



On approval of the public service standard “Formation of an individual identification number for foreigners temporarily residing in the Republic of Kazakhstan”

Invalidated Unofficial translation

Order No. 966 of the Minister of Internal Affairs of the Republic of Kazakhstan as of January 3, 2019. Registered with the Ministry of Justice of the Republic of Kazakhstan on January 8, 2019, No. 18157

Unofficial translation

Footnote. Abolished by order of the Minister of Internal Affairs of the Republic of Kazakhstan dated March 27, 2020 No. 258 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).

In accordance with subparagraph 1) of Article 10 of the Law of the Republic of Kazakhstan “On State Services” as of April 15, 2013, **I hereby ORDER:**

1. To approve the appended public service standard “Formation of an individual identification number for foreigners temporarily residing in the Republic of Kazakhstan”.

2. In accordance with the procedure established by the legislation of the Republic of Kazakhstan, the Migration Service Committee of the Ministry of Internal Affairs of the Republic of Kazakhstan shall:

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

2) place this order on the official website of the Ministry of Internal Affairs of the Republic of Kazakhstan;

3) within ten calendar days of the state registration of this order, send this order to the Republican State Enterprise with the Right of Economic Management “Republican Center of Legal Information” of the Ministry of Justice of the Republic of Kazakhstan for its official publication and inclusion into the Reference Control Bank of Regulatory Legal Acts of the Republic of Kazakhstan;

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

3. The control over the execution of this order shall be assigned to the supervising deputy minister of internal affairs of the Republic of Kazakhstan and the Migration Service Committee of the Ministry of Internal Affairs of the Republic of Kazakhstan (M.T. Kabdenov).

4. This order shall take effect ten calendar days after its first official publication.

*Minister of Internal Affairs of
the Republic of Kazakhstan
Police Colonel-General*

K. Kassymov

"AGREED" by
the Ministry of Information and
Communications of
the Republic of Kazakhstan

Approved by
Order № 966 as of January 3, 2019
of the Minister of Internal Affairs
of the Republic of Kazakhstan

The public service standard “Formation of an individual identification number for foreigners

temporarily residing in the Republic of Kazakhstan”

Chapter 1. General provisions

1. The public service “Formation of an individual identification number for foreigners temporarily residing in the Republic of Kazakhstan” (hereinafter referred to as the public service).

2. The public service standard was developed by the Ministry of Internal Affairs of the Republic of Kazakhstan (hereinafter referred to as the Ministry).

3. The public service is provided by territorial divisions of the Ministry (hereinafter referred to as the service provider).

An application for the public service is accepted by and the result of its performance is received from:

1) the service provider;

2) Non-commercial joint-stock company “Government for Citizens” State Corporation” (hereinafter referred to as the State Corporation).

Chapter 2. The procedure for the public service’s provision

4. Time frames for the provision of the public service are as follows:

1 (one) working day - from the date of submission of a package of required documents;

the waiting time limit for submitting a package of documents is 20 (twenty) minutes;

the time limit for servicing a service recipient is 20 (twenty) minutes.

When an application is lodged with the State Corporation, the day of its receipt shall not be included in the time period for rendering the public service.

5. The public service is provided in the paper-based form.

6. The result of the public service's provision is the issuance of a certificate on the formation of an individual identification number (hereinafter referred to as IIN) in accordance with Appendix 1 to this standard or a reasoned refusal to provide the public service in cases and on grounds provided for in paragraph 10 of this standard.

If a service recipient has an earlier formed IIN, the service provider issues an IIN formation certificate.

The public service's result is provided in the paper-based form.

7. Individuals receive the public service free of charge.

8. The work schedule of:

1) the service provider is Monday through Friday, from 09:00 to 18:30, lunch break 13:00-14:30, except for weekends and holidays, in accordance with the labor legislation of the Republic of Kazakhstan.

Applications are accepted and results of the public service's provision are received at the place of stay of the service recipient between 09:00 and 17.30, lunch break 13:00 -14:30.

The service provider attends to applicants on a first-come-first-served basis, without prior appointment and express service.

2) the State Corporation is Monday through Saturday in accordance with the established work schedule between 09:00 and 20:00 without lunch break, a day off is Sunday and holidays in accordance with the labor legislation of the Republic of Kazakhstan.

Documents are accepted at the place of temporary residence of a service recipient, on the "electronic queue" basis, without express service, an "electronic queue" time can be booked through the portal.

9. The list of documents required for the provision of the public service, when a service recipient applies for it to the service provider and the State Corporation, is as follows:

1) the service recipient's application drawn up as required by Appendix 2 to this public service standard.

2) an identity document (required for identification).

After the documents are accepted, the service recipient is issued a voucher, stating the date, confirming the documents' acceptance for the IIN formation in the form required by Appendix 3 to this public service standard.

When documents are accepted by the State Corporation, the service recipient is issued a receipt confirming the relevant documents' acceptance.

The State Corporation hands out ready documents upon the presentation of a receipt on relevant documents' acceptance, an identity document of the service recipient (or its representative with a notarized power of attorney).

10. The service recipient is denied the public service in case of:

1) inaccuracy in the documents submitted by the service recipient for receiving the public service, and (or) the data (information) contained therein;

2) inconsistency of the service recipient and (or) submitted materials, objects, data and information required for the provision of the public service to the requirements established by regulatory legal acts of the Republic of Kazakhstan;

If the service recipient provides an incomplete package of documents according to the list provided for by the public service standard, the service provider refuses to accept the application and issues a receipt on the refusal to accept documents in the form required by Appendix 4 to this public service standard.

Chapter 3. The complaints procedure regarding decisions, actions (inaction) of service providers and (or) their officials concerning the provision of the public service

11. An appeal against decisions, actions (inaction) of the Ministry, the service provider and (or) employees of the State Corporation regarding the provision of the public service, a complaint shall be filed with the head of the service provider at the address specified in paragraph 15 of this public service standard or to the head of the Ministry at the address: Tauelsizdik Ave 1, Astana, 010000.

12. The complaint is submitted in writing by mail or by hand through the office of the service provider or the Ministry.

The complaint's acceptance is confirmed by its registration (stamp, incoming number and date) in the office of the service provider or the Ministry, with the indication of the name and initials of the person who accepted the complaint, the time and place to get a response to the complaint.

The service recipient's complaint shall indicate his/her surname, name, patronymic (if any), postal address. The application shall be signed by the service recipient.

The service recipient's complaint received by the service provider, the Ministry, is subject to consideration within five working days of its registration. A reasoned response about the results of the complaint's consideration is sent to the service recipient by mail or handed out by the office of the service provider or the Ministry.

In case of disagreement with the results of the provided public service, the service recipient may file a complaint with the authorized body for assessing and monitoring the quality of the provision of public services.

The service recipient's complaint received by the authorized body for assessing and monitoring the quality of the provision of public services is subject to consideration within fifteen working days of its registration.

A complaint about actions (inaction) of an employee of the State Corporation shall be sent to the head of the center at the address specified in paragraph 15 of this public service standard.

The acceptance of a complaint, received both by hand and by mail, at the center is confirmed by its registration (stamp, incoming number and date of registration are put on the second copy of the complaint or a cover letter thereto).

13. In cases of disagreement with the results of the provided public service, the service recipient has the right to apply to the court in the manner prescribed by law.

Chapter 4. Other requirements with account of the features of the provision of the public service, including that provided in electronic form and through the State Corporation

14. Service recipients with bodily dysfunctions, complete or partial loss of ability or possibility to carry out activities of daily living, to move on his/her own, to focus on documents' receipt, are rendered the public service at the place of their residence by an employee of the State Corporation after the service recipient's application through the Single Contact Center 1414.

15. Addresses of the places where public services are provided are posted on the websites of:

1) the Ministry: mvd.gov.kz in the section "On the Activities of the Internal Affairs Bodies".

2) the State Corporation: www.gov4c.kz.

16. The service recipient can receive information about the procedure and status of the provision of the public service in remote access mode through the Single Contact Center 1414.

17. Contact telephone numbers of information services on the provision of the public service. The Single Contact Center: 1414.

Appendix 1 to the
public service standard "Formation
of an individual identification
number for foreigners temporarily
residing in the Republic of
Kazakhstan"
Form

Individual identification number formation certificate

Individual identification number:

(has been formed for the first time or is available, underline as necessary)

Surname _____

Name _____

Patronymic (if any) _____

Date of birth _____

Place of birth _____

Issuing authority _____

Date of issue _____

Appendix 2 to the
public service standard "Formation
of an individual identification
number for foreigners temporarily
residing in the Republic of
Kazakhstan"
Form

to _____

(position, surname and initials)

from _____

(surname, name, patronymic (is any))

of the citizen of) _____

(indicate the country)

permanent place of residence _____

temporarily residing at _____

(address)

Application
I hereby request for an individual
identification number for _____

(signature) (date)
Appendix 3 to the

Voucher № ___
confirming the acceptance of documents for the formation of an individual identification number

The applicant's surname, name, patronymic (if any).

List of accepted documents:

1. _____
2. _____
3. _____

Accepted by:

_____ / _____ / _____

(Position of an employee of MSO PD) (signature) surname, name, patronymic (if any)

"__" _____ 20__

Time and date of issue: ____ hr __ min "__" _____ 20__

Appendix 4 to the
public service standard "Formation of an individual identification number for foreigners temporarily residing in the Republic of Kazakhstan"
Form

(surname, name, patronymic (if any),

(the service recipient's address)

Receipt on refusal to accept documents

In accordance with paragraph 2 of Article 20 of the Law of the Republic of Kazakhstan "On State Services" as of April 15, 2013, the service provider or the State Corporation (indicate the address) refuses to accept documents submitted for the provision of the public service "Formation of an individual identification number for

foreigners temporarily residing in the Republic of Kazakhstan” because of the incomplete package of documents required by the list provided for by the public service standard.

Documents missing are as follows:

1) _____;

2) _____;

This receipt has been drawn up in 2 (two) copies, one for each party.

(surname, name, patronymic (if any) of an employee (signature)
of the State Corporation

(surname, name, patronymic (if any) of the service provider)
(signature)

Received by: _____
(surname, name, patronymic (if any) (the service recipient’s signature)