister of Foreign Affairs of the Republic of Kazakhstan dated 23.05.2022 No. 11-1-4/226 (shall enter into force upon expiry of ten calendar days after the day of its first official publication); dated 06.12.2022 No. 11-1-4/663 (shall enter into force upon expiry of ten calendar days after the day of its first official publication).

1	Name of the service provider	Foreign Institutions of the Republic of Kazakhstan (hereinafter referred to as "Foreign Institutions"), Ministry of Foreign Affairs of the Republic of Kazakhstan (hereinafter referred to as "Ministry").
2	Methods of public service provision	Acceptance of applications and issuance of the results of the public service provision shall be carried out through foreign agencies, through the Ministry (hereinafter referred to as the service provider) and through the web portal of the "e-government" www.egov.kz (hereinafter referred to as the portal).
3	Term of public service provision	1) through the service provider - 2 (two) working days; 2) through the portal - 1 (one) working day.
4	Form of public service provision	Electronic (partially automated) / paper
5	Result of public service provision	1. When providing public service by foreign institutions - a note on deregistration of citizens of the Republic of Kazakhstan in paper/electronic form or a reasoned response on refusal to provide public service. 2. When providing a public service through the web portal of "electronic government" - a notification about the deregistration of citizens of the

		<p>Republic of Kazakhstan in electronic form or a motivated response to the refusal to provide a public service.</p> <p>3. In the public service provision by the Ministry - a document confirming the removal from consular registration, or a reasoned response to the refusal to provide public services.</p>
6	The amount of payment charged to the service recipient during the public service provision, and the methods of its collection in cases provided for by the legislation of the Republic of Kazakhstan	Free.
7	Service provider, state corporation and schedule of information objects	<p>1) service provider - from Monday to Friday inclusive, from 9:00 to 18:30 with a lunch break from 13:00 to 14:30, except for weekends and holidays, according to the Labor Code of the Republic of Kazakhstan. The acceptance of documents and the issuance of the results of the public service provision shall be carried out from 09:00 to 17:30.</p> <p>For service providers outside the Republic of Kazakhstan, documents shall be accepted from 09:30 to 12:30, and the results of the public service provision shall be issued from 16:00 to 17:00. Wednesday shall not be a reception day.</p> <p>In foreign countries with a hot and humid climate, the service provider's work schedule shall be established in relation to local conditions.</p> <p>The public service shall be provided on a first-come, first-served basis, without appointment and expedited service, it is possible to book a queue through the service provider's Internet resource.</p> <p>The addresses of the places of public service provision shall be posted on the Internet resource of the Ministry of <a href="http://www.gov.kz">www.gov.kz</a>.</p> <p>2) the portal - around the clock, with the exception of technical breaks in connection with the repair work (when the service recipient applies after the end of working hours, on weekends and holidays in accordance with the Code,</p>

		applications are accepted and the results of the public service provision are issued by the next working day).
8	List of documents and information required from the service recipient for the public service provision	<p>1) application in any form;</p> <p>2) an identity document or an electronic document from the digital document service (for identity identification);</p> <p>3) insert to the passport of a citizen of the Republic of Kazakhstan with a stamp on registration (if any).</p> <p>When contacting in electronic form, the service recipient submits an application on the web portal of "electronic government <a href="http://www.egov.kz">www.egov.kz</a>."</p>
9	Grounds for refusal to provide public services established by the legislation of the Republic of Kazakhstan	<p>1) establishing the inaccuracy of the documents submitted by the service recipient for public service provision, and (or) the data (information) contained in them;</p> <p>2) non-compliance of the service recipient and (or) provided data and information required to public service provision with the requirements of these Rules;</p> <p>3) the absence of consent of the service recipient provided in accordance with Article 8 of the Law of the Republic of Kazakhstan "On personal data and their protection" to access to personal data of limited access, which are required for the public service provision.</p>
10	Other requirements taking into account the peculiarities of the public service provision, including those provided in electronic form and through the State Corporation	<p>The maximum allowed waiting time for the service recipient to submit a package of documents shall be 30 (thirty) minutes.</p> <p>The maximum allowable service time of the service recipient shall be 20 (twenty) minutes.</p> <p>Contact numbers of reference services for the public service provision shall be indicated on the Internet resource <a href="http://www.mfa.gov.kz">www.mfa.gov.kz</a>, section "Government services," the Unified contact center for the public service provision: 1414, 8 800 080 7777.</p>

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