



On approval of the Rules of State Control over the Quality of Public Services

Unofficial translation

Order of the Chairman of the Agency of the Republic of Kazakhstan on Civil Service Affairs and Anti-Corruption dated December 8, 2016 No. 78. Registered with the Ministry of Justice of the Republic of Kazakhstan on January 26, 2017 No. 14740.

Unofficial translation

In accordance with Subparagraph 3) of Article 7 of the Law of the Republic of Kazakhstan dated April 15, 2013 “On public services”, Subparagraph 2) of Paragraph 3 of Article 16 of the Law of the Republic of Kazakhstan dated March 19, 2010 “On state statistics”, **I HEREBY ORDER AS FOLLOWS:**

1. Approve the attached Rules of state control over the quality of public services.
2. Declare to be no longer in force the Order of the Minister of Civil Service of the Republic of Kazakhstan dated February 16, 2016 № 35 “On Approval of the Rules of State Control over the Quality of Public Services” (registered in the Register of State Registration of Regulatory Legal Acts № 13359, published on March 11, 2016 in the Legal Information System “Adilet”).
3. The Department of Public Services of the Agency of the Republic of Kazakhstan for Civil Service Affairs and Anti-Corruption, in the manner prescribed by law, shall ensure:
 - 1) State Registration of this Order with the Ministry of Justice of the Republic of Kazakhstan;
 - 2) within ten calendar days after the State Registration of this Order with the Ministry of Justice of the Republic of Kazakhstan, the direction to official publication in periodicals;
 - 3) within ten calendar days after the State Registration of this Order, the direction to the Republican State Enterprise on the Right of Economic Use “Republican Center for Legal Information of the Ministry of Justice of the Republic of Kazakhstan” for placement in the Reference Control Bank of Regulatory Legal Acts of the Republic of Kazakhstan;
 - 4) placement of this Order on the Internet resource of the Agency of the Republic of Kazakhstan for Civil Service Affairs and Anti-Corruption.
4. The control over the execution of this Order shall be assigned to the Deputy Chairman of the Agency of the Republic of Kazakhstan for Civil Service Affairs and Anti-Corruption, administering for monitoring and assessing the quality of public services.
5. This Order shall be enforced upon expiry of ten calendar days after the day its first official publication.

*The Chairman of the Agency
of the Republic of Kazakhstan
on Civil Service Affairs*

Kozhamzharov

and Anti-Corruption K.

"AGREED"

The Minister of Information and Communications
of the Republic of Kazakhstan

_____ D. Abayev

"__" _____ 2016

"AGREED"

The Chairman
of the Statistics Committee
of the Ministry of National Economy
of the Republic of Kazakhstan

_____ N. Aidapkelov

"__" _____ 2016

Approved
by the Order of the Chairman of the
Agency
of the Republic of Kazakhstan on Civil
Service
Affairs and Anti-Corruption
dated December 8, 2016 № 78

Rules of State Control over the Quality of Provision of Public Services

Footnote. The Rules - as revised by order of the Acting Chairman of the Agency of the Republic of Kazakhstan for Public Service № 101 of 25.06.2024 (shall come into effect ten calendar days after the date of its first official publication).

Chapter 1: General provisions

1. These Rules of State Control over the Quality of Provision of Public Services have been developed under the Law of the Republic of Kazakhstan “On State Services” (hereinafter - the Law) and establish the procedure for exercising state control over the quality of provision of public services by the central government bodies, their departments, foreign institutions of the Republic of Kazakhstan, territorial units of central public authorities and their departments, local executive bodies of oblasts, cities of national importance, the capital, districts, cities of oblast importance, akims of city districts, cities of district importance, settlements, villages, rural districts, as well as subordinate organisations of central state bodies, their departments, local executive bodies, Government for Citizens State Corporation Non-Commercial Joint-Stock Company (hereinafter - the State Corporation) and its branches, individuals and legal entities rendering public services under the legislation of the Republic of Kazakhstan (hereinafter - entities of the state control over the quality of rendering public services).

2. Officials of the competent authority for evaluation and control over the quality of rendering public services (hereinafter - the competent authority) shall exercise state control

over the quality of rendering public services of central state bodies, their departments and subordinate organisations, foreign institutions of the Republic of Kazakhstan, and officials of territorial subdivisions of the competent authority within the limits of their competence, as well as officials of the competent authority on behalf of the management of the competent authority shall exercise control over the activities of local executive bodies of regions, cities of national importance, the capital, districts, cities of regional importance, territorial subdivisions of central public authorities and departments, organisations subordinated to them, akims of districts in the city, cities of regional importance, settlements, villages, rural districts, the State Corporation and its branches, as well as individuals and legal entities offering public services under the legislation of the Republic of Kazakhstan.

3. State control shall be based on the principles of:

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

4. State control over the quality of public services shall be exercised by:

- 1) inspection with on-site visit or without on-site visit with summoning officials and (or) requesting materials;
- 2) monitoring through access to information systems or based on reporting information and data.

5. The subject of state control over the quality of rendering public services shall be adherence by the entities under the state control over the quality of rendering public services to the requirements of the legislation of the Republic of Kazakhstan in the sphere of rendering public services.

6. Inspection records shall be kept by means of the information system of the competent authority.

Chapter 2: Procedure for external state control over the quality of rendering public services

7. The state control over the quality of rendering of public services shall be exercised by the competent authority and its territorial units in the form of planned inspection, unscheduled inspection and monitoring of the conformity of the activities of entities under state control over the quality of rendering of public services with the requirements of the legislation of the Republic of Kazakhstan in the sphere of rendering of public services.

8. The provisions of this Chapter shall not apply to relations associated with the organisation, support and implementation of counter-intelligence and business activities.

Paragraph 1: Procedures for organising inspections

9. Inspections shall be classified into the types mentioned in paragraph 1 of Article 27-1 of the Law, whereby:

1) planned inspections are comprehensive and intended to ensure control over adherence to the requirements of the legislation of the Republic of Kazakhstan regarding the delivery of public services;

2) unscheduled inspections are substantive and aimed at ensuring control over observance of the requirements of the legislation of the Republic of Kazakhstan in the sphere of rendering public services on the issues that served as the grounds for their conduct.

10. The grounds for assigning a planned inspection is a semi-annual inspection plan adopted by the competent authority under paragraph 3 of Article 27-1 of this Law.

In this case, the staff of inspecting officials may be changed by the decision of the competent authority or its territorial units.

In case of change in the composition of inspecting officials, the competent authority or its territorial unit shall notify the entity under state control over the quality of rendering public services about it not later than one working day from the day of taking such decision in the form as per Annex 1 to these Rules.

11. The semi-annual plan of inspections shall be drawn up in the form of a list of entities subject to state control over the quality of rendering public services, in respect of which a planned inspection is scheduled with the obligatory specification of their names.

12. The entity under state control over the quality of rendering public services may be included in the schedule of inspections in the presence of one of the cases envisaged by paragraph 4 of Article 27-1 of the Law.

13. An unscheduled inspection shall be ordered on the grounds envisaged in paragraph 6 and shall be conducted pursuant to paragraph 8 of Article 27-1 of the Law.

14. The decision of an official of the competent authority and its territorial units to initiate an inspection shall be executed in the form of a notification under paragraph 3 of Article 27-2 of the Law.

Notification of the beginning of a scheduled inspection shall be forwarded at least three working days prior to its commencement with indication of the date and at least one day prior to the beginning of an unscheduled inspection in the form as per Annex 2 hereto.

When inspecting without on-site visit, the person entitled to conduct an inspection shall summon officials of the entity under state control over the quality of rendering public services by means of a request specifying the date and time of their arrival and (or) requesting the provision of necessary materials.

15. The time limit for inspection shall be suspended pursuant to paragraph 4 of Article 27-2 of the Law.

In case of suspension and resumption of the terms of inspection, the competent authority or its territorial unit shall notify the entity of state control over the quality of rendering public

services not later than one working day from the date of taking such a decision in the form pursuant to Annexes 3 and 4 hereto.

The period of the audit shall be calculated from the date of its resumption.

16. In the course of the inspection, not later than three working days prior to the date of completion of the inspection, an official of the competent authority and its territorial units, responsible for conducting the inspection, shall prepare and send to the entities under state control over the quality of rendering public services, as well as to the persons specified in sub-paragraph 1) of paragraph 6 of Article 27-1 of the Law, a draft certificate on the results of the inspection in the form as per Annex 5 hereto.

17. The entity under state control over the quality of rendering public services, as well as persons specified in sub-paragraph 1) of paragraph 6 of Article 27-1 of the Law, may participate in the hearing held by the officials of the competent authority and its territorial units, conducting the inspection, and file or raise an objection to the draft certificate on the findings of the audit no later than two working days from the date of its receipt.

18. Based on the findings of consideration of the received objections to the draft certificate on the results of the audit, the officials of the competent authority and its territorial units holding the audit shall prepare a certificate on the findings of the audit or, within the established time limit, take measures for additional study of information of significant importance, including suspension of the audit.

19. When the certificate of the findings of the audit confirms breaches of the legislation of the Republic of Kazakhstan in the sphere of rendering public services, a mandatory request shall be made to the entity under state control over the quality of rendering public services to eliminate breaches identified by the findings of the audit, as well as to consider bringing to responsibility of persons who allowed the breach in the form pursuant to Annex 6 hereto.

20. A request to eliminate the identified breaches shall be examined and measures to eliminate the breaches indicated therein shall be taken by the entity under state control over the quality of rendering public services within thirty calendar days.

21. In case additional time and (or) financial expenses are required for execution of the request to eliminate the breaches revealed, the entity under state control over the quality of rendering of public services not later than three working days from the date of delivery of the said request may apply to the authorised body and (or) its territorial unit, with an application for extension of the terms of elimination of the breaches revealed.

The entity under the state control over the quality of public service provision shall set out in the statement the measures that will be taken to eliminate infringements and the objective reasons for extending the deadlines for eliminating infringements.

Within three working days, with due consideration of the arguments set out in the statement, the authorised body and (or) its territorial unit shall make a decision on extending the deadlines for elimination of infringements or refusal to extend the deadlines with a motivated justification.

22. With regard to violations of the legislation of the Republic of Kazakhstan in the sphere of rendering public services, which created obstacles in the realisation of rights, freedoms and legitimate interests of service recipients, measures shall also be taken to restore them without the need for their repeated application for obtaining a public service.

23. Data on the findings of the review of the request to eliminate the identified violations shall be filed with the authorised body or its territorial unit within two working days from the date of its review.

24. In case of failure to present such data, the authorised body and its territorial units shall appoint an unscheduled audit in compliance with sub-paragraph 3) of paragraph 6 of Article 27-1 of the Law.

25. The authorised body or its territorial unit shall prepare protocols and examine cases on administrative offences in the order prescribed by the Code of the Republic of Kazakhstan “On Administrative Offences”.

26. When signs of a criminal offence or a crime, or an administrative offence are found in the actions of officials of the entity under state control over the quality of rendering public services, the management of the authorised body or its territorial units shall adopt measures to forward the materials of the audit to the relevant competent authorities.

27. The grounds for termination of the audit shall be:

1) liquidation of the entity under state control over the quality of provision of public services;

2) receipt from the applicant of a withdrawal of a previously lodged application.

28. Upon request of the authorised body and its territorial units, the State Corporation and its branches shall submit the necessary materials and data if requested by natural persons and legal entities, by public authorities and organisations, publications in the mass media and information on non-compliance with the legislation of the Republic of Kazakhstan in the field of public services when accepting applications for public services by partner organisations and issuing their results to the service recipient, as well as when conducting state control over the quality of public service provision.

Should the facts of failure to observe the legislation of the Republic of Kazakhstan in the sphere of rendering public services be confirmed, the authorised body and its territorial units shall address a letter to the State Corporation and its branches for adoption of appropriate measures.

Paragraph 2: The procedure for overseeing the adherence to the legislation of the Republic of Kazakhstan in the provision of public services

29. Entities under state control over the quality of provision of public services shall grant access to officials of the authorised body and its territorial units to information systems on provision and monitoring of public services.

30. The authorised body and its territorial units shall oversee the conformity of the activities of entities under state control over the quality of public service provision with the requirements of the legislation of the Republic of Kazakhstan in the sphere of public service provision by analysing:

- 1) data reflected in information systems on rendering and monitoring of public services;
- 2) information provided by the entities under state control over the quality of public services within the framework of internal control quarterly through the 15th day of the month following the reporting period;
- 3) data from the e-government web portal, internet resources of service providers and mass media;
- 4) appeals from natural and legal persons regarding the provision of public services, as well as information supplied by public authorities and organisations, regardless of their organisational and legal form, concerning the quality of the provision of public services.

31. The scope of the analysis conducted as part of the oversight shall include the facts of:

- 1) non-observance of terms of rendering public services;
- 2) unjustified refusals to render public services;
- 3) rendering public services in the absence of a complete set of documents, as well as non-conformance with the list of documents or information indicated in normative legal acts;
- 4) requesting documents that are not envisaged by the established list in subordinate normative legal acts;
- 5) repeated refusal of applications with an identical list of documents and their content;
- 6) failure to observe the procedure for rendering public services.

32. Based on the findings of the oversight of observance of the legislation of the Republic of Kazakhstan in the sphere of public services, the management of the authorised body or its territorial units shall take the following decisions:

- 1) on forwarding to the head of the entity under state control over the quality of public service provision recommendations to eliminate infringements, including causes and conditions conducive to their commission, revealed as a result of monitoring compliance with the legislation of the Republic of Kazakhstan in the sphere of public service provision, as well as on imposing disciplinary sanctions on guilty persons, restoration of violated rights, freedoms and legitimate interests of service recipients;
- 2) on acceptance of information contained in the results of the monitoring;
- 3) on adoption of measures envisaged by sub-paragraph 4) of paragraph 6 of Article 27-1 of the Law and paragraph 25 hereof.

33. Should signs of a criminal offence or a crime, or an administrative offence be revealed in the actions of officials of entities under state control over the quality of rendering public services by the management of the authorised body or its territorial units, the monitoring materials shall be sent to the relevant authorised bodies.

Chapter 3: Procedure for internal state control over the quality of rendering public services

34. Internal control over the quality of public services shall be exercised in the form of control activities and internal observation of compliance by entities under state control over the quality of public services with the requirements of the legislation of the Republic of Kazakhstan in the sphere of rendering public services.

Internal control over the quality of public services shall be exercised by the relevant structural units and (or) responsible persons of the entities under state control over the quality of public services, coordinating the delivery of public services (hereinafter - internal control service).

35. The internal control service of the central public authority and its department shall exercise internal control over the quality of public services rendered by the central public authority and its department, territorial bodies (units) of the central public authority and its department, subordinate organisations, as well as natural and legal persons whose activities are coordinated by the central public authority and its agencies.

36. The internal control service of the territorial body (unit) of the central public authority and its department in regions, cities of national importance, the capital city shall exercise internal control over the quality of public services offered by the territorial bodies (units) of the central public authority and its department in districts, cities of regional importance.

37. The internal control service of the local executive body shall exercise internal control over the quality of public services delivered by the local executive bodies of the respective administrative-territorial unit.

38. The internal control service of the local executive body of the region, cities of national importance, and the capital city shall exercise internal control over the quality of public services rendered by subordinate organisations, as well as natural and legal persons whose activities are coordinated by the executive body of the region, cities of national importance, and the capital city.

39. Entities under state control over the quality of public services shall be included in the semi-annual plan of control measures as required by paragraph 12 hereof.

Paragraph 1: Procedures for conducting a measure of control

40. A measure of control shall be a set of interrelated control actions undertaken by the internal control services for the observance of the legislation of the Republic of Kazakhstan in the sphere of rendering public services in order to identify, eliminate and prevent violations by the entities under state control over the quality of rendering public services.

41. The documents that serve as the ground for conducting a measure of control shall be as follows:

a plan of control measures approved for the year by the order of the management of the central state body or its department, territorial body (unit) of the central state body or its

department, local executive body, executive body of regions, cities of national importance, capital city not later than 15 December of the year preceding the planned period (year);

an order (decision) of the management of the central state body or its department, territorial body (unit) of the central state body or its department, local executive body, executive body of regions, cities of national importance, capital city on appointment of control measures on the basis of appeals of natural and legal persons on specific facts, results of monitoring of the quality of public services, instructions of the competent authority or its territorial units, law enforcement agencies, information from government agencies on breaches of legal requirements in the sphere of public services, as well as publications in the media and information on breaches of legislation in the sphere of public services, studied through enquiry.

42. The plan of measures of control shall specify the list of entities under state control over the quality of public services subject to control, the timing and executors in charge of control activities.

43. The term of conducting a measure of control shall be established with due consideration of the scope of work to be performed and the objectives set, and shall not exceed ten working days.

44. The time limits for conducting a measure of control shall be suspended and resumed in the order and on the grounds stated in paragraph 15 hereof.

45. Prior to the commencement of conducting a control measure, an employee of the internal control service shall notify the entity under state control over the quality of public services not later than three working days prior to the commencement of the measure of control.

46. The date of delivery to the head of the entity under state control over the quality of public services of the order on the appointment of the measure of control shall be deemed to be the commencement of conducting the measure of control.

47. In the course of an audit, the internal control service employees shall:

1) within the time limits established by them, request and receive from the entities of state control over the quality of public services the documents required, references, oral and written explanations on issues related to the measure of control;

2) familiarise themselves without hindrance with the documentation of the entities under state control over the quality of public services associated with the issues of the measure of control given that the requirements of the legislation of the Republic of Kazakhstan on state secrets and other secrets protected by law are complied with;

3) use data on public services recorded in the information systems of delivery and monitoring of public services, on received complaints about the provision of public services with the results of their consideration;

4) implement actions within the competence of internal control services.

48. Experts, expert organisations and professionals who do not have civil and employment relations with the entity under state control over the quality of public services shall also be engaged in the performance of the measure of control.

49. Upon completion of the measure of control, the employees of the internal control services shall draw up an act of the control measure, which shall be sent for review to the head of the entity under state control over the quality of public services not later than the date of completion of the control measure, specified in the order on its appointment.

50. The act of the measure of control shall specify:

- 1) the date, time and venue of drawing up the act of the measure of control;
- 2) the name of the entity under state control over the quality of public services, in respect of which the measure of control has been conducted; surname, name, patronymic (if any) and position of the head of the entity under state control over the quality of public services, as well as of the persons who have been present at the time of the measure of control;
- 3) the date and number of the order appointing the measure of control based on which the control event has been conducted;
- 4) the name, surname, first name and patronymic (if any) and position of the employees of the internal control services who have conducted the measure of control;
- 5) the date, venue and period of conducting the measure of control;
- 6) details of the results of the measure of control, if any - details of the identified facts;
- 7) analysis of objective and subjective reasons of low-quality provision of public services, failure to fulfil the requirements of the legislation of the Republic of Kazakhstan in the sphere of rendering public services with indication of consequences;
- 8) signature of employees of internal control services, who have conducted the control event.

51. The head of the entity under state control over the quality of rendering public services shall inform the internal control service on its/his/her consent with the results of the measure of control within three working days from the date of submission for review of the act on conducting the measure of control, and in case of disagreement shall send objections to the act of control in an arbitrary form.

52. Within five working days from the date of completion of the measure of control, the internal control service shall file the materials and the report of the control measure with the head of its public authority.

53. The following decisions shall be made based on the results of the review of the materials and the act of the measure of control:

- 1) on sending a letter to the head of the entity subject to state control over the quality of public services on the adoption of measures to eliminate the identified violations, causes and conditions contributing to their commission, improvement of internal procedures for the provision of public services, optimisation of the processes of public services, bringing to justice persons guilty of violating the legislation of the Republic of Kazakhstan in the field of

public services, restoration of violated rights, freedoms and legitimate interests of the service recipient;

2) on accepting the data contained in the materials and the report of the control measure in case of absence of violations, causes and conditions contributing to their commission;

3) on notification of the authorised body or its territorial units upon establishment of signs of administrative offences envisaged by Articles 465, 475 of the Code of the Republic of Kazakhstan “On Administrative Offences”.

54. Within the terms mentioned in the letter on adoption of measures, the entity under state control over the quality of rendering public services shall present to the internal control service data on the measures adopted and copies of supporting documents, including on bringing to responsibility the persons guilty of infringement of the legislation of the Republic of Kazakhstan in the sphere of rendering public services.

Paragraph 2: Procedure for internal oversight of observance by the entities of state control over the quality of public service provision of the requirements of the legislation of the Republic of Kazakhstan in the sphere of public service provision

55. Entities under state control over the quality of public service provision shall grant access for internal control service employees to information systems on the delivery and monitoring of public services.

56. Internal monitoring over adherence to the requirements of the legislation of the Republic of Kazakhstan in the sphere of rendering public services by the entities under state control over the quality of rendering public services shall be performed on a quarterly basis by internal control services by analysing:

1) details reflected in information systems on the provision and monitoring of public services;

2) data submitted quarterly by the entities under state control over the quality of public services within the framework of internal control;

3) appeals of natural and legal persons on the issues of public services;

4) data from the ‘e-government’ web-portal, internet resources of service providers and mass media;

5) details supplied by government bodies and organisations, regardless of their organisational and legal form, on the quality of public service provision.

57. The scope of the analysis conducted within the framework of internal monitoring shall include data on the number of rendered public services, as well as facts of:

1) infringement of terms of rendering public services;

2) breach of the terms of refusal to render public services;

3) rendering public services in the absence of a complete set of documents envisaged by subordinate normative legal acts, as well as non-compliance of the list of documents or information specified therein with the requirements of subordinate normative legal acts;

4) requesting documents that are not envisaged by the established list in subordinate regulatory legal acts;

5) requesting documents that can be obtained from information systems;

6) repeatedly refusing applications with an identical list of documents and their content;

7) breach of the procedure for rendering public services;

8) unjustified refusals to render public services;

9) failure to comply with the work schedule envisaged by the subordinate normative legal act;

10) rendering a public service on a paid basis, the free provision of which is guaranteed by the laws of the Republic of Kazakhstan;

11) lack of responses to requests for clarification of the stage of execution of public services, as well as giving service recipients incomplete and inaccurate information on the procedure of rendering public services;

12) breach of terms of consideration of complaints on the quality of rendering public services;

13) incomplete satisfaction of service recipients' complaints;

14) violations of the requirements of the legislation in the sphere of rendering public services.

58. Following the results of internal oversight of observance of the requirements of the legislation of the Republic of Kazakhstan in the sphere of rendering public services, the internal control services shall prepare proposals on:

1) enhancing business processes for the delivery of public services, including their automation, optimisation and conversion to electronic form;

2) amending and (or) supplementing the Register of State Services approved by Order № 39/NK “On Approval of the Register of State Services” of the Acting Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan” of January 31, 2020 (recorded in the Register of State Registration of Regulatory Legal Acts under № 19982), subordinate regulatory legal acts governing the procedure for the delivery of public services;

3) elimination of the revealed facts of infringement of the legislation of the Republic of Kazakhstan in the sphere of rendering public services;

4) conducting control measures on the facts of infringement of the legislation of the Republic of Kazakhstan in the sphere of rendering public services;

5) holding clarification activities to inform service recipients about the procedure of rendering public services;

6) providing advanced training of employees in the provision of public services;

7) notification of the authorised body or its territorial units in case of establishment of signs of administrative offences envisaged by Articles 465, 475 of the Code of the Republic of Kazakhstan “On Administrative Offences”.

59. Following the results of internal observation of observance of the requirements of the legislation of the Republic of Kazakhstan in the sphere of rendering public services, the proposals shall be brought for consideration to the management of the public body for subsequent direction to the entities under state control over the quality of rendering public services with specification of the term of informing about the measures taken for their fulfilment.

Paragraph 3: Providing the authorised body and its territorial units with reports on the work on internal state control

60. The report on the work on internal control with an analytical statement in the form as per Annex 7 hereto shall be filed on a quarterly basis not later than the 15th day following the reporting period:

central government bodies - to the authorised body;

territorial bodies (units) of the central state bodies and their departments - to the territorial units of the authorised body;

local executive bodies - to the authorised body and its territorial units.

The report shall reflect the findings of internal control over the quality of public services delivered by the central state body, its departments, territorial bodies (units) of the central state bodies and their departments, subordinate organisations, natural persons and legal entities whose activities are regulated by a public authority, as well as local executive bodies of oblasts, cities of national importance, the capital, districts, cities of oblast importance, akims of city districts, cities of district importance, settlements, villages, rural districts, subordinate organisations, natural persons and legal entities whose activities are regulated by local executive bodies.

Local executive bodies of districts (cities of regional importance) shall report on internal control over the quality of rendering public services in the approved form to local executive bodies of regions, cities of national importance, the capital not later than on the 10th day of the month following the reporting period.

61. Not later than on the 25th day following the reporting period, the authorised body responsible for informatisation shall provide the authorised body with quarterly data on public services rendered via the State Corporation, partner organisations and in electronic form accompanied by analytical statements in the form as per Annexes 8, 9 and 10 hereto.

The data shall cover the number of public services rendered via the State Corporation and its branches, partner organisations, as well as in electronic form.

62. The report filed on the work on internal control shall be adjusted by the authorised body or its territorial units at the end of the fourth quarter of the reporting year only when the governmental body presents supporting materials on the need for adjustment.

Notification of changes in the composition of auditors

№ _____ " _____ " 20____

1. Name of the authorised body in charge of evaluation and control over the quality of public service provision or its territorial unit

2. Surname, first name, patronymic (if any) and position of the person(s) authorised to conduct the audit

3. Details of professionals, consultants and experts engaged to conduct the audit

4. Name of the entity under state control over the quality of provision of public services, list of facilities (name of the legal entity or its branch and (or) representative office), surname, first name, patronymic (if any) of the natural person in respect of whom the audit is scheduled),

his/her location, individual identification number/business identification number, area of the territory _____

5. Scope of the assigned audit

6. Type of audit

7. The audit period is from ' ____ ' 20____ to ' ____ ' 20____

8. Grounds for conducting the audit

9. The audited period is from ' ____ ' 20____ to ' ____ ' 20____

10. Surname, first name, patronymic (if any) and position of the person authorised to sign the notification

Annex 2
to the Rules of State Control over
the Quality of Provision of Public
Services
Document form

Notification of the commencement of the audit

№ _____ " ____ " _____ 20____

1. Name of the authorised body in charge of evaluation and control over the quality of public service delivery or its territorial unit

_____ 2. Surname, first name, patronymic (if any) and position of the person(s) authorised to conduct the audit _____

_____ 3. Details of professionals, consultants and experts engaged to conduct the audit _____

_____ 4. Name of the entity under state control over the quality of rendering public services,

list of facilities (name of the legal entity or its branch and (or) representative office),
surname, first name, patronymic (if any) of the natural person in respect of whom the audit is scheduled),

his/her location, individual identification number/business identification number, area of the territory _____

_____ 5. Scope of the assigned audit

_____ 6. Type of audit (scheduled / unscheduled, with on-site visit / without on-site visit with summoning of officials and (or) request for materials) _____

_____ 7. Period of the audit from
' ____ ' ____ 20 ____ to ' ____ ' ____ 20 ____

8. Grounds for conducting the audit

_____ 9. The period under audit is from ' ____ ' ____ 20 ____ to ' ____ ' ____ 20 ____

10. Surname, first name, patronymic (if any) and position of the person authorised to sign the notification

Annex 3
to the Rules of State Control over
the Quality of Provision of Public
Services
Document form

Notification of suspension of the audit period

№ _____ " ____ " _____ 20 ____

1. Name of the authorised body in charge of evaluation and control over the quality of public service delivery or its territorial unit

2. Surname, first name, patronymic (if any) and position of the person(s) authorised to conduct the audit

3. Details of professionals, consultants and experts engaged to conduct the audit

4. Name of the entity under state control over the quality of rendering public services,

list of facilities (name of the legal entity or its branch and (or) representative office),
surname, first name, patronymic (if any) of the natural person in respect of whom the audit is scheduled),

his/her location, individual identification number/business identification number, area of the territory

5. Number and date of the notification of the commencement of the audit

№ _____ ' _____ ' _____ 20 ____

6. The audit period is from ' _____ ' _____ 20 ____

to ' _____ ' _____ 20 ____

7. The audit period is suspended from ' _____ ' _____ 20 ____

8. The period of the audit is suspended due to

9. Surname, first name, patronymic (if any) and position of the person authorised to sign the notification

Notification of renewal of the audit deadline

№ _____ " ____ " _____ 20____

1. Name of the authorised body in charge of evaluation and control over the quality of public service delivery or its territorial unit

_____ 2. Surname, first name, patronymic (if any) and position of the person(s) authorised to conduct the audit

_____ 3. Details of professionals, consultants and experts engaged to conduct the audit

_____ 4. Name of the entity under state control over the quality of rendering public services,

list of facilities (name of the legal entity or its branch and (or) representative office),
surname, first name, patronymic (if any) of the natural person in respect of whom the audit is scheduled),

his/her location, individual identification number/business identification number, area of the territory

_____ 5. Number and date of the notification of the commencement of the audit

№ _____ ' ____ ' _____ 20____

6. Number and date of the notification on suspension of the audit

№ _____ of ' ____ ' _____ 20____

7. The audit period is suspended from ' ____ ' _____ 20____

8. The audit period is resumed from

' ____ ' _____ 20____ to ' ____ ' _____ 20____

9. Surname, first name, patronymic (if any) and position of the person authorised to sign the notification

| | |
|-------------------|-----------------------|
| _____ | " ____ " _____ 20____ |
| place of issuance | time _____ |

1. Name of the authorised body in charge of evaluation and control over the quality of public service delivery or its territorial unit

_____ 2. Date and number of the notification on the commencement of the audit, whereby the audit was conducted

_____ 3. Surname, first name, patronymic (if any) and position of the person(s) who conducted the audit

_____ 4. Details of professionals, consultants and experts engaged to conduct the audit

_____ 5. Name of the entity under state control over the quality of rendering public services,

list of facilities (name of the legal entity or its branch and (or) representative office),
surname, first name, patronymic (if any) of the natural person in respect of whom the audit is scheduled),

his/her location, individual identification number/business identification number, area of the territory

_____ 6. Period of time for the audit

_____ 7. Date, venue and period of the audit

_____ 8. Details of the findings of the audit, including the violations revealed, their nature (background) _____

_____ 9. Signature(s) of the official(s) who conducted the audit

_____ 10. Data on familiarisation or refusal to familiarise with the certificate of the head of the entity under state control over the quality of public services, as well as persons who were present during the audit, their signatures or refusal to sign.

_____ Note: An entity under state control over the quality of public services may participate in the hearing held by the person in charge of the audit and provide or express an objection to the draft certificate within two working days from the date of its receipt.

Clarification of the completion of the certificate on the findings of the audit

1. The certificate shall be filled out by the person(s) who conducted the audit.
2. The certificate shall comprise all fields envisaged by the form, regardless of the availability of information to fill them in. In the absence of such information, the relevant field shall be left blank.
3. Paragraph 8 of the form shall contain information on the identified facts of:
 - 1) breaching the terms of rendering public services;
 - 2) breaching the terms of refusals to render public services;
 - 3) rendering public services in the absence of a complete set of documents required by subordinate normative legal acts, as well as inconsistency of the list of documents or information specified therein with the requirements of subordinate normative legal acts;
 - 4) requesting documents that are not envisaged by the established list in subordinate regulatory legal acts;
 - 5) requesting documents that can be obtained from information systems;
 - 6) infringement of the procedure for rendering public services;
 - 7) unjustified refusals to render public services;
 - 8) repeated refusal of applications with an identical list of documents and their content;
 - 9) non-observance of the work schedule stipulated by subordinate normative legal acts;
 - 10) rendering a public service on a paid basis, which is guaranteed free of charge by the laws of the Republic of Kazakhstan;
 - 11) absence of answers to enquiries on the stage of fulfilment of public services, as well as provision of incomplete and unreliable information to service recipients on the procedure of rendering public services;
 - 12) absence of the list of the documents required and samples of their filling forms for rendering public services in the locations of service providers and in the population service departments of the branches of the State Corporation;
 - 13) lack of data in information systems for monitoring the delivery of public services on the stages of delivery of public services;
 - 14) breach of time limits for consideration of complaints regarding the quality of rendering public services;
 - 15) failure to fully address service recipients' complaints;
 - 16) absence of a report and analytical note to the report with relevant materials (copies of orders, protocols, decisions, letters, certificates, memos, photos) supporting the data mentioned in the reporting form on the work on internal control over the quality of public services;

17) offences against the requirements of the legislation in the sphere of public services provision;

4. Paragraph 8 of the certificate shall also contain an analysis of objective and subjective factors of low-quality public services, non-fulfilment of the requirements of the legislation of the Republic of Kazakhstan in the sphere of public services with an indication of their consequences;

Annex 6
to the Rules of State Control over
the Quality of Provision of Public
Services
Document form

Request for the elimination of infringements

№ _____ " _____ " _____ 20____

1. Name of the authorised body in charge of evaluation and control over the quality of public service provision or its territorial unit

_____ 2. Date and number of the notification on the commencement of the audit, whereby the audit was conducted

_____ 3. Surname, first name, patronymic (if any) and position of the person(s) who conducted the audit

_____ 4. Details of professionals, consultants and experts engaged to conduct the audit

_____ 5. Name of the entity under state control over the quality of public service provision, list of facilities (name of a legal entity or its branch and (or) representative office, surname, name, patronymic (if any) of a natural person in respect of whom an audit is scheduled), its location, individual identification number/business identification number, area of territory

_____ 6. Timeframe for the audit

_____ 7. Date, venue and period of the audit

_____ 8. Details of the findings of the audit, including the offences revealed, their nature (brief summary)

_____ 9. For breach of the legislation of the Republic of Kazakhstan in the sphere of rendering public services, I HEREBY PROPOSE to:

_____ 10. Surname, first name, patronymic (if any) and position of the person authorised to sign the request

Annex 7
to the Rules of State Control over
the Quality of Provision of Public
Services
Document form

To be lodged: with the authorised body and its territorial units

The administrative data form is available on the online resource: <https://www.gov.kz/memleket/entities/qyzmet?lang=ru>

Name of the form: Report on the work of the central state body, its departments, territorial bodies, subordinate organisations, local executive body on internal control over the quality of rendering public services.

Form index: 1-mk

Frequency: quarterly

Reporting period: ___ quarter of 20__

Circle of persons reporting information: central state bodies, including their agencies, territorial bodies, subordinate organisations, as well as natural persons and legal entities rendering public services, whose activities are regulated by central state bodies, as well as territorial units of central state bodies and their departments, local executive bodies of oblasts, cities of republican significance, the capital, with due regard to local executive bodies of districts, cities of oblast significance, city districts, cities of district significance, settlements, villages, rural districts, subordinate organisations, as well as natural persons and legal entities rendering state services, whose activities are regulated by local executive bodies.

Deadline for submission of information: once a quarter, not later than the 15th day of the month following the reporting period.

Data on the work of the central state body, its departments, territorial bodies, subordinate organisations, local executive body on internal control over the quality of rendering public services, pcs.

| № s/o | Activities in progress | Name of months | | | TOTAL |
|---|------------------------|--------------------------------|----------------------------------|-----------------------------------|--------------------|
| | | January (April, July, October) | February (May, August, November) | March (June, September, December) | for the __ quarter |
| | A | 1 | 2 | 3 | 4 |
| 1. Data on the results of measures of control (established as a result of internal control) | | | | | |
| | | | | | |

| | | | | | |
|------|--|--|--|--|--|
| 1. | Number of control activities undertaken, total, of which: | | | | |
| 1.1. | as per the approved annual plan of control activities | | | | |
| 1.2. | at the discretion of management | | | | |
| 2. | Number of objects of control measures, total, of which: | | | | |
| 2.1. | structural units and departments of the central state body | | | | |
| 2.2. | local authorities | | | | |
| 2.3. | subordinate organisations | | | | |
| 2.4. | natural persons delivering public services under the legislation of the Republic of Kazakhstan | | | | |
| 2.5. | legal entities delivering public services under the legislation of the Republic of Kazakhstan (not being state bodies or subordinated organisations) | | | | |
| 3. | Number of breaches revealed, total, of which facts: | | | | |
| 3.1. | breaches of deadlines for the delivery of public services | | | | |
| 3.2. | violations of the deadlines for refusals to render public services | | | | |
| | rendering public services in the | | | | |

| | | | | | |
|------|---|--|--|--|--|
| 3.3. | absence of a complete set of documents envisaged by subordinate normative legal acts, as well as non-compliance of the list of documents or information specified therein with the requirements of subordinate normative legal acts | | | | |
| 3.4. | requesting documents that are not envisaged by the established list in subordinate regulatory legal acts | | | | |
| 3.5. | requesting documents that can be obtained from information systems | | | | |
| 3.6. | repeatedly refusing applications with an identical list of documents and their contents | | | | |
| 3.7. | breaches of the procedure (business processes) for the delivery of public services | | | | |
| 3.8. | unjustified refusals to render public services | | | | |
| 3.9. | failure to observe the work schedule envisaged by by-laws and regulations | | | | |
| | rendering a public service on a paid basis, the free | | | | |

| | | | | | |
|-------|--|--|--|--|--|
| 3.10. | provision thereof being guaranteed by the laws of the Republic of Kazakhstan | | | | |
| 3.11. | lack of responses to enquiries on the stage of execution of public services, as well as providing service recipients with incomplete and inaccurate information on the procedure for rendering public services | | | | |
| 3.12. | absence of the list of required documents and samples of forms for their completion for rendering public services in the locations of service providers and in the public service departments of branches of the State Corporation | | | | |
| 3.13. | lack of data in information systems for monitoring the delivery of public services on the stages of delivery of public services | | | | |
| 3.14. | breaches of time limits for examining complaints on the quality of rendering public services | | | | |
| 3.15. | incomplete satisfaction of service recipients' complaints | | | | |

| | | | | | |
|-------|---|--|--|--|--|
| 3.16. | absence of a report and analytical note to the report with relevant materials (copies of orders, protocols, decisions, letters, certificates, memos, photos) confirming the information specified in the reporting form on the work on internal control over the quality of public service delivery | | | | |
| 3.17. | breaches of other legal requirements in the sphere of public service provision | | | | |
| 4. | Number of persons who restored infringed rights in obtaining public services as a result of measures of control | | | | |
| 5. | Number of disciplinary penalties imposed as a result of measures of control, total, of which: | | | | |
| 5.1. | admonition | | | | |
| 5.2. | reprimand | | | | |
| 5.3. | severe reprimand | | | | |
| 5.4. | warning of incomplete fulfilment | | | | |
| 5.5. | demotion | | | | |
| 5.6. | dismissal | | | | |
| | Number of persons brought to disciplinary | | | | |

| | | | | | |
|------|--|--|--|--|--|
| 6. | responsibility, total, of which: | | | | |
| 6.1. | employees of structural units and departments of the central state body | | | | |
| 6.2. | employees of local executive bodies | | | | |
| 6.3. | employees of subordinate organisations | | | | |
| 7. | Number of recommendations made as a result of control activities, total, | | | | |
| 7.1. | performed | | | | |
| 7.2. | unperformed | | | | |

| 2 Data on the results of monitoring the quality of public service delivery | | | | | | | | | |
|--|---|--------------------------------|--------------|----------------------------------|--------------|-----------------------------------|--------------|--------------------|--------------|
| 2.1 Data on the number of public services rendered | | | | | | | | | |
| № | Activities in progress | Name of months | | | | | | TOTAL | |
| | | January (April, July, October) | | February (May, August, November) | | March (June, September, December) | | for the __ quarter | |
| | | natural person | legal entity | natural person | legal entity | natural person | legal entity | natural person | legal entity |
| 8. | Number of public services rendered - total, of which: | | | | | | | | |
| 8.1. | rendered by service providers through the office (excluding those rendered via the State Corporation and (or) partner | | | | | | | | |

| | | | | | | | | |
|------|---|--|--|--|--|--|--|--|
| | organisations) in paper form, total, including by subtypes of services: | | | | | | | |
| | Name of subtype of public service | | | | | | | |
| 8.2. | delivered by service providers on an alternative paper-based basis via the office, but which could have been delivered via the e-government web portal and /or the State Corporation and/or partner organisations, total, including by sub-service: | | | | | | | |
| | Name of subtype of public service | | | | | | | |
| | delivered electronically via information systems | | | | | | | |

| | | | | | | | | |
|---|--|--|--|--|--|--|--|--|
| <p>8.3.</p> <p>of the service provider without direct contact with the service recipient (excluding the web portal of ‘e-govern ment’ www.egov.kz, www.elicense.kz), including b y subtypes o f services:</p> | | | | | | | | |
| | <p>Name of t h e subtype of public service a n d informati on system</p> | | | | | | | |
| <p>8.4.</p> <p>rendered v i a informati o n systems of the service provider by means of direct contact with the service recipient a n d manual entry of t h e applicatio n into the informati on system (</p> | | | | | | | | |

| | | | | | | | | | |
|------|--|--|--|--|--|--|--|--|--|
| | excluding the web portal of 'e-government' www.egov.kz, www.elicense.kz), including by subtypes of services: | | | | | | | | |
| | Name of the subtype of public service and information system | | | | | | | | |
| 9. | Number of refusals to deliver public services, total, of which: | | | | | | | | |
| 9.1. | issued electronically (excluding the e-government web portal) www.egov.kz, www.elicense.kz) | | | | | | | | |
| 9.2. | issued in paper form | | | | | | | | |

2.2. Total number of breaches in the delivery of public services revealed within the framework of internal monitoring, including those established by the authorised body in the field of informatisation

| № | Activities in progress | Name of months | | | TOTAL |
|---|------------------------|--------------------------------|----------------------------------|-----------------------------------|--------------------|
| | | January (April, July, October) | February (May, August, November) | March (June, September, December) | for the __ quarter |
| | | | | | |

| | | | | | | | | | |
|-------|--|--|--|--|--|--|--|--|--|
| | subordina t e normative legal acts | | | | | | | | |
| 10.4. | requesting document s that are n o t included in the establishe d list in t h e by-laws a n d regulation s | | | | | | | | |
| 10.5. | requesting document s that can b e obtained from informati o n systems | | | | | | | | |
| 10.6. | repeatedly refusing applicatio ns with an identical list of document s and their contents | | | | | | | | |
| 10.7. | breaches of the procedure (business processes) for the delivery of public services | | | | | | | | |
| 10.8. | unjustifie d refusals to render public services | | | | | | | | |
| | failure to adhere to the work | | | | | | | | |

| | | | | | | | | | |
|--------|---|--|--|--|--|--|--|--|--|
| 10.9. | schedule prescribed by by-laws and regulations | | | | | | | | |
| 10.10. | rendering a public service on a paid basis, the free provision thereof being guaranteed by the laws of the Republic of Kazakhstan | | | | | | | | |
| 10.11. | lack of responses to enquiries on the stage of execution of public services, as well as the provision of incomplete and inaccurate information to service recipients on the procedure for the delivery of public services | | | | | | | | |
| | breaches of time limits for | | | | | | | | |

| | | | | | | | | |
|--------|---|--|--|--|--|--|--|--|
| 10.12. | consideration of complaints on the quality of provision of public services | | | | | | | |
| 10.13. | incomplete satisfaction of service recipients' complaints | | | | | | | |
| 10.14. | facts of breaches of other requirements of legislation in the sphere of rendering public services | | | | | | | |

| 2.3. Data on the number of substantiated complaints regarding the quality of public services rendered | | | | | | | | |
|---|---|--|--|--|--|--|--|--|
| 11. | Number of justified complaints regarding the quality of public services delivered - total, including: | | | | | | | |
| 11.1. | rendered by service providers in paper form via the office (excluding those rendered via the State Corporation and (or) partner organisations), total, including by service subtypes: | | | | | | | |
| | Name of the subtype | | | | | | | |
| | State services rendered in | | | | | | | |

| | | | | | |
|-------|---|--|--|--|--|
| 11.2. | electronic form, total, including by subtypes of services: | | | | |
| | Name of the subtype | | | | |
| 11.3. | rendered via the State Corporation , total, including by service subtypes: | | | | |
| | Name of the subtype | | | | |
| 11.4. | delivered via partner organisations, total, including by service subtypes: | | | | |
| | Name of the subtype | | | | |
| 12. | Sources of receipt of justified complaints concerning the quality of public service delivery: | | | | |
| 12.1. | from natural persons | | | | |
| 12.2. | from government agencies | | | | |
| 12.3. | from legal entities | | | | |
| 12.4. | instructions of the authorised body or its territorial units | | | | |
| 12.5. | from the regional akimat | | | | |
| 12.6. | from mass media | | | | |
| 12.7. | from other sources | | | | |

2.4. Data on conducting awareness raising activities by service providers to improve the quality of public service delivery

| | | | | | |
|-----|--|--|--|--|--|
| 13. | Number of awareness-raising events held to | | | | |
|-----|--|--|--|--|--|

| | | | | | |
|-----|---|--|--|--|--|
| | improve the quality of public service delivery | | | | |
| 14. | Number of persons who have completed advanced training courses on the delivery of public services | | | | |

Name of the authority: _____ Address: _____

Contact number: _____

Email address: _____

Head or person acting in his/her capacity

(Surname, first name, patronymic (if any) (signature)

Date " " _____ 20__ stamp here

Annex

to the report on the work of the central state body, its departments, territorial bodies, subordinate organisations, local executive body on internal control over the quality of public service delivery

Clarification on the content of the analytical note and filling in the form of the report on the work of the central state body, its departments, territorial bodies, subordinate organisations or local executive body on internal control over the quality of public service delivery (1- mk, quarterly)

Chapter 1. General provisions

1. Form of the report on internal control over the quality of public services rendered by the central state body, its departments, subordinate organisations, as well as natural persons and legal entities in the sphere overseen by the central state body, local executive bodies of oblasts, cities of national importance, the capital, districts, cities of oblast importance, akims of districts in the city, cities of district importance, settlements, villages, rural districts, subordinate organisations, as well as natural persons and legal entities whose activities are regulated by local executive bodies (hereinafter - the Report Form) has been drawn up pursuant to sub-paragraph 4) of Article 7 of the Law of the Republic of Kazakhstan “On State Services”.

2. The main objective of the implementation of the Report Form shall be to analyse the results of internal control over the quality of public service delivery.

3. The report form shall be filled in and submitted along with the analytical report on a quarterly basis prior to the 15th day of the month following the reporting period:

by the central office of the central government body, with due consideration of the central government body, its departments, territorial units, subordinate organisations, as well as natural persons and legal entities rendering public services in the sphere supervised by the central government body - to the authorised body;

by territorial units of the central government body and its agencies, with account of territorial units, as well as natural persons and legal entities rendering public services in the supervised sphere - to the territorial units of the authorised agency;

by akimats of regions, cities of Astana, Almaty and Shymkent, in view of local executive bodies of regions, cities of national importance, the capital, districts, cities of regional importance, city districts, cities of district importance, settlements, villages, rural districts, subordinate organisations, as well as natural persons and legal entities whose activities are regulated by local executive bodies - to the authorised body and its territorial units.

Subsequently, the collected data shall be consolidated by simply adding the values of the respective fields of this Report Form, as well as Report Forms 2-mk, 3- mk and 4- mk.

4. The report form is signed by the executors and heads of the state body, or in case of their absence, by the person performing his/her duties.

Chapter 2: Clarification on completing the report form

Paragraph 1: Data on the results of control activities (established as a result of internal control)

5. Paragraph 1 of the Report Form shall specify quantitative data on the total number of control activities undertaken in the reporting period (the sum of paragraphs 1.1 and 1.2).

6. Paragraph 1.1 of the Report Form shall specify quantitative data on the number of control activities undertaken in the reporting period in line with the approved annual plan of control activities.

7. Paragraph 1.2 of the Report Form shall specify quantitative data on the number of control measures conducted in the reporting period by decision of the management on the grounds of appeals of natural persons and legal entities on specific facts, results of monitoring of the quality of public services, instructions of the authorised body and its territorial units, law enforcement agencies, information of public authorities on breaches of the requirements of the legislation in the sphere of public services delivery, as well as publications in the mass media and information on breaches of legislation in the sphere of public service delivery, studied through enquiry.

8. Paragraphs 2, 2.1, 2.2, 2.3, 2.4 and 2.5 of the Report Form shall specify quantitative data for the reporting period on the total number of objects of measures of control including by types of facilities.

9. Paragraphs 3, 3.1, 3.2, 3.3, 3.4, 3.5, 3.6, 3.7, 3.8, 3.9, 3.10, 3.11, 3.12, 3.13, 3.14, 3.15, 3.16 and 3.17 of the Report Form shall contain quantitative data on the total number of infringements revealed within the framework of control measures during the reporting period, including by type of infringement.

10. Paragraph 4 of the Report Form shall specify quantitative data for the reporting period on the total number of persons who restored infringed rights in obtaining public services as a result of control measures.

11. Paragraphs 5, 5.1, 5.2, 5.3, 5.4, 5.5 and 5.6 of the Report Form shall show quantitative data on the total number of disciplinary penalties imposed as a result of control measures for the reporting period, including by type of disciplinary penalties.

12. Paragraphs 6, 6.1, 6.2 and 6.3 of the Report Form shall specify the quantitative data on the total number of persons brought to disciplinary responsibility within the reporting period, including a breakdown of such persons.

13. Paragraphs 7, 7.1 and 7.2 of the reporting form shall include quantitative data on the total number of recommendations made as a result of monitoring activities within the reporting period, including implemented and unimplemented recommendations.

Paragraph 2: Data on the findings of the oversight of the quality of public service delivery

2.1. Data on the number of public services rendered

14. Paragraphs 8, 8.1, 8.2, 8.3 and 8.4 of the Report Form shall reflect quantitative data on the total number of public services rendered in the reporting period, including in the context of natural persons and legal entities, forms of provision, types of services, specifying the name of information systems, as well as with regard to the presence or absence of direct contact with the service-recipient.

15. Paragraphs 9, 9.1 and 9.2 of the Report Form shall indicate quantitative data on the number of refusals to render public services for the reporting period, including in the context of natural persons and legal entities, forms of provision and types of services.

2.2. Total number of breaches when rendering public services, revealed within the framework of internal monitoring, including those established by the authorised body responsible for informatization.

16. Paragraphs 10, 10.1, 10.2, 10.3, 10.4, 10.5, 10.6, 10.7, 10.8, 10.9, 10.10, 10.11, 10.12, 10.13 and 10.14 of the Report Form shall contain quantitative data on the total number of violations revealed within the reporting period, including by type of violation.

17. Paragraphs 11, 11.1, 11.2, 11.3, and 11.4 of the Report Form shall specify quantitative data on the total number of justified complaints in the reporting period regarding the quality of public services delivered, including in the context of forms of provision, types of services.

18. Paragraphs 12, 12.1, 12.2, 12.3, 12.4, 12.5, 12.6 and 12.7 of the Report Form shall show quantitative data on the total number of sources of receipt of justified complaints on the quality of public service delivery within the reporting period, including by source.

19. Paragraph 13 of the Report Form shall contain quantitative data on the total number of awareness raising events held in the reporting period to improve the quality of public service delivery.

20. Paragraph 14 of the Report Form shall specify quantitative data on the total number of persons who have completed advanced training courses on the delivery of public services.

21. Report forms shall be compulsorily filled in completely, missing or unfilled cells of the report form shall not be permitted. In case of missing information, the sign ‘-’ shall be put in the corresponding cell.

Chapter 3: Clarification of the content of the analytical statement

22. An analytical statement shall be filed accompanied by the report and shall contain:

1) data on the results of control activities undertaken by the structural unit responsible for internal control, namely, information about:

measures of control held, facilities under control;

irregularities revealed in the course of control activities, indicating objective and subjective grounds for poor quality of public services and measures taken;

persons brought to disciplinary responsibility;

recommendations developed as a result of the measure of control specifying the recommendations fulfilled and not fulfilled by the service providers and the reasons for their non-fulfilment;

restoration of violated rights of service recipients, indicating the measures taken;

2) data on the results of the monitoring of the quality of public service delivery, conducted by the structural unit responsible for internal control, namely the data on:

measures adopted to improve the business processes of rendering public services, including their automation, optimisation and conversion into electronic form;

amendments and (or) additions to the Register of public services, subordinate normative legal acts, specifying the procedure for the delivery of public services (with an indication of the name, number and date of normative legal acts);

on the revealed facts of infringement of the legislation of the Republic of Kazakhstan in the sphere of rendering public services with indication of their number, reasons and measures undertaken on them;

work performed on revealing new public services and making proposals to the authorised body on maintaining the Register of Public Services;

clarifying activities to inform service recipients on the procedure of rendering public services;

persons who have undergone advanced training on the delivery of public services.

| | | | | | | | | | |
|---|---------------------------------------|--|--|--|--|--|--|--|--|
| | subtype of public service | | | | | | | | |
| 2 | Services provided in electronic form | | | | | | | | |
| | Name of the service provider | | | | | | | | |
| | Name of the public service | | | | | | | | |
| | Name of the subtype of public service | | | | | | | | |

Table continued

| № s/o | Number of refusals to render public services | | | | |
|-------|--|--|---|---|---|
| | total | of them: | | | |
| | | due to the fault of an employee of the State Corporation (accepted an incomplete set of documents) | unjustified refusals to render public services by service providers | there are encumbrances, restrictions, seizure, prohibitions | other reasons justified by the service provider |
| | 9 | 10 | 11 | 12 | 13 |
| 1. | | | | | |
| 2 | | | | | |

Name of the authority: _____ Address: _____

Contact number: _____

E-mail address: _____

Head or person acting in his/her capacity

(Surname, first name, patronymic (if any) (signature)

Date " " _____ 20__ stamp here

Annex
to the report on the number of public
services,

Clarification on the content of the analytical statement and filling in the form of the report on the number of public services rendered via the Government for Citizens State Corporation Non-Commercial Joint-Stock Company (2- mk, quarterly)

1. The main objective of the introduction of the Report Form on the number of public services rendered via the Government for Citizens State Corporation Non-Commercial Joint-Stock Company (hereinafter - the Report Form) shall be to monitor the number of public services rendered via the Government for Citizens State Corporation Non-Commercial Joint-Stock Company.

The report form shall be completed and filed accompanied by an analytical report on a quarterly basis by the 25th day of the month following the reporting period by the authorised body responsible for informatisation to the competent authority. Subsequently, the collected data shall be consolidated by simply adding the values of the relevant fields of Report Forms 1-mk, 3-mk and 4-mk.

2. The report form shall be signed by the executor and the head of the government body, or in case of his/her absence, by the person acting as his/her duties.

4. Paragraph 1 of the Report Form shall specify quantitative data on the total number of issued results of public services rendered in paper form, including those delivered with a violation of terms and refusals for reasons, in the reporting period in the context of service providers and the name of public services and the subtype of a public service.

5. Paragraph 2 of the Report Form shall indicate quantitative data on the total number of issued results of public services delivered in electronic form, including those rendered with violation of terms and refusals for reasons, in the reporting period in the context of service providers, the name of public services, and sub-type of a public service.

Annex 9
to the Rules of State Control over
the Quality of Provision of Public
Services
Document form

To be filed: to the authorised body

The administrative data form may be found on the Internet resource: <https://www.gov.kz/memleket/entities/qyzmet?lang=ru>

Name of the form: Report on the number of public services rendered via partner organisations

Index: 3- mk

Frequency: quarterly

Reporting period: ___ quarter of 20__

Persons filing information: authorised body responsible for informatisation

| | | | | | | | | | | | | | |
|---|---------------------------------------|--|--|--|--|--|--|--|--|--|--|--|--|
| | public service | | | | | | | | | | | | |
| 2 | Services rendered in electronic form | | | | | | | | | | | | |
| | Name of the service provider | | | | | | | | | | | | |
| | Name of the state service | | | | | | | | | | | | |
| | Name of the subtype of public service | | | | | | | | | | | | |

Name of the authority: _____ Address: _____

Contact number: _____

E-mail address: _____

Head or person acting in his/her capacity

(Surname, first name, patronymic (if any) (signature)

Date " " _____ 20__ stamp here

Annex
to the report on the number of public
services
rendered via partner organisations

Clarification on the content of the analytical note and filling in the form of the report on the number of public services rendered via partner organisations (3- mk, quarterly)

| | electronically | total | via the e-government web portal | via the ' E-licensing State Database ' IS | total | via the e-government web portal | via the ' E-licensing State Database ' IS | total | technical reasons | at the fault of the service provider |
|---|--|-------|---------------------------------|---|-------|---------------------------------|---|-------|-------------------|--------------------------------------|
| | A | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 1 | Name of the service provider (Central Government Bodies, Local Executive Bodies of the region, city of republican significance, capital city and organisations subordinated to them) | | | | | | | | | |
| | Name of the public service | | | | | | | | | |
| | Name of the subtype of public service | | | | | | | | | |
| | Total | | | | | | | | | |

Name of the authority: _____ Address: _____

Contact number: _____

E-mail address: _____

Head or person acting in his/her capacity

(Surname, first name, patronymic (if any) (signature)

Date " " _____ 20__ stamp here

Annex
to the report report on the number of
public services rendered electronically (via e-government web portal, information systems)

Clarification on the content of the analytical note and filling in the form of the report on the number of public services rendered electronically (via e-government web portal, information systems) (4- mk, quarterly)

1. The main objective of implementing the Report Form on the number of public services rendered electronically (via e-government web portal, information systems) (hereinafter referred to as the Report Form) shall be to monitor the number of public services rendered electronically.

2. The report form shall be completed and delivered along with the analytical report on a quarterly basis prior to the 25th day of the month following the reporting period by the authorised body in the field of informatisation to the authorised body. Subsequently, the collected data shall be consolidated by simply adding the values of the relevant fields of Report Forms 1-mk, 2-mk and 3-mk.

3. The report form shall be signed by the executor and the head of the public body, or in case of his/her absence, by the person acting as his/her duties.

4. Paragraph 1 of the Report Form shall show quantitative data on the total number of public services rendered electronically via the e-government web portal or via E-licensing State Database IS, including refusals and those rendered with violation of deadlines for reasons, in the reporting period in the context of service providers and the name of public services and sub-type of public service.