



**On the approval of the rules for the formation, processing, as well as the centralized collection and storage of information in electronic form, including the functioning of objects of informatization in the field of housing relations and HCS**

*Unofficial translation*

Order of the acting Minister of Industry and Infrastructure Development of the Republic of Kazakhstan dated March 31, 2020 No. 172. Registered with the Ministry of Justice of the Republic of Kazakhstan on April 1, 2020 No. 20245

*Unofficial translation*

In accordance with subparagraph 10-24) articles 10-2 of the Law of the Republic of Kazakhstan dated April 16, 1997 "On housing relations" ORDER:

1. Approve the attached regulations formation, processing, as well as centralized collection and storage of information in electronic form, including the functioning of objects of informatization in the field of housing relations and HCS.

2. The Committee for Construction and HCS of the Ministry of Industry and Infrastructure Development of the Republic of Kazakhstan, 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) posting this order on the Internet resource of the Ministry of Industry and Infrastructure Development of the Republic of Kazakhstan.

3. Control over the execution of this order shall be entrusted to the supervising First Vice Minister of Industry and Infrastructure Development 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.

*Acting*

*Minister of Industry and  
infrastructure development  
Republic of Kazakhstan*

*K. Uskenbaev*

"AGREED"

Ministry of Digital Development,  
innovative and aerospace  
industry of the Republic of Kazakhstan

Approved by the order  
dated March 31, 2020 No. 172

**Rules**

**for the formation, processing, as well as centralized collection and storage of information in electronic form,**

**including the functioning of objects of informatization in the field of housing relations and HCS**

## **Chapter 1. General Provisions**

1. These rules for the formation, processing, as well as centralized collection and storage of information in electronic form, including the functioning of objects of informatization in the field of housing relations and HCS (hereinafter referred to as the Rules) are developed in accordance with subparagraph 10-24) Article 10-2 of the Law of the Republic of Kazakhstan dated April 16, 1997 "On Housing Relations" (hereinafter - the Law) and determine the procedure:

formation, processing of information in electronic form in objects of informatization in the field of housing relations and HCS;

centralized collection and storage of information in electronic form from objects of informatization in the field of housing relations and HCS;

functioning of objects of informatization in the field of housing relations and HCS.

2. The following basic concepts are used in these Rules:

1) objects of informatization in the field of housing relations and HCS (hereinafter referred to as objects of informatization of HCS) - electronic information resources and information systems in the field of housing relations and HCS;

2) subjects of informatization in the field of housing relations and HCS (hereinafter - subjects of informatization of HCS) - authorized body, local executive bodies, development center HCS, subjects natural monopolies, amalgamation property owners, simple partnerships, managing directors apartment building, management companies, subjects service activities, owners of apartments, non-residential premises and other entities in the field of housing relations and HCS;

3) Development center of HCS (hereinafter referred to as the Center for the Development of Housing and Utilities) is a legal entity created by decision of the Government of the Republic of Kazakhstan, whose activities are aimed at the modernization and development of HCS, defined operator in the field of housing relations and HCS;

4) an information system for centralized collection and storage of electronic information resources in the field of housing relations and HCS (hereinafter - IS of centralized collection) is an information system owned and (or) owned by the Center for the Development of Housing and Utilities, which ensures the consolidation of electronic information resources with objects of informatization of HCS, for the analysis of the housing stock and HCS;

five) utilities are services provided to the consumer, including water supply, sewerage, gas supply, electricity supply, heat supply, waste disposal, elevator maintenance, to ensure safe and comfortable living (stay) conditions;

6) authorized body is the central executive body in charge of management and intersectoral coordination in the field of housing relations and HCS.

## **Chapter 2. The procedure for the formation, processing of information in electronic form in objects of informatization of HCS**

3. In order to generate, process information in electronic form, objects of informatization of HCS ensure the automation of processes between subjects of informatization of HCS within the framework of their competence.

4. Automation is carried out through the creation and (or) development of objects of informatization of HCS, taking into account the technical and functional characteristics of objects of informatization of HCS to ensure centralized collection of information interaction with the IS of centralized collection (hereinafter - Characteristics), established by the Center for Development of Housing and Utilities.

The characteristics are published by the Center for the Development of Housing and Utilities on the official Internet resource of the Center for Development of Housing and Utilities, as well as the IS of the centralized collection.

5. The created and (or) developed objects of informatization of HCS ensure the transfer of centralized collection of information to the IS, depending on the competence of the subject of informatization of HCS:

in the field of housing relations and housing:

- 1) on the registration of multi-apartment residential buildings;
  - 2) information about an apartment building filled in amalgamation property owners or simple partnership or managing an apartment building, or management company condominium objects;
  - 3) on the accounting of contributions of owners of apartments and non-residential premises for overhaul condominium object;
  - 4) on planned measures for the maintenance and repair of the common property of apartment buildings;
  - five) reports based on the results of the activities of the owners' association property or a simple partnership or a manager of an apartment building, or a management company for the maintenance of an apartment building;
  - 6) about meetings owners of apartments, non-residential premises of an apartment building, as well as minutes of the results of the meeting and voting;
  - 7) on the submission, processing and execution of applications for the management and maintenance of apartment buildings;
  - 8) by prisoners treaties between subjects of informatization of HCS;
- in the field of utilities:
- 9) passports of the utility provider;
  - 10) on the accounting of utility service providers;

- 11) on personal accounts of consumers of public utilities;
  - 12) about accounting general house metering devices utilities;
  - 13) about data indications of utility metering devices services;
  - 14) about tariffication, accrual, payment utility costs;
  - 15) on communal engineering networks: heat supply, water supply, water disposal, sewage treatment facilities, power supply, gas supply.
6. Formation, processing, including ensuring the actualization, completeness and reliability of information in electronic form in objects of informatization of HCS are carried out by the subjects informatization of HCS, in accordance with the legislation in the sphere of housing relations and HCS through a personal account.
7. Access to the object of informatization of HCS is provided by the subject of informatization of HCS, which is its owner and (or) owner in accordance with the agreement on the right of access concluded between him and another subject of informatization of HCS.
- The owners of apartments, non-residential premises do not bear the costs of using objects of informatization of HCS.
8. Formation, processing, including ensuring the actualization, completeness and reliability of information by the subjects of informatization of HCS is carried out on an ongoing basis, in electronic form, including with the attachment of electronic documents or copies of documents in electronic form.
- Documents created on paper are placed in objects of informatization of HCS in the form of copies of documents in electronic form.
9. Information on subparagraphs 5) and 6) of paragraph 5 of these Rules is placed in objects of informatization of HCS after signing its electronic digital signature subject of informatization of HCS.
10. The processing of information containing personal data is carried out by the subject of informatization of HCS, the Center for the Development of Housing and Utilities, taking into account the provision requirements legislation in the spheres informatization and protection of personal data...
11. The subject of informatization of HCS, which is the owner and (or) the owner of the object of informatization of HCS, ensures the transfer of information from the object of informatization of HCS to the IS of centralized collection in accordance with Chapter 3 of these rules.

### **Chapter 3. Centralized collection and storage of information in electronic form in the IS of centralized collection**

12. The Center for the Development of HCS carries out methodological support for the functioning and formation of electronic information resources in the field of housing relations

and HCS, as well as centralized collection, analysis and storage, ensuring the safety and confidentiality of electronic information resources obtained from objects of informatization of HCS by:

establishing the Characteristics;

conclusion of agreements with the subjects of informatization of HCS, which are the owners and (or) owners of objects of informatization of HCS on integration with IS of centralized collection;

analysis of the housing stock and HCS;

centralized collection, storage, security and confidentiality of electronic information resources received from the subjects of informatization of HCS.

The centralized collection IS is acquired by the Center for the Development of Housing and Utilities in the ownership and (or) in possession.

13. Placing information in the IS of centralized collection is carried out in the following ways:

1) through your personal account;

2) by interaction of other objects of informatization of HCS with IS of centralized collection.

14. In the case of placing information through the interaction of other objects of informatization of HCS with the IS of centralized collection, the subject of informatization of HCS, which is the owner and (or) the owner of the object of informatization of HCS, submits to the IS of centralized collection an application for registration and integration of the object of informatization of HCS (hereinafter - the application) ...

15. Subjects of informatization of HCS in the application indicate their functions (competencies) in the IS of centralized collection by selecting them from the reference book contained in the IS of centralized collection. In this case, if the subject of informatization of HCS carries out several types of activities related to different functions listed in the specified reference book, the subject of informatization of HCS indicates several functions in the IS of centralized collection.

16. The Center for the Development of Housing and Utilities shall consider the application within 5 working days and notify the subject of informatization of HCS, which is the owner and (or) the owner of the object of informatization of HCS, of the approval or refusal of the application to the email address specified in the application.

The Housing and Utilities Development Center rejects the application in the event of:  
inconsistency of the object of informatization of HCS with the Characteristics;  
incompleteness of the information provided in the application.

17. Upon approval of the application, the Center for the Development of Housing and Utilities concludes an agreement with the subject of informatization of HCS, which is the

owner and (or) the owner of the object of informatization of HCS, on the integration of the object of informatization of HCS with IS of centralized collection and tests the object of informatization of HCS.

18. Integration of the object of informatization of HCS with the IS of centralized collection is carried out in accordance with the Characteristics.

When integrating an object of informatization of HCS or IS of centralized collection with objects of informatization of "electronic government" of a state body, the integration is carried out in accordance with the legislation on informatization of the Republic of Kazakhstan.

19. The Center for the Development of HCS keeps a register of objects of informatization of HCS in the IS of centralized collection.

20. Exclusion from the register of objects of informatization of HCS by the Center for Development of Housing and Utilities is carried out in the following cases:

- 1) on the grounds specified in clause 22 of these Rules;
- 2) decommissioning the object of informatization of HCS;
- 3) on the basis of the application of the subject of informatization of HCS, which is the owner of the object of informatization of HCS.

21. Access to information and placement of information in the IS of centralized collection is provided authorized body, local executive bodies, other state bodies and utility providers is carried out through a personal account, in accordance with an agreement concluded with the Center for the Development of Housing and Utilities.

22. The access rights of subjects of informatization of HCS are terminated in the IS of centralized collection, in the following cases:

- 1) the expiration of the period for which access rights were granted in accordance with the agreement concluded with the Center for the Development of Housing and Utilities;
- 2) placement in the IS of a centralized collection of information on the revocation of access rights;
- 3) placement in the IS of the centralized collection of information on the refusal of access rights by the person who was granted access rights to perform actions in the IS of the centralized collection on behalf of the subject of informatization of HCS;
- 4) termination of the access rights of the user of the IS of the centralized collection, which has granted the authority to perform actions in the IS of the centralized collection, on its own behalf to another person;
- 5) termination or revelation of the absence of grounds according to which the person was granted access rights;
- 6) identification of the fact that the subject of informatization of HCS in the IS of the centralized collection of inaccurate information in the application;
- 7) in other cases provided for by the legislation of the Republic of Kazakhstan.

23. Subjects of informatization of HCS, with the exception of the Center for Development of Housing and Utilities, have access to the open part of the centralized collection IS and to the information posted in it, without going through registration procedures.

The open part of the IS of the centralized collection contains a register, a rating of management companies that manage an apartment building, service entities and utility providers in terms of quality, quantity of services and execution of applications. For utility providers, the tariff (cost) of utilities is also indicated.

24. Access to the closed part of the system and to the information placed in it is ensured by providing functionality in personal accounts intended for work in the IS of centralized collection, and (or) using other objects of informatization after passing the registration procedure, as well as after switching on to the register of objects of informatization of HCS and the conclusion of an agreement with the Center for the Development of Housing and Utilities.

25. Storage of information in objects of informatization of HCS is provided by subjects of informatization of HCS and in the IS of centralized collection by the Center for Development of HCS.

26. Subjects of informatization of HCS carry out the transfer of information to the Center for the Development of Housing and Utilities in accordance with the established characteristics in compliance with requirements legislation of the Republic of Kazakhstan in the fields of informatization, providing information security and protection of personal data.

27. The Center for the Development of HCS provides or distributes, including transfers information about the subjects of informatization of HCS, in compliance with requirements legislation of the Republic of Kazakhstan in the fields of informatization, information security and the protection of personal data.

#### **Chapter 4. Functioning of objects of informatization in the sphere of HCS**

28. To ensure the reliability and safety of the functioning of objects of informatization of HCS, the technical means that are used for storing, processing and transmitting information must meet the requirements legislation Of the Republic of Kazakhstan, including in terms of ensuring information security Uniform requirements in the field of information and communication technologies and information security, approved by the Decree of the Government of the Republic of Kazakhstan dated December 20, 2016 No. 832, as well as the standards in force in the territory of the Republic of Kazakhstan.

29. Objects of informatization of HCS are provided with mobile versions for subjects of informatization of HCS in the field of housing relations and housing.

30. Objects of informatization of HCS in the field of housing relations and housing are provided with the functions of electronic voting and reporting with the signing of an electronic digital signature and (or) one-time SMS passwords.

31. Objects of informatization of HCS are provided with the function of receiving and transmitting applications from consumers of utilities to providers of utilities by integrating centralized collection with IS.

32. The subject of informatization of HCS, who posted information through a personal account in the object of informatization of HCS, receives an automatic notification of confirmation of the placement of information, with fixing the date of receipt and transfer of information.

33. The use of functionality in objects of informatization of HCS is carried out in accordance with the access rights granted to subjects of informatization of HCS.

34. To ensure the functioning of objects of informatization of HCS and the provision of information from IS of centralized collection to objects of informatization of HCS, IS of centralized collection can provide objects of informatization of HCS with access, in accordance with an agreement concluded with the Center for Development of HCS.

35. Objects of informatization of HCS are provided with functioning in a continuous mode.

36. The Housing and Utilities Development Center and the owner or owner of the informatization object provide:

1) uninterrupted year-round and round-the-clock operation of objects of informatization of HCS;

2) quick (no more than one hour) restoration of the operability of objects of informatization of HCS in case of failure of their work;

3) continuous monitoring of events and the current state of the centralized collection IS and objects of informatization of HCS, which allows to continuously monitor the availability of the hardware and software complex of the IS of centralized collection and the current state of use of equipment, as well as immediately generate notifications to the owners and (or) owners of objects of informatization of HCS about failure work of IS of centralized collection