



## **On approval of the Rules for the provision of public services "Issuance of a certificate for the re-equipment of a vehicle and (or) trailers to it"**

### *Unofficial translation*

Order of the Minister of Internal Affairs of the Republic of Kazakhstan dated March 31, 2020 No. 281. Registered with the Ministry of Justice of the Republic of Kazakhstan on March 31, 2020 No. 20222

### *Unofficial translation*

In accordance with subparagraph 1) of article 10 of the Law of the Republic of Kazakhstan dated April 15, 2013 "On public services", **ORDER:**

1. To approve the attached Rules for the provision of public services "Issuance of a certificate for the re-equipment of a vehicle and (or) trailers to it", in accordance with the annex of the said order.

2. The Administrative Police Committee of the Ministry of Internal Affairs of the Republic of Kazakhstan (Baimukashev M.K.), in the manner prescribed by the legislation of the Republic of Kazakhstan, shall ensure:

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

2) posting this order on the Internet resource of the Ministry of Internal Affairs of the Republic of Kazakhstan after its official publication;

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

3. Control over the execution of this order shall be entrusted to the supervising Deputy Minister of Internal Affairs of the Republic of Kazakhstan.

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

*Minister of the Internal affairs  
of the Republic of Kazakhstan*

*E. Turgumbayev*

Appendix to the order  
dated March 31, 2020 № 281

## **Rules**

**for the provision of the public service "Issuance of a certificate for the re-equipment of a motor vehicle and (or) trailers to it"**

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

1. These Rules for the provision of public services "Issuance of a certificate for the re-equipment of a vehicle and (or) trailers to it (hereinafter referred to as the Rules) are developed in accordance with subparagraph 1) of article 10 of the Law of the Republic of Kazakhstan dated April 15, 2013" On public services "and determine the procedure for rendering the state service "Issuance of a certificate for the re-equipment of a motor vehicle and (or) trailers to it" (hereinafter - the state service).

2. The state service is provided by the territorial divisions of the Ministry of Internal Affairs of the Republic of Kazakhstan (hereinafter referred to as the service provider) free of charge to individuals and legal entities.

3. Acceptance of documents and the issuance of the results of the provision of public services are carried out by the service provider and through the portal of "electronic government" (hereinafter - PEG).

## **Chapter 2. The procedure for the provision of public services**

4. To receive a public service, an individual and (or) legal entity (hereinafter referred to as the service recipient) provides the service provider either through PEG documents, in accordance with paragraph 8 of the State Service Standard "Issuance of a certificate for the conversion of a vehicle and (or) trailers to them" according to the appendix 1 to these Rules (hereinafter referred to as the Standard).

5. When accepting documents, the service provider issues a receipt in the form, in accordance with Appendix 2 to these Rules, and through PEG - a notification.

6. After submitting a package of documents for the provision of public services, an employee of the office of the service provider registers the application in the database of citizens' appeals or in the Portal, the head of the service provider determines the executor of the application.

The Contractor shall review the documents for compliance with these Rules within 2 working days.

If the service recipient submits an incomplete package of documents and (or) documents that have expired, the service provider's employee, within the period specified in part one of this clause, form a reasoned refusal to accept the application, in accordance with Appendix 3 to these Rules.

In case of completeness of the package of documents, the contractor prepares a certificate for the re-equipment of the vehicle and (or) trailers for them, or a reasoned refusal on the grounds provided for in clause 9 of the Standard, signed by an authorized person and certified by the seal or electronic digital signature of an authorized person (when applying through the Portal) and issues the result state service to the service recipient or sends it to the "personal account" of the service recipient.

7. In accordance with subparagraph 11) of paragraph 2 of Article 5 of the Law of the Republic of Kazakhstan "On Public Services", the service provider ensures that data is entered into the information system for monitoring the provision of public services on the stage of rendering public services in the manner prescribed by the authorized body in the field of informatization.

### Chapter 3.

#### **The procedure for appealing decisions, actions (inaction) of central state bodies, as well as service providers and (or) their officials on the provision of public services**

8. A complaint against the decision, actions (inaction) of the service provider on the provision of public services can be filed in the name of the head of the service provider, to the authorized bodies in the field of road safety and on the assessment and control over the quality of the provision of public services, in accordance with the legislation of the Republic of Kazakhstan ...

A complaint from a service recipient received by a service provider directly providing a public service, in accordance with paragraph 2 of Article 25 of the Law of the Republic of Kazakhstan "On Public Services" is subject to consideration within five working days from the date of its registration.

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

**Footnote. Clause 8 - as amended by order of the Minister of Internal Affairs of the Republic of Kazakhstan dated May 26, 2020 No. 427 (shall be enforced from June 1, 2020).**

9. In cases of disagreement with the results of the provision of public services, the service recipient has the right to apply to the court in the manner prescribed by the legislation of the Republic of Kazakhstan.

Appendix 1  
to the Terms of Service public service  
"Issuance of a certificate for Refurbishment  
vehicle and (or) trailers to it "  
Form

State service standard "Issuance of a certificate for re-equipment of a vehicle and (or) trailers to them"		
1	Service Provider Name	Territorial Police Bodies
2	Methods of providing public services	Service provider and web portal of "electronic government" www.egov.kz (hereinafter - PEG).
3	The term for the provision of public services	Through the Service Provider - 2 working days; Through PEG - 2 business days.
4	Form of provision of public services	Paper / electronic (partially automated).
5	The result of the provision of public services	A certificate for the re-equipment of a vehicle and (or) trailers to them or a reasoned refusal.
	The amount of payment charged from the service recipient when rendering a	

6	public service, and methods of collecting it in the cases provided for by the legislation of the Republic of Kazakhstan	free
7	Schedule	<p>1) Service Provider - from Monday to Friday from 9.00 to 18.00, with a lunch break from 13.00. until 14h30, on Saturday from 9h00 until 13h00, except weekends and holidays, in accordance with <b>l a b o r l a w s .</b></p> <p>2) PEG - around the clock, except for technical breaks in connection with the repair work (when the service recipient applies after 5 pm working time, on weekends and holidays, applications are accepted and the results of the provision of public services are issued on the <b>n e x t w o r k i n g d a y</b> ).</p> <p>The addresses of the places of rendering public services are posted:</p> <p>1) on the Internet resource: <a href="http://www.mvd.kz">www.mvd.kz</a>;</p> <p>2) on the Internet resource: <a href="http://www.gov.kz">www.gov.kz</a>.</p>
8	List of documents required for the provision of public services	<p><b>T o t h e a g g r a v a t o r :</b></p> <p>1) an identity document for personal identification;</p> <p>2) a receipt for the acceptance of documents;</p> <p>3) agreement with the authorized body for road safety in terms of making changes to the design of the car;</p> <p>4) documents from an accredited laboratory with appropriate tests;</p> <p>5) a diagnostic card from the technical inspection center to check the technical condition of the vehicle with the changes made to the <b>d e s i g n</b> ;</p> <p><b>P E G :</b></p> <p>1) an electronic copy of the agreement with the authorized body for road safety in terms of making changes to the design of the car, except for the case of obtaining approval from the authorized body for ensuring road safety in terms of making changes to the design of the car through the "electronic government" portal;</p> <p>2) an electronic copy of documents from an accredited laboratory with relevant tests, with the exception of information about documents received from an accredited laboratory with appropriate tests from relevant information systems;</p> <p>3) an electronic copy of the diagnostic card from the technical inspection center to check the technical condition of the vehicle with the changes made to the design, with the exception of information about the passage of the mandatory technical inspection obtained from the relevant information systems.</p>
9	Grounds for refusing to accept an application, for refusing to provide public services, established by the legislation of the Republic of Kazakhstan	<p>The service provider refuses to provide public services when:</p> <p>1) establishing the inaccuracy of the documents submitted by the service recipient for receiving public services, and (or) the data (information) <b>c o n t a i n e d</b> therein;</p> <p>2) the presence of prohibitions and restrictions on the disposal of <b>p r o p e r t y</b> ;</p> <p>3) the presence of a service recipient (his representative) and (or) a <b>v e h i c l e</b> on the <b>w a n t e d</b> list;</p> <p>4) the person has in a timely manner unfulfilled decisions on the imposition of an administrative penalty in the form of a fine and (or) an order on the need to pay a fine in the field of road safety, prior to their execution;</p>

<p>10 Other requirements, taking into account the specifics of the provision of public services, including those provided in electronic form and through the State Corporation</p>	<p>The recipient has the opportunity to receive information about the procedure and status of the provision of public services in remote access mode through the "personal account" of the portal, as well as a single contact center for the provision of public services. Territorial divisions of the administrative police, single contact center 1414, 8 800 080 7777. The addresses of the places of rendering public services are posted:  1) on the Internet resource: www.mvd.kz;  2) on the Internet resource: www.gov4.kz.</p>
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Appendix 2  
to the Terms of Service public service  
"Issuance of a certificate for Refurbishment  
vehicle and (or) trailers to it "  
Form

**Acknowledgement № \_\_**  
**on the acceptance of the documents**

\_\_\_\_\_

(indicate the name of the public service in accordance with the public service standard)

\_\_\_\_\_

(Full name (if any) of the service recipient or the name of the legal entity, or their representatives)

the list of the accepted documents:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_

6. \_\_\_\_\_

7. \_\_\_\_\_

8. \_\_\_\_\_

\_\_\_\_\_

9. \_\_\_\_\_

Accepted:

\_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Executive OIA (signature) (Full name (if available))

"\_\_" \_\_\_\_\_ Г.

Time and date of issue: \_\_\_ hour \_\_\_ mins "\_\_" \_\_\_\_\_ Г.

Appendix 3  
to the Terms of Service public service  
"Issuance of a certificate for Refurbishment  
vehicle and (or) trailers to it "  
Form

\_\_\_\_\_  
(Service Provider address )

**Acknowledgement  
on refusal to accept documents**

Guided by subparagraph 2) of article 20 of the Law of the Republic of Kazakhstan dated April 15, 2013 "On public services",

ATS official \_\_\_\_\_

\_\_\_\_\_  
(indicate address)

refuses to accept documents for the provision of state service \_\_\_\_\_

\_\_\_\_\_  
(indicate the name of the public service in accordance with the standard of the state services) in view of your submission of an incomplete list of documents provided for by the Rules for the provision of public services,

namely:

Name of missing documents:

1. \_\_\_\_\_ ;

2. \_\_\_\_\_ ;

3. \_\_\_\_\_ .

This acknowledgement has been made in 2 copies, one for each party. \_\_\_\_\_

\_\_\_\_\_  
(Full name (if available) official, signature)

Accepted:

\_\_\_\_\_

\_\_\_\_\_

(Full name (if available) official, signature)

" \_\_\_ " \_\_\_\_\_ 20\_\_ г.

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