

On approval of the standard of state service “Approval of routes and timetables for regular urban (rural), suburban and intra-district automobile transportation of passengers and baggage”

Invalidated Unofficial translation

Order of the Minister of Industry and Infrastructural Development of the Republic of Kazakhstan dated July 29, 2019 № 567. Registered in the Ministry of Justice of the Republic of Kazakhstan on July 31, 2019 № 19163.

Unofficial translation

Footnote. Expired by order of the acting Minister of industry and infrastructure development of the Republic of Kazakhstan No. 251 dated 29.04.2020 (enforced upon the 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 dated April 15, 2013 “On State Services” I ORDER:

1. To approve the attached standard of state service “Approval of routes and timetables for regular urban (rural), suburban and intra-district automobile transportation of passengers and baggage”.

2. The Committee for transport of the Ministry of Industry and Infrastructural Development of the Republic of Kazakhstan, in the manner, established by the legislation, shall ensure:

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

2) within ten calendar days from the date of state registration of this order to sending it in the Kazakh and Russian languages to the Republican state enterprise on the right of economic management "Institute of Legislation and Legal Information of the Republic of Kazakhstan" for official publication and inclusion to the Standard control bank of regulatory legal acts of the Republic of Kazakhstan;

3) placement of this order on the internet resource of the Ministry of Industry and Infrastructural Development of the Republic of Kazakhstan.

3. Control over execution of this order shall be assigned to the supervising Vice-Minister of Industry and Infrastructural Development of the Republic of Kazakhstan.

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

*Minister of Industry and
Infrastructural Development
of the Republic of Kazakhstan*

R. Sklyar

“AGREED”

Ministry of
Digital Development, Defense and
Aerospace Industry
of the Republic of Kazakhstan

Approved
by the order of the
Minister of Industry
and Infrastructural
Development of the
Republic of Kazakhstan
dated July 29, 2019 № 567

Standard of state service “Approval of routes and timetables for regular urban (rural), suburban and intra-district automobile transportation of passengers and baggage”

Chapter 1. General provisions

1. State service “Approval of routes and timetables for regular urban (rural), suburban and intra-district automobile transportation of passengers and baggage” (hereinafter – a state service).

2. The standard of state service was developed by the Ministry of Industry and Infrastructural Development of the Republic of Kazakhstan (hereinafter - the Ministry).

3. A state service is rendered by local executive bodies of districts and cities of regional significance (hereinafter – a service provider).

Acceptance of an application and issuance of the result of rendering a state service shall be carried out through the office of a service provider.

Chapter 2. The procedure for rendering a state service

4. Terms of rendering a state service:

1) from the moment of documents submission to a service provider – 5 (five) working days

2) maximum allowable waiting time for documents submission to a service provider - 15 (fifteen) minutes;

3) maximum allowable time for servicing a service recipient - 15 (fifteen) minutes.

5. Form of rendering a state service: paper.

6. The result of rendering a state service - a notification on approval of routes and timetables of regular urban (rural), suburban and intra-district automobile transportation of passengers and baggage in the form according to Appendix 1 to this

standard of state service, or a reasoned response on refusal to render a state service in cases and on the grounds provided for in paragraph 10 of this state service standard.

Form of providing the result of rendering a state service: paper.

7. A state service is rendered free of charge to individuals and legal entities (hereinafter – a service recipient).

8. Work schedule of a service provider is from Monday to Friday inclusive, from 9.00 to 18.30 with a lunch break from 13.00 to 14.30, except for weekends and holidays, in accordance with the labor legislation of the Republic of Kazakhstan.

Acceptance of an application and issuance of the result of rendering a state service is carried out from 9.00 to 17.30 with a lunch break from 13.00 to 14.30.

A state service is rendered at the location of a service provider, on a first-come, first-served basis without expedited service.

9. The list of documents required for rendering a state service:

1) an application in the form according to Appendix 2 to this state service standard;
2) scheme of routes for regular urban (rural), suburban and intra-district automobile transportation of passengers and baggage;

3) timetable for regular urban (rural), suburban and intra-district automobile transport of passengers and baggage.

Upon submission of documents through the office of a service provider, a service recipient shall be issued a receipt on acceptance of relevant documents in any form, indicating the date of receipt, type of requested state service, number and name of attached documents, date of issue of the result of a state service.

10. The grounds for refusal in rendering a state service:

1) establishing unreliability of documents, submitted by a service recipient for rendering a state service, and (or) data (information) contained in them;

2) non-compliance of a service recipient and (or) materials, objects, data and information necessary for rendering a state service with the requirements, established by the Rules for transportation of passengers and baggage by automobile transport, approved by the order of the acting Minister for Investment and Development of the Republic of Kazakhstan dated March 26, 2015 № 349 (registered in the Register of state registration of regulatory legal acts № 11550);

3) in relation to a service recipient, there is a court decision (sentence), that has entered into legal force on prohibition of activities or certain types of activity, requiring the receipt of a state service.

If a service recipient submits an incomplete package of documents according to the list, provided for by this standard of state service and/or documents with an expired validity, the service provider shall refuse to accept the application.

Chapter 3. The procedure for appealing decisions, actions (inaction) of service providers and (or) their officials on the issues of rendering state services

11. A complaint about decisions, actions (inaction) of a service provider and (or) its officials on the issues of rendering state services shall be filed to the head of a service provider or to the head of the Ministry at the addresses, indicated in paragraph 14 of this state service standard.

The complaint shall be submitted in writing by mail or on purpose through the office of a service provider, as well as through the web portal of "electronic government" www.egov.kz (hereinafter - the portal).

Confirmation of acceptance of the complaint, received both on purpose and by mail shall be its registration (stamp, incoming number and date) in the office of a service provider, indicating surname and initials of the person, who accepted the complaint.

When sending a complaint through the portal from the user's account, a service recipient shall have an access to information about the complaint, which is updated during its processing in the state body (a note on delivery, registration, execution, response to the results of consideration or refusal to consider).

The complaint of a service recipient, received by a service provider shall be subject to consideration within 5 (five) working days from the date of its registration. A reasoned response about the results of the complaint consideration shall be sent to a service recipient by post or issued on purpose in the office of a service provider.

In case of disagreement with the results of rendered state service, a service recipient may file a complaint with the authorized body for assessment control over the quality of rendering state services.

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

12. In cases of disagreement with the results of rendered state service, a service recipient appeals to the court in the manner, established by the legislation of the Republic of Kazakhstan.

Chapter 4. Other requirements, taking into account the features of rendering a state service, including those rendered in electronic form

13. The premises of a service provider provide conditions for servicing service recipients with disabilities (ramps and elevators).

14. Addresses of places of rendering state services are placed on the Ministry's Internet resource - www.miid.gov.kz, section "State services", section "Committee of Transport".

15. Telephone of the Unified contact center: 1414, 8 800 080 7777.

Appendix 1
to the standard
of state service "Approval
of routes and timetables
for regular urban (rural),
suburban and
intra-district automobile
transportation of passengers
and baggage "
Form

**Notification on approval of routes and timetables for regular urban (rural),
suburban and
intra-district automobile transportation of passengers and baggage № _____**

from " ____ " _____ 20 ____

—
(service recipient)

Date of appeal " ____ " _____ 20 ____

Decision: _____

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In case of arising questions, please contact _____

—
(service provider) _____

—
Surname, name, patronymic (if any)
of a responsible person of state body
_____ Stamp place

Signature

Appendix 2
to the standard
of state service "Approval
of routes and timetables
for regular urban (rural), suburban
and intra-district automobile
transportation of passengers and
baggage "
Form

(name of registration body)
from

(surname, name, patronymic
(if any)
or name of a entity)
Address:

Phone number _____

**Application for approval of routes and timetables of regular urban (rural),
suburban and
intra-district automobile transportation of passengers and baggage**

I hereby request to approve the route scheme _____

(name of the route) and the schedule of regular urban (rural), suburban and
intra-district automobile transportation of passengers and baggage
(underline as necessary).

_____ sheets attached.

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

Stamp place (if any)

* A stamp is not required for legal entities, related to the subjects of private
entrepreneurship.