

On the approval of the rules for the provision of public services in the field of psychological and pedagogical support provided by local executive bodies

Unofficial translation

Order of the Minister of Education and Science of the Republic of Kazakhstan dated May 27, 2020 No. 223. Registered with the Head of Justice of the Republic of Kazakhstan on May 28, 2020 No. 20744.

Unofficial translation

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

1. To approve:

1) the rules for the provision of the public service "Examination and the provision of psychological, medical and pedagogical advice to children with disabilities" according to Appendix 1 to this order;

2) the rules for the provision of public services "Rehabilitation and social adaptation of children and adolescents with developmental problems" in accordance with Appendix 2 to this order;

3) the rules for the provision of the public service "Acceptance of documents for the organization of individual free education at home for children who, for health reasons, for a long time cannot attend the organization of primary, basic secondary, general secondary education" according to Appendix 3 to this order;

4) the rules for the provision of the public service "Acceptance of documents and enrollment in special educational organizations of children with disabilities for training in special general educational curricula" in accordance with Appendix 4 to this order.

2. To recognize as invalid some orders of the Minister of Education and Science of the Republic of Kazakhstan in accordance with Appendix 5 to this order.

3. The Committee for Preschool and Secondary Education of the Ministry of Education and Science of the Republic of Kazakhstan, in accordance with the procedure established 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 Education and Science 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

Education and Science of the Republic of Kazakhstan information on the implementation of the measures provided for in subparagraphs 1), 2) of this paragraph.

4. Control over the execution of this order shall be entrusted to the supervising Vice-Minister of Education and Science of the Republic of Kazakhstan.

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

*Ministry of Education and Science
Republic of Kazakhstan*

A. Aimagambetov

Appendix 1 to the order
Ministry of Education and Science
Republic of Kazakhstan
dated May 27, 2020 No. 223

Rules for the provision of public services "Examination and provision of psychological, medical and pedagogical advice to children with disabilities" (hereinafter referred to as the Rules) 1. General Provisions

1. These Rules for the provision of public services "Examination and provision of psychological, medical and pedagogical advice children with disabilities" (hereinafter referred to as the Rules) are developed in accordance with subparagraph 1) Article 10 Of the Law of the Republic of Kazakhstan dated April 15, 2013 "On public services" (hereinafter - the Law) and determine the procedure for its provision.

2. These Rules use the following concept:

1) proactive service - a public service provided without the application of the service recipient on the initiative of the service provider.

Footnote. Paragraph 2 is in the wording of the order of the acting Minister of Education of the Republic of Kazakhstan dated 17.11.2022 No. 462 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).

3. State service "Examination and provision of psychological, medical and pedagogical advice to children with disabilities" (hereinafter - the state service) turns out to be psychological, medical and pedagogical consultations (hereinafter referred to as the service provider).

2. The procedure for the provision of public services

4. To receive a public service, an individual (hereinafter - the service recipient) applies to the office of the service provider and/or via the "electronic government" web portal www.egov.kz.

The basic requirements for the provision of a public service, including characteristics of the process, form, content and result of the provision of the service, as well as other information taking into account the specifics of the provision of a public service, are given in

the List of basic requirements for the provision of a public service "Inspection and provision of psychological, medical and pedagogical advisory assistance to the children with disabilities" in accordance with Appendix 2 to these Rules.

Footnote. Paragraph 4 is in the wording of the order of the acting Minister of Education of the Republic of Kazakhstan dated 17.11.2022 No. 462 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).

5. When contacting through the office of the service provider, the registrar appoints the date of the psychological and medical pedagogical examination and enters data into the Register of preliminary registration of children for a consultation in accordance with Appendix 1 to these Rules and notifies the service recipient. A package of documents according to Appendix 2 to these Rules, the service recipient provides on the appointed day of psychological, medical and pedagogical examination.

There is a pre-registration by phone and (or) by direct contact of the service recipient.

6. When applying through the web portal of "electronic government" www.egov.kz, the service recipient selects an electronic public service in the "Family" section, filling in the fields of the electronic request and attaching a package of documents.

The service provider within two working days processes (check, register) the electronic request of the service recipient and sends a notification about the status of the electronic request and the date of the psychological, medical and pedagogical examination to the "personal account" of the service recipient on the portal in accordance with Appendix 3 to these Rules.

7. The waiting time in the queue for psychological, medical and pedagogical examination is up to thirty calendar days.

Claiming from service recipients documents that can be obtained from information systems is not allowed.

7-1. The public service for examination and provision of psychological, medical and pedagogical advisory assistance to the children with disabilities can be provided in a proactive way, at the initiative of the service provider through the information systems of state bodies when registering the telephone number of the service recipient's cellular device on the "electronic government" web portal www.egov.kz and includes:

1) sending automatic notifications to the service recipient with a request for the provision of a public service for examination and provision of psychological, medical and pedagogical advisory assistance to children with disabilities;

2) obtaining the service recipient's consent to provide a proactive service, as well as other necessary information from the service recipient, including limited access, through the service recipient's cellular device.

The waiting period for a response from the service recipient is twenty-four hours from the date of receipt of the request.

Footnote. The rules have been supplemented with paragraph 7-1 in accordance with the order of the acting Minister of Education of the Republic of Kazakhstan dated 17.11.2022 No. 462 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).

8. When the service recipient submits an incomplete package of documents and (or) documents that have expired, the service provider prepares a reasoned refusal within the specified time frame for further consideration of the application in the form in accordance with Appendix 4 to these Rules and send them to the "personal account" of the portal.

9. When the service recipient provides a full package of documents, the registrar on the appointed day, upon arrival of the service recipient, enters the service recipient's data into the Register of children's examination in the PMPC in accordance with Appendix 5 to these Rules , transfers the package of documents to specialists.

10. After receiving the package of documents, specialists conduct psychological, medical and pedagogical examination of the baby in the presence of parents (legal representatives) and consulting by the service provider's specialists.

11. After a psychological, medical and pedagogical examination, the service provider's specialists form a written conclusion indicating the recommended educational, medical and social services, type of educational programs.

12. The written opinion is signed by the head of the service provider and issued to the service recipient on the day of examination and / or the service provider sends the service recipient to the "personal account" of the service recipient on the portal in the form of an electronic document within two working days in the form according to Appendix 6 to these Rules.

13. The Service Provider provides entering information on the stage of rendering public services to the information system for monitoring the provision of public services in the manner in accordance with subparagraph 11) paragraph 2 article 5 of the Law.

3. The procedure for appealing decisions, actions (inaction) of the service provider to the local executive bodies of the city of republican significance and the capital, district (city of regional significance), and (or) its officials on the provision of public services

14. The service recipient's complaint received by the central state body, local executive body of the region, city of republican significance, capital, district, city of regional significance, akim of the district in the city, city of district significance, town, village, rural district, service provider, State corporation, directly providing public services, shall be subject to consideration within five working days from the date of its registration.

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

In case of an extension of the period for consideration of a complaint, the official authorized to consider complaints, within three working days from the date of extension of the period for consideration of the complaint, shall inform the service recipient in writing (when filing a complaint on paper) or electronic form (when filing a complaint electronically) who filed the complaint on the extension of the period for consideration of the complaint, indicating the reasons for extension.

A complaint against a decision, action (inaction) of a service provider on the issues of providing public services may be filed with the administrative body, the official whose administrative act, administrative action (inaction) is being appealed.

The administrative body, official, whose administrative act, administrative action (inaction) is being appealed, no later than three working days from the date of receipt of the complaint, shall send it and the administrative file to the body considering the complaint.

In this case, the administrative body, official, whose administrative act, administrative action (inaction) is being appealed, shall have the right not to forward the complaint to the body considering the complaint, if within three working days it adopts a favorable administrative act, takes an administrative action that fully satisfies the requirements specified in the complaint.

Footnote. Paragraph 14 is in the wording of the order of the acting Minister of Education of the Republic of Kazakhstan dated 17.11.2022 No. 462 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).

15. 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 established legislation Of the Republic of Kazakhstan.

Appendix 1 to the Rules
provision of public services
"Inspection and provision
psycho-medical
pedagogical advisory
helping children
with restricted abilities"

Children's appointment register for consultation

Тексеру күні Date of examination	Тексеру уақыты Examination time	Баланың ТАӘ (ол болған жағдайда) Full name of the child (if any)	Баланың ЖСН IIN child	Жасы Age	ПМПК-ға келу себептері Grounds for contacting PMPK
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Appendix 2 to the Rules
provision of public services
"Inspection and provision
psycho-medical
pedagogical advisory
helping children
with restricted abilities"

Footnote. Paragraph 2 is in the wording of the order of the acting Minister of Education of the Republic of Kazakhstan dated 17.11.2022 No. 462 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).

List of basic requirements for the provision of the public service “Examination and provision of psychological, medical and pedagogical advisory assistance to the children with disabilities”		
1	Name of the service provider	Psychological, medical and pedagogical consultation
2	Methods of providing a public service (access channels)	<ul style="list-style-type: none"> - psychological, medical and pedagogical consultation; - “electronic government” web portal : www.egov.kz; - subscriber cellular device registered at www.egov.kz.
3	The term for the provision of a public service	<p>The waiting time in the queue for a psychological, medical and pedagogical examination is up to thirty calendar days.</p> <p>When applying to a service provider, the date of psychological, medical and pedagogical examination shall be set on the day of application.</p> <p>When applying through the portal, as well as in a proactive form, the date of the psychological, medical and pedagogical examination shall be set within 2 (two) working days.</p> <p>In this case, a psychological, medical and pedagogical examination shall be carried out on the appointed day.</p> <p>The maximum allowable waiting time for submitting a package of documents to the service provider is no more than 15 (fifteen) minutes.</p> <p>The maximum allowable time for servicing the service recipient is no more than 15 (fifteen) minutes.</p>
4	Form of provision of a public service	<p>Electronic (partially automated)</p> <p>Paper/proactive</p>
5	The result of provision of a public service	<p>The result of the provision of a public service is a conclusion in accordance with Appendix 6 or a reasoned response about the refusal to provide a public service in accordance with Appendix 4 to these Rules.</p> <p>Form for providing the result of providing public services: electronic and (or) paper, proactive.</p> <p>On the portal, the result of the provision of a public service shall be</p>

		<p>sent and stored in the “personal account” of the service recipient in the form of an electronic document.</p> <p>The result of the provision of a public service in a proactive form shall be sent by SMS to the subscriber number of the service recipient about the readiness of the conclusion of a psychological, medical and pedagogical consultation</p>
6	The amount of payment charged from the service recipient when providing a public service, and methods of collecting it in cases provided for by the legislation of the Republic of Kazakhstan	<p>The public service shall be provided free of charge to individuals, including in a proactive form.</p>
7	Schedule	<p>The service provider: from Monday to Friday inclusive, except weekends and holidays, in accordance with the Labor Code of the Republic of Kazakhstan and in accordance with the established work schedule of the service provider, indicated on the Internet resource of the Ministry: www.edu.gov.kz in the section “Public Service”.</p> <p>The application shall be accepted and the result shall be issued on a first-come, first-served basis on the day of application from 9.00 to 17.30 in accordance with the established work schedule of the service provider.</p> <p>Portal/subscriber device of cellular communication registered on www.egov.kz - around the clock, with the exception of technical breaks associated with repair works (when the service recipient applies after working hours, on weekends and holidays in accordance with the labor legislation of the Republic of Kazakhstan and Article 5 of the Law of the Republic of Kazakhstan “On Holidays in the Republic of Kazakhstan”, applications shall be accepted and results of the provision of public services shall be issued on the next working day).</p> <p>A preliminary appointment is provided by phone and (or) at the</p>

		<p>direct request of the service recipient</p> <p>Addresses of places of public services provision are posted on:</p> <ol style="list-style-type: none"> 1) the service provider's Internet resource; 2) portal www.egov.kz.
8	List of documents and information required from the service recipient for the provision of a public service	<p>When the service recipient contacts the service provider:</p> <ol style="list-style-type: none"> 1) a birth certificate, or an electronic document from a digital document service (required for personal identification); 2) conclusion about disability (if any); 3) conclusion of the medical advisory commission on the need for home schooling for health reasons (for statistical accounting of children studying at home) (if any). <p>If necessary, the service provider additionally requests the following documents for an in-depth examination:</p> <ol style="list-style-type: none"> 1) form No. 052/y “Medical record of an outpatient patient”, approved by the order of the acting Minister of Healthcare of the Republic of Kazakhstan “On approval of forms of accounting documentation in the field of healthcare” (registered in the Register of state registration of regulatory legal acts No. 21579); 2) psychological and pedagogical characteristics from the organization of education; 3) written works on the language of instruction, mathematics, drawings and other performance results. <p>The documents listed in subparagraphs 1), 2) shall be provided in originals and copies, after verification of which the originals are returned to the service recipient.</p> <p>When a service recipient contacts a service provider through the portal:</p> <ol style="list-style-type: none"> 1) an electronic copy of the birth certificate of a child, in the absence of information in the information system “Registration office of the

		<p>Civil Registry Office” (hereinafter - IS Civil Registry Office) or born outside the Republic of Kazakhstan;</p> <p>2) conclusion about disability (if any);</p> <p>3) conclusion of the medical advisory commission on the need for home schooling for health reasons (for statistical accounting of children studying at home) (if any).</p> <p>If necessary, the service provider additionally requests the following documents for an in-depth examination:</p> <p>1) form No. 052/y “Medical record of an outpatient patient”, approved by the order of the acting Minister of Healthcare of the Republic of Kazakhstan “On approval of forms of accounting documentation in the field of healthcare” (registered in the Register of state registration of regulatory legal acts No. 21579);</p> <p>2) psychological and pedagogical characteristics from the organization of education;</p> <p>3) written works on the language of instruction, mathematics, drawings and other performance results.</p> <p>Requesting documents from service recipients that can be obtained from information systems is not allowed.</p> <p>The service provider obtains the consent of the service recipient to use information constituting a legally protected secret contained in information systems when providing public services, unless otherwise provided by the laws of the Republic of Kazakhstan.</p>
9	<p>Grounds for refusal to provide a public service established by the legislation of the Republic of Kazakhstan</p>	<p>1) establishing the unreliability of the documents submitted by the service recipient to receive a public service, and (or) the data (information) contained in them;</p> <p>2) non-compliance of the service recipient and (or) the submitted materials, objects, data and information necessary for the provision of a public service with the requirements established by the regulatory legal acts of the Republic of Kazakhstan;</p>

		<p>3) lack of consent of the service recipient, provided in accordance with Article 8 of the Law of the Republic of Kazakhstan “On Personal Data and Their Protection,” to access restricted personal data that is required for the provision of a public service.</p>
10	<p>Other requirements taking into account the specifics of the provision of a public service, including those provided in electronic form and through the State corporation</p>	<p>The service recipient has the opportunity to obtain information about the procedure and status of the provision of public services through a unified contact center, as well as in a proactive form through a subscriber’s cellular device registered on www.egov.kz regarding the provision of public services.</p> <p>Contact numbers of the service provider's information services on the issues of providing a public service are posted on the Ministry's Internet resource: www.edu.gov.kz in the section “Public Services”.</p> <p>Unified contact center for the provision of public services: 8-800-080-7777, 1414.</p> <p>The service recipient has the opportunity to receive a public service in electronic form via the portal, subject to the availability of an electronic signature.</p> <p>The service recipient has the opportunity to obtain information about the procedure and status of the provision of a public service in remote access mode through the “personal account” of the portal, the service provider’s information services, as well as the Unified Contact Center “1414”, 8-800-080-7777.</p> <p>Electronic request of third parties, subject to the consent of the person in respect of whom information is requested, provided from the “personal account” on the portal, as well as through the subject’s cellular subscriber number registered on the portal by transmitting a one-time password or by sending a short text message as a response to portal notification.</p>

Appendix 3 to the Rules
provision of public services
"Inspection and provision
psycho-medical
pedagogical advisory
helping children
with restricted abilities"

Name of the educational organization Notification of acceptance of documents

Dear _____

Your documents have been accepted.

Full Name

We remind you to get tested.

Examination type: _____ primary / repeated

Examination date: _____

Location: _____

Organization name PMPC, CPPC, RC, OO

The address: _____
organization address

Use: _____ Tel .:

the date

Full Name:

Appendix 4 to the Rules
provision of public services
"Inspection and provision
psycho-medical
pedagogical advisory
helping children
with restricted abilities"

Form

(Surname, name, patronymic (if any)
or the name of the organization of the
service recipient)

(service recipient's address)

Name of educational organization, address

Full name: _____ IIN: _____ Address: _____

NOTIFICATION on refusal to accept documents

Footnote. Appendix 4 is in the wording of the order of the acting of Minister of Education of the Republic of Kazakhstan dated 17.11.2022 No. 462 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).

Guided by subparagraph 2 of Article 20 of the Law of the Republic of Kazakhstan dated April 15, 2013 "On Public Services," (Name of educational organization) refuses to accept documents for the provision of a public service (Name of a public service) in accordance with the List of basic requirements for the provision of a public service due to

reasons for refusal

Performer: Surname, name, patronymic

Tel.:

Date:

Appendix 5 to the Rules
provision of public services
"Inspection and provision
psycho-medical
pedagogical advisory
helping children
with restricted abilities"

Register of the examination of children in the PMPC

No.	Баланың ТАӘ (ол болған жағдайда) Full name of the child (if any)	Туылған күні Date of Birth	Тексерілген күні Date of examination	Бастапқы Диагнозы Preliminary diagnosis	Мекенжайы Home address	ПМПК қорытынды сы Conclusion PMPK	Ұсынымдар Recommend ations
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Appendix 6 to the Rules
provision of public services
"Inspection and provision
psycho-medical
pedagogical advisory
helping children
with restricted abilities"

Psychological - medical - pedagogical consultation _____ address

Conclusion of psychological, medical and pedagogical consultation

FULL NAME:

IIN:

that it was consulted by _____

date of examination

1. Conclusion

2. Recommendations for training and education, psychological and pedagogical support

Head / Head of PMPC last and first name

Specialist position and signature 1

Specialist position and signature 2

The date:

Appendix 2 to the order
Minister of Education and Science
Republic of Kazakhstan
dated May 27, 2020 No. 223

Rules for the provision of public services "Rehabilitation and social adaptation of children and adolescents with developmental problems" (hereinafter - the Rules)

1. General Provisions

1. These Rules for the provision of public services "Rehabilitation and social adaptation of children and adolescents with developmental problems" (hereinafter - the Rules) are developed in accordance with subparagraph 1) Article 10 Of the Law of the Republic of Kazakhstan dated April 15, 2013 "On public services" (hereinafter - the Law) and determine the procedure for its provision.

2. These Rules use the following concept:

1) proactive service - a public service provided without the application of the service recipient on the initiative of the service provider.

Footnote. Paragraph 2 is in the wording of the order of the acting Minister of Education of the Republic of Kazakhstan dated 17.11.2022 No. 462 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).

3. The state service "Rehabilitation and social adaptation of children and adolescents with developmental problems" (hereinafter - the state service) is provided rehabilitation centers, offices psychological and pedagogical correction (hereinafter referred to as the service provider).

2. The procedure for the provision of public services

4. To receive a public service, an individual (hereinafter - the service recipient) applies to the office of the service provider and/or via the "electronic government" web portal www.egov.kz.

The basic requirements for the provision of a public service, including characteristics of the process, form, content and result of the provision of the service, as well as other information taking into account the specifics of the provision of a service, are given in the List of basic requirements for the provision of a public service "Rehabilitation and social adaptation of children and adolescents with developmental problems" in accordance with Appendix 1 to these Rules.

When submitting documents directly to the office of the service provider on the day of application, an employee of the office of the service provider shall accept and register the

documents of the service recipient and transfer the documents to the head of the service provider.

A preliminary appointment is provided by phone and/or at the direct request of the service recipient.

Footnote. Paragraph 4 is in the wording of the order of the acting Minister of Education of the Republic of Kazakhstan dated 17.11.2022 No. 462 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).

5. When applying through the web portal of "electronic government" www.egov.kz, the service recipient selects an electronic public service in the "Family" section, filling in the fields of the electronic request and attaching a package of documents.

The service provider within two working days processes (checks, registers) the service recipient's electronic request and sends a notice of acceptance of documents to the service recipient's "personal account" on the portal in accordance with Appendix 2 to these Rules.

Claiming from service recipients documents that can be obtained from information systems is not allowed.

6. When the service recipient provides an incomplete package of documents and (or) documents that have expired, the service provider prepares a reasoned refusal within the specified time frame for further consideration of the application in the form in accordance with Appendix 3 to these Rules.

7. The documents of the service recipient are considered by the head of the service provider. Leaderafter consideration, transfers the documents to specialists for the organization of psychological and pedagogical support and rehabilitation of the child...

8. The service provider conducts a course of psychological, medical and pedagogical support and rehabilitation of the service recipient. The course of psychological, medical and pedagogical support and rehabilitation is from 90 to 365 days.

9. After completing the course, the service recipient is issued a certificate on the results of the course of psychological, medical and pedagogical support and rehabilitation of children with special educational needs based on the team assessment of the service provider's specialists in the form, according to Appendix 4 to these Rules.

10. A certificate of the results of the course of psychological, medical and pedagogical support and rehabilitation is signed by the head of the service provider and issued to the service recipient on the day of completion of the course of psychological, medical and pedagogical support and rehabilitation and / or the service provider sends the service recipient to the "personal account" of the service recipient on the portal in the form of an electronic document in within two working days according to the form Appendix 4 to these Rules.

11. The Service Provider provides entering information on the stage of rendering public services to the information system for monitoring the provision of public services in the manner in accordance with subparagraph 11) paragraph 2 article 5 of the Law.

11-1. The public service for rehabilitation and social adaptation of children and adolescents with developmental problems can be provided in a proactive way, at the initiative of the service provider through the information systems of state bodies when registering the telephone number of the service recipient's cellular device on the "electronic government" web portal www.egov.kz and include:

1) sending automatic notifications to the service recipient with a request for the provision of a public service for the rehabilitation and social adaptation of children and adolescents with developmental problems;

2) obtaining the service recipient's consent to provide a proactive service, as well as other necessary information from the service recipient, including limited access, through the service recipient's cellular device.

The waiting period for a response from the service recipient is twenty-four hours from the date of receipt of the request.

Footnote. The rules have been supplemented with paragraph 11-1 in accordance with the order of the acting Minister of Education of the Republic of Kazakhstan dated 17.11.2022 No. 462 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).

3. The procedure for appealing decisions, actions (inaction) of the service provider to the local executive bodies of the city of republican significance and the capital, district (city of regional significance), and (or) its officials on the provision of public services

12. The service recipient's complaint received by the central state body, local executive body of the region, city of republican significance, capital, district, city of regional significance, akim of the district in the city, city of district significance, town, village, rural district, service provider, State Corporation, directly providing public services, shall be subject to consideration within five working days from the date of its registration.

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

In case of extension of the period for consideration of a complaint, the official authorized to consider complaints, within three working days from the date of extension of the period for consideration of the complaint, shall inform the service recipient in writing (when filing a complaint on paper) or electronic form (when filing a complaint electronically) who filed the complaint, on extension of the period for consideration of the complaint, indicating the reasons for extension.

A complaint against a decision, action (inaction) of a service provider on the issues of providing public services may be filed with the administrative body, the official whose administrative act, administrative action (inaction) is being appealed.

The administrative body, official, whose administrative act, administrative action (inaction) is being appealed, no later than three working days from the date of receipt of the complaint, shall send it and the administrative file to the body considering the complaint.

In this case, the administrative body, official, whose administrative act, administrative action (inaction) is being appealed, shall have the right not to forward the complaint to the body considering the complaint, if within three working days it adopts a favorable administrative act, takes an administrative action that fully satisfies the requirements specified in the complaint.

Footnote. Paragraph 12 is in the wording of the order of the acting Minister of Education of the Republic of Kazakhstan dated 17.11.2022 No. 462 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).

13. 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 established legislation Of the Republic of Kazakhstan.

Appendix 1 to the Rules
provision of public services
"Rehabilitation and social
adaptation of children and adolescents
with developmental problems"

Footnote. Appendix 1 is in the wording of the order of the acting Minister of Education of the Republic of Kazakhstan dated 17.11.2022 No. 462 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).

"List of basic requirements for the provision of a public service "Rehabilitation and social adaptation of children and adolescents with developmental problems"		
1	Name of the service provider	Psychological and pedagogical correction rooms, rehabilitation centers
2	Methods of providing a public service (access channels)	- Psychological and pedagogical correction rooms, rehabilitation centers; - "electronic government" web portal: www.egov.kz ; - subscriber cellular device registered at www.egov.kz .
3	Term of provision of a public service	1) Term of provision - from 90 calendar days to 365 calendar days; 2) the maximum allowable waiting time for submitting documents - no more than 15 minutes; 3) the maximum allowable service time - no more than 15 minutes.
4	Form of provision of a public service	Electronic (partially automated) Paper/proactive
		Issuance of a certificate in the form according to Appendix 4 to these Rules. Form for providing the result of providing a public service:

5	The result of the provision of a public service	<p>electronic and (or) paper, proactive. On the portal, the result of the provision of a public service shall be sent and stored in the “personal account” of the service recipient in the form of an electronic document.</p> <p>The result of the provision of a public service in a proactive form shall be sent by SMS to the subscriber number of the service recipient about the readiness of the contract for the provision of services of the Office of Psychological and Pedagogical Correction</p>
6	The amount of payment charged from the service recipient when providing a public service, and methods of collecting it in cases provided for by the legislation of the Republic of Kazakhstan	The public service is provided free of charge to individuals, including in a proactive form.
7	Schedule	<p>The service provider: from Monday to Friday inclusive, except weekends and holidays, from 9.00 to 18.30, with a lunch break from 13.00 to 14.30, according to the Labor Code of the Republic of Kazakhstan. Applications shall be accepted and results shall be issued from 9.00 to 17.30 with a lunch break from 13.00 to 14.30.</p> <p>A preliminary appointment shall be provided by phone and/or at the direct request of the service recipient . Portal/subscriber device of cellular communication registered on www.egov.kz - around the clock, with the exception of technical breaks associated with repair works (when the service recipient applies after working hours, on weekends and holidays in accordance with the labor legislation of the Republic of Kazakhstan and Article 5 of the Law of the Republic of Kazakhstan “On Holidays in the Republic of Kazakhstan”, applications shall be accepted and results of the provision of public services shall be issued on the next working day). Addresses of places of a public service provision are posted on:</p>

		<p>1) the Internet resource of the service provider;</p> <p>2) portal www.egov.kz.</p>
8	List of documents and information required from the service recipient for the provision of a public service	<p>When the service recipient applies to the service provider:</p> <p>1) application from the parent (legal representative) of the service recipient in any form;</p> <p>2) conclusion of a psychological, medical and pedagogical consultation. When a service recipient applies via the portal:</p> <p>1) application from the parent (legal representative) of the service recipient in any form;</p> <p>2) conclusion of a psychological, medical and pedagogical consultation.</p> <p>When a service recipient applies through a cellular subscriber device registered on www.egov.kz:</p> <p>1) an application from the parent (legal representative) of the service recipient (applies using a cellular subscriber number registered on www.egov.kz);</p> <p>2) number of the conclusion of the psychological, medical and pedagogical consultation.</p> <p>Requesting from service recipients documents that can be obtained from information systems is not allowed. The service provider obtains the consent of the service recipient to use information constituting a legally protected secret contained in information systems when providing public services, unless otherwise provided by the laws of the Republic of Kazakhstan.</p>
9	Grounds for refusal to provide a public service established by the legislation of the Republic of Kazakhstan	<p>1) establishing the unreliability of the documents submitted by the service recipient to receive a public service, and (or) the data (information) contained in them;</p> <p>2) non-compliance of the service recipient and (or) submitted materials, objects, data and information necessary for the provision of a public service with the requirements established by the regulatory legal acts of the Republic of Kazakhstan;</p>

		<p>3) lack of consent of the service recipient, provided in accordance with Article 8 of the Law of the Republic of Kazakhstan “On Personal Data and Their Protection,” to access restricted personal data that is required for the provision of a public service.</p>
10	<p>Other requirements taking into account the specifics of the provision of a public service, including those provided in electronic form and via the State corporation</p>	<p>The service recipient has the opportunity to obtain information about the procedure and status of provision of a public service through the unified contact center, as well as in a proactive form through a subscriber's cellular device registered on www.egov.kz regarding the provision of public services. Contact numbers of the service provider's information services on the issues of providing a public service are posted on the Ministry's Internet resource: www.edu.gov.kz in the section “Public Services”. Unified contact center for the provision of public services: 8-800-080-7777, 1414. The service recipient has the opportunity to receive a public service in electronic form through the portal, subject to the availability of an electronic signature. The service recipient has the opportunity to obtain information about the procedure and status of provision of a public service in remote access mode through the “personal account” of the portal, the service provider's information services, as well as the Unified Contact Center “1414”, 8-800-080-7777. An electronic request from third parties, subject to the consent of the person in respect of whom the information is requested, provided from the "personal account" on the portal, as well as by means of the subject's cellular subscriber number registered on the portal by transmitting a one-time password or by sending a short text message as a response to the portal notification.</p>

Name of the educational organization

Notification of acceptance of documents

Dear _____ Your documents have been accepted.

Full Name

We remind you of the need to come with your child to receive a course in psychological
and pedagogical

support at _____

Organization address CPPC, RC

Use: _____ Tel .:

Date Surname, Name, Patronymic:

Appendix 3 to the Rules
provision of public services
"Rehabilitation and social
adaptation of children and adolescents
with developmental problems "

Form

(surname, name, patronymic (if any)
or the name of the organization of a
service recipient) _____
(service recipient's address)

educational organization, address **Name of**

FULL NAME:

IIN:

Address:

NOTIFICATION on refusal to accept documents

Footnote. Appendix 3 is in the wording of the order of the acting Minister of Education of the Republic of Kazakhstan dated 17.11.2022 No. 462 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).

Guided by subparagraph 2 of Article 20 of the Law of the Republic of Kazakhstan dated April 15, 2013 "On Public Services," (Name of educational organization) refuses to accept documents for the provision of a service (Name of a public service) in accordance with the List of basic requirements for the provision of a public service due to

—

reasons for refusal

Performer: Surname, name, patronymic

Tel.:

Date:

Appendix 4 to the Rules
provision of public services
"Rehabilitation and social
adaptation of children and adolescents
with developmental problems "
The form

REFERENCE

Given _____

—,

(Full name (if any) of the child)

"__" _____ 20_ year, in the fact that he (a) actually attended

—

(name of RC, CPPC)

from "__" _____ 20_ to "__" _____ 20_,

(date of service)

Conclusion _____

FULL NAME. (if any) the head of the organization

S.P.

Appendix 3 to the order
Minister of Education and Science
Republic of Kazakhstan
dated May 27, 2020 No. 223

Rules for the provision of the public service "Acceptance of documents for the organization of individual free education

at home for children who, for health reasons, for a long time cannot attend organizations of primary, basic secondary, general secondary education" (hereinafter - the Rules)

1. General Provisions

1. These Rules for the provision of public services "Acceptance of documents for the organization of individual free education at home for children who, for health reasons, for a long time cannot attend the organizations of primary, basic secondary, general secondary

education" (hereinafter - the Rules) are developed in accordance with subparagraph one) Article 10 Of the Law of the Republic of Kazakhstan dated April 15, 2013 "On public services" (hereinafter - the Law) and determine the procedure for its provision.

2. These Rules use the following concept:

1) proactive service - a public service provided without the application of the service recipient on the initiative of the service provider.

Footnote. Paragraph 2 is in the wording of the order of the acting Minister of Education of the Republic of Kazakhstan dated 17.11.2022 No. 462 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).

3. State service "Reception of documents for the organization of individual free education at home for children who, for health reasons, for a long time cannot attend organization primary, basic secondary, general secondary education "(hereinafter - the state service) is provided organizations of primary, basic secondary, general secondary education (hereinafter - the service provider).

2. The procedure for the provision of public services

4. To receive a public service, an individual (hereinafter - the service recipient) applies to the office of the service provider and/or through the "electronic government" web portal www.egov.kz.

The basic requirements for the provision of a public service, including characteristics of the process, form, content and result of the provision of the service, as well as other information taking into account the specifics of the provision of a public service, are given in the List of basic requirements for the provision of a public service "Acceptance of documents for the organization of individual free education at home for children, who, for health reasons, cannot attend primary, basic secondary, or general secondary education organizations for a long time" in accordance with Appendix 1 to these Rules.

When submitting a package of documents through the office of the service provider, the service provider shall accept the application and package of documents and transfer the service recipient's documents to the head of the service provider. An employee of the service provider's office shall issue a receipt for documents (in any form) to the service recipient.

When the service recipient provides an incomplete package of documents and (or) expired documents, the service provider prepares a reasoned refusal to further consider the application in the form in accordance with Appendix 2 to these Rules.

Footnote. Paragraph 4 is in the wording of the order of the acting Minister of Education of the Republic of Kazakhstan dated 17.11.2022 No. 462 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).

5. When applying through the web portal of "electronic government" www.egov.kz, the service recipient selects an electronic public service in the "Education" section, completes the fields of the electronic request and attaches a package of documents.

The service provider within two working days processes (checks, registers) the service recipient's electronic request and sends a notice of acceptance of documents to the service recipient's "personal account" on the portal in accordance with Appendix 3 to these Rules or prepares a reasoned response on further consideration of the application in the form in accordance with Appendix 2 to these Rules and send them to the "personal account" of the portal.

Claiming from service recipients documents that can be obtained from information systems is not allowed.

6. The documents of the service recipient are considered by the head of the service provider to determine the class, language of instruction. After consideration, the manager transfers the documents to specialists for the organization of individual free education at home for the child.

7. The service provider generates an order for enrollment for individual free education at home.

7-1. The public service for accepting documents for the organization of individual free education at home for children who, for health reasons, for a long time cannot attend organizations of primary, basic secondary, general secondary education can be provided in a proactive way, at the initiative of the service provider via the information systems of state bodies when registering a telephone number of the service recipient's cellular device on the "electronic government" web portal www.egov.kz and include:

1) sending automatic notifications to the service recipient with a request to provide a public service for accepting documents for the organization of individual free education at home for children who, for health reasons, cannot attend primary, basic secondary, or general secondary education organizations for a long time;

2) obtaining the service recipient's consent to provide a proactive service, as well as other necessary information from the service recipient, including limited access, through the service recipient's cellular device.

The waiting period for a response from the service recipient is twenty-four hours from the date of receipt of the request.

Footnote. The rules have been supplemented with paragraph 7-1 in accordance with the order of the acting Minister of Education of the Republic of Kazakhstan dated 17.11.2022 No. 462 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).

8. The Service Provider provides entering information on the stage of rendering public services to the information system for monitoring the provision of public services in the manner in accordance with subparagraph 11) paragraph 2 article 5 of the Law.

3. The procedure for appealing decisions, actions (inaction) of the service provider to local executive bodies, cities of republican

significance and the capital, district (city of regional significance), and (or) its officials on the provision of public services

9. The service recipient's complaint received by the central state body, local executive body of the region, city of republican significance, capital, district, city of regional significance, akim of the district in the city, city of district significance, town, village, rural district, service provider, State corporation, directly providing public services, shall be subject to consideration within five working days from the date of its registration.

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

In case of extension of the period for consideration of a complaint, the official authorized to consider complaints, within three working days from the date of extension of the period for consideration of the complaint, shall inform the service recipient in writing (when filing a complaint on paper) or electronic form (when filing a complaint electronically) who filed the complaint, to extend the period for consideration of the complaint, indicating the reasons for extension.

A complaint against a decision, action (inaction) of a service provider on the issues of the provision of public services may be filed with the administrative body, the official whose administrative act, administrative action (inaction) is being appealed.

The administrative body, official, whose administrative act, administrative action (inaction) is being appealed, no later than three working days from the date of receipt of the complaint, shall send it and the administrative file to the body considering the complaint.

In this case, the administrative body, official, whose administrative act, administrative action (inaction) is being appealed, shall have the right not to forward the complaint to the body considering the complaint, if within three working days it adopts a favorable administrative act, takes an administrative action that fully satisfies the requirements specified in the complaint.

Footnote. Paragraph 9 is in the wording of the order of the acting Minister of Education of the Republic of Kazakhstan dated 17.11.2022 No. 462 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).

10. 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 established legislation Of the Republic of Kazakhstan.

Appendix 1
to the Rules
provision of public services
"Reception of documents
for the organization
free individual tuition
at home children who

state of health during
long time can not visit
organizations primary,
basic secondary, general
secondary education "

Footnote. Appendix 1 is in the wording of the order of the acting Minister of Education of the Republic of Kazakhstan dated 17.11.2022 No. 462 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).

“List of basic requirements for the provision of a public service “Acceptance of documents for the organization of individual free education of children at home who, for health reasons, cannot attend organizations of primary, basic secondary, and general secondary education for a long time”		
1	Name of the service provider	Organizations of primary, basic secondary and general secondary education
2	Methods of providing a public service (access channels)	- Organizations of primary, basic secondary and general secondary education; - “electronic government” web portal : www.egov.kz ; - subscriber cellular device registered at www.egov.kz .
3	Term of of provision of a public service	Term of provision - 2 working days. When applying on the initiative of the service provider in a proactive form, the term for providing a public services is within 2 (two) working days. The maximum allowable waiting time for submitting a package of documents - no more than 15 (fifteen) minutes. The maximum allowable time for servicing the service recipient - no more than 15 (fifteen) minutes.
4	Form of provision of a public service	Electronic (partially automated) Paper/proactive
5	The result of provision of a public service	The result of provision of a public service: 1) receipt on the acceptance of documents (in any form); 2) an order for enrollment in individual free education at home. Form for providing the result of a public service: electronic and (or) paper, proactive. On the portal, the result of the provision of a public service shall be sent and stored in the “personal account” of the service recipient in the form of an electronic document.

		The result of provision of a public service in a proactive form shall be sent by SMS to the subscriber number of the service recipient about the acceptance of documents
6	The amount of payment charged from the service recipient when providing a public service, and methods of collecting it in cases provided for by the legislation of the Republic of Kazakhstan	The public service is provided free of charge to individuals, including in a proactive form.
7	Schedule	<p>Service provider: from Monday to Saturday inclusive, except weekends and holidays, from 9.00 to 18.30 with a lunch break from 13.00 to 14.30, according to the Labor Code of the Republic of Kazakhstan. Applications shall be accepted and results shall be issued from 9.00 to 17.30 with a lunch break from 13.00 to 14.30. Pre-registration and expedited service are not provided. Portal/subscriber device of cellular communication registered on www.egov.kz - 24 hours a day, with the exception of technical breaks associated with repair works (when the service recipient applies after working hours, on weekends and holidays in accordance with the labor legislation of the Republic of Kazakhstan and Article 5 of the Law of the Republic of Kazakhstan “On Holidays in the Republic of Kazakhstan”, applications shall be accepted and results of the provision of public services shall be issued on the next working day). Addresses of places of public services provision are posted on:</p> <p>1) the Internet resource of the service provider;</p> <p>2) portal www.egov.kz.</p>
		<p>When the service recipient applies the service provider:</p> <p>1) application (in any form);</p> <p>2) conclusion of a medical advisory commission with a recommendation for home education. When a service recipient applies a service provider through the portal:</p> <p>1) application (in any form);</p>

8	List of documents and information required from the service recipient for the provision of a public service	2) conclusion of a medical advisory commission with a recommendation for home education. Requesting from service recipients of documents that can be obtained from information systems is not allowed. The service provider obtains the consent of the service recipient to use information constituting a legally protected secret contained in information systems when providing public services, unless otherwise provided by the laws of the Republic of Kazakhstan.
9	Grounds for refusal to provide a public service established by the legislation of the Republic of Kazakhstan	<p>1) establishing the unreliability of the documents submitted by the service recipient to receive a public service, and (or) the data (information) contained in them;</p> <p>2) non-compliance of the service recipient and (or) submitted materials, objects, data and information necessary for the provision of a public service with the requirements established by the regulatory legal acts of the Republic of Kazakhstan;</p> <p>3) lack of consent of the service recipient, provided in accordance with Article 8 of the Law of the Republic of Kazakhstan “On Personal Data and Their Protection,” to access restricted personal data that is required for the provision of a public service.</p>
		The service recipient has the opportunity to obtain information about the procedure and status of provision of a public service through the unified contact center, as well as in a proactive form through a subscriber's cellular device registered on www.egov.kz regarding the provision of public services. Contact numbers of the service provider's information services on the issues of providing a public service are posted on the Ministry's Internet resource: www.edu.gov.kz in the “Public Services” section. Unified contact center for the provision of public services: 8-800-080-7777, 1414. The

10	Other requirements taking into account the specifics of the provision of a public service, including those provided in electronic form and via the State corporation	service recipient has the opportunity to receive a public service in electronic form through the portal, subject to the availability of an electronic signature. The service recipient has the opportunity to obtain information about the procedure and status of provision of a public service in remote access mode through the “personal account” of the portal, the service provider’s information services, as well as the Unified Contact Center “1414”, 8-800-080-7777. Electronic request of third parties, subject to the consent of the person in respect of whom information is requested, provided from the “personal account” on the portal, as well as through the subject’s cellular subscriber number registered on the portal by transmitting a one-time password or by sending a short text message as a response to portal notification.
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Appendix 2 to the Rules
provision of public services
"Reception of documents for the
organization
free individual tuition
at home children who
state of health during
long time can not
visit organizations
primary, basic secondary,
general secondary education "
The form
(Full Name
(if available)
or the name of the organization
service recipient) _____
(address of the service recipient)

[Name of SO] Disclaimer Notice

Dear: [name of the student]

Documents for enrollment in [Name of educational organization], in [class, language of instruction] are NOT ACCEPTED.

Cause _____

For clarification, please contact the admissions office of the [Name of the educational organization].

The address _____

Appendix 3 to the Rules
provision of public services
"Reception of documents for the
organization
free individual tuition
at home children who
state of health during
long time can not
visit organizations
primary, basic secondary,
general secondary education "

**[Name of SO] Notification of acceptance of documents and enrollment in
[name of educational organization]**

Dear: [name of the student]

Documents in [Name of educational organization] are accepted. You are enrolled in [class
, letter, language of instruction], according to Order No. [order number] of [date].

Please come to [School name] _____

The address _____

Appendix 4 to the order
Minister of Education and Science
Republic of Kazakhstan
dated May 27, 2020 No. 223

Rules for the provision of a public service “Acceptance of documents and enrollment in special organizations (special groups/classes) for the education of children with disabilities to study on special general educational curricula”

Footnote. The Rules are in the wording of the order of the acting Minister of Education of the Republic of Kazakhstan dated 17.11.2022 No. 462 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).

Chapter 1. General provisions

1. These Rules for the provision of a public service “Acceptance of documents and enrollment in special organizations (special groups/classes) for the education of children with disabilities for training in special general education curricula” (hereinafter - the Rules) have been developed in accordance with subparagraph 1) of Article 10 of the Law of the Republic Kazakhstan “On Public Services” (hereinafter - the Law) and shall determine the procedure for its provision.

2. These Rules use the following concept:

1) proactive service - a public service provided without the application of the service recipient on the initiative of the service provider.

3. The state service “Acceptance of documents and enrollment in special organizations (special groups/classes) for the education of children with disabilities for training in special general education curricula” (hereinafter - the state service) is provided by special educational organizations and organizations of basic secondary and general secondary education, preschool organizations of all types (hereinafter - the service provider).

Chapter 2. Procedure for providing a public service

4. To receive a public service, an individual (hereinafter - the service recipient) applies to the office of the service provider and/or through the “electronic government” web portal www.egov.kz.

The basic requirements for the provision of a public service, including characteristics of the process, form, content and result of the provision of a service, as well as other information taking into account the specifics for the provision of a public service, are given in the List of basic requirements for the provision of a public service “Acceptance of documents and enrollment in special organizations (special groups/ classes) for the education of children with disabilities for training in special general education curricula” in accordance with Appendix 1 to these Rules.

When submitting a package of documents through the office of the service provider, the service provider shall accept the application and package of documents and the service recipient’s documents to the head of the service provider. An employee of the service provider's office shall issue a receipt on the acceptance of documents (in any form) to the service recipient.

When the service recipient submits an incomplete package of documents and (or) expired documents for receiving a public service, an employee of the service provider’s office shall refuse to provide the public service and issue a notification of refusal to accept documents in the form according to Appendix 2 to these Rules.

5. When applying through the “electronic government” web portal www.egov.kz, the service recipient shall select an electronic government service in the section “Education”, fill out the fields of the electronic request and attach a package of documents.

The service provider, within three working days, shall carry out the procession (verification, registration) of an electronic request of the service recipient and send to the service recipient’s “personal account” on the portal a notification about the acceptance of documents in accordance with Appendix 3 to these Rules or prepare a reasoned refusal to further consider the application in the form according to Appendix 2 to these Rules and send it to the “personal account” of the portal.

Requesting from service recipients of documents that can be obtained from information systems shall not be allowed.

6. The basis for enrollment in a special organization (special groups/classes) of education after the start of the school year shall be the conclusion of a psychological, medical, and pedagogical consultation.

7. The service recipient's documents shall be reviewed by the head of the service provider to determine the class and language of instruction. After review, the head shall transfer the documents to specialists to organize the child's education.

8. The service provider shall form an order for enrollment in a special educational organization (special groups/classes).

9. The service provider shall ensure that information about the stage of provision of a public service is entered into the information system for monitoring the provision of public services in the manner according to subparagraph 11) of paragraph 2 of Article 5 of the Law.

10. The state service for accepting documents and enrolling in special organizations (special groups/classes) for the education of children with disabilities for training in special general education curricula can be provided in a proactive way, at the initiative of the service provider through the information systems of state bodies when registering the telephone number of a cellular subscriber device communication of the service recipient on the "electronic government" web portal www.egov.kz and include:

1) sending automatic notifications to the service recipient with a request for the provision of a public service for accepting documents and enrolling in special organizations (special groups/classes) for the education of children with disabilities for training in special general education curricula;

2) obtaining the service recipient's consent to provide a proactive service, as well as other necessary information from the service recipient, including limited access, through the service recipient's cellular device.

The waiting term for a response from the service recipient is twenty-four hours from the date of receipt of the request.

Chapter 3. The procedure for appealing decisions, actions (inaction) of the service provider to local executive bodies of the city of republican significance and the capital, district (city of regional significance), and (or) its officials on the issues of provision of public services

11. Complaint of the service recipient received by the central state body, local executive body of the region, city of republican significance, capital, district, city of regional significance, akim of the district in the city, city of district significance, town, village, rural district, service provider, State corporation, directly providing public services, shall be subject to consideration within five working days from the date of its registration.

A service recipient's complaint received by the authorized body for assessing and monitoring the quality of public services shall be subject to consideration within fifteen working days from the date of its registration.

In case of an extension of the term for consideration of a complaint, the official authorized to consider complaints, within three working days from the date of extension of the period for consideration of the complaint, shall inform the service recipient in writing (when filing a complaint on paper) or electronic form (when filing a complaint electronically) who filed the complaint on the extension of the term for consideration of the complaint, indicating the reasons for extension.

A complaint against a decision, action (inaction) of a service provider regarding the provision of public services may be filed with the administrative body, the official whose administrative act, administrative action (inaction) is being appealed.

The administrative body, official, whose administrative act, administrative action (inaction) is being appealed, no later than three working days from the date of receipt of the complaint, shall send it and the administrative file to the body considering the complaint.

In this case, the administrative body, official, whose administrative act, administrative action (inaction) is being appealed, shall have the right not to forward the complaint to the body considering the complaint, if within three working days it adopts a favorable administrative act, takes an administrative action that fully satisfies the requirements specified in the complaint.

12. In cases of disagreement with the results of the provision of a public service, the service recipient shall have the right to go to court in the manner established by the legislation of the Republic of Kazakhstan.

Appendix 1
to the Rules
for the provision
of a public service
"Acceptance of documents
and enrollment in special
educational organizations
(special groups/classes) of
children with disabilities
for training in special
general educational
curricula"

List of basic requirements of a public service "Acceptance of documents and enrollment in special organizations (special groups/classes) for the education of children with disabilities for training in special general education curricula"

1	Name of the service provider	Special educational organizations
2	Methods of providing a public service (access channels)	- special educational organizations; - "electronic government" web portal: www.egov.kz; - subscriber cellular device registered at www.egov.kz.
		from the moment of submission of the package of documents:

3	Term of provision of a public service	<p>1) for enrollment in a special educational organization - no later than August 30 of the calendar year, for first grade - from June 1 to August 30 of the calendar year;</p> <p>2) the maximum allowable waiting time for delivery of a package of documents by the service recipient to the service provider - no more than 15 (fifteen) minutes;</p> <p>3) the maximum allowable time for servicing the service recipient by the service provider - no more than 15 (fifteen) minutes.</p>
4	Form of provision of a public service	Electronic (partially automated) Paper/proactive
5	The result of provision of a public service	Result of the provision of a public service: 1) receipt on the acceptance of documents (in free form); 2) an order for enrollment in a special educational organization. Form for providing the results of a public service provision: electronic and (or) paper/proactive. On the portal, the result of the provision of a public service shall be sent and stored in the “personal account” of the service recipient in the form of an electronic document.
6	The amount of payment charged from the service recipient when providing a public service, and methods of collecting it in cases provided for by the legislation of the Republic of Kazakhstan	The public service is provided free of charge to individuals, including in a proactive form.
7	Schedule	<p>Service provider: from Monday to Saturday inclusive, except weekends and holidays, from 9.00 to 18.30 with a lunch break from 13.00 to 14.30, according to the Labor Code of the Republic of Kazakhstan. Applications shall be accepted and results shall be issued from 9.00 to 17.30 with a lunch break from 13.00 to 14.30. Pre-registration and expedited service are not provided. Portal/cellular subscriber device registered on www.egov.kz - around the clock, except for technical breaks related to repair works (when the service recipient applies after the end of working hours, on weekends and</p>

		<p>holidays in accordance with the labor legislation of the Republic of Kazakhstan and Article 5 of the Law of the Republic of Kazakhstan dated December 13, 2001 "On holidays in the Republic of Kazakhstan" acceptance of applications and issuance of the results of state services shall be carried out on the following working day). Addresses of places where a public service is provided are posted on:</p> <p>1) the Internet resource of the service provider;</p> <p>2) portal www.egov.kz.</p>
8	List of documents required for the provision of a public service	<p>When the service recipient applies the service provider:</p> <p>1) an application from a parent or other legal representative of the service recipient for enrollment in a special educational organization (in any form).</p> <p>2) conclusion of a psychological, medical and pedagogical consultation. When the service recipient applies the service provider through the portal:</p> <p>1) an application from the parent or other legal representative of the service recipient for enrollment in a special educational organization (in any form);</p> <p>2) conclusion of a psychological, medical and pedagogical consultation. Requesting from service recipients documents that can be obtained from information systems shall not be allowed.</p> <p>The service provider obtains the consent of the service recipient to use information constituting a legally protected secret contained in information systems when providing public services, unless otherwise provided by the laws of the Republic of Kazakhstan.</p>
		<p>1) establishing the unreliability of the documents submitted by the service recipient to receive a public service, and (or) the data (information) contained in them;</p> <p>2) non-compliance of the service recipient and (or) the submitted</p>

9	Grounds for refusal to provide a public service established by the legislation of the Republic of Kazakhstan	<p>materials, objects, data and information necessary for the provision of a public service with the requirements established by the regulatory legal acts of the Republic of Kazakhstan;</p> <p>3) lack of consent of the service recipient, provided in accordance with Article 8 of the Law of the Republic of Kazakhstan “On Personal Data and Their Protection,” to access restricted personal data that is required for the provision of a public service.</p>
10	Other requirements taking into account the specifics of the provision of a public service, including those provided in electronic form and through the State corporation	<p>The service recipient has the opportunity to obtain information about the procedure and status of provision of a public service through a unified contact center for the issues of providing public services. Contact numbers of the service provider's information services on the issues of providing public services are posted on the Ministry's Internet resource: www.edu.gov.kz in the section “Public Services”. Unified contact center for the issues of providing public services: 8-800-080-7777, 1414. The service recipient has the opportunity to receive a public service in electronic form through the portal, subject to the availability of an electronic signature. The service recipient has the opportunity to obtain information about the procedure and status of the provision of a public service in remote access mode through the “personal account” of the portal, the service provider’s information services, as well as the Unified contact center “1414”, 8-800-080-7777. Electronic request from third parties, subject to the consent of the person in respect of whom information is requested, provided from the “personal account” on the portal, as well as through the subject’s cellular subscriber number registered on the portal by transmitting a one-time password or by sending a short text message as a response to portal notification.</p>

to the Rules
for the provision
of a public service
"Acceptance of documents
and enrollment in special
educational organizations
(special groups/classes) of
children with disabilities
for training in special
general educational
curricula"

Form

(Surname, name, patronymic (if any)
or the name of the organization
of a service recipient)

(service recipient's address)

[Name of SB]

Notification on refusal

Dear: [Surname, name, patronymic (if any) of the student]

Documents for enrollment in [Name of educational organization], in [class, language of instruction] have NOT BEEN ACCEPTED.

Reason _____

For clarification, please contact the admissions committee [Name of educational organization].

Address _____

Appendix 3
to the Rules
for the provision
of a public service
"Acceptance of documents
and enrollment in special
educational organizations
(special groups/classes) of
children with disabilities
for training in special
general educational
curricula"

[Name of SB]

Notification of acceptance of documents and enrollment in [name of educational organization]

Dear: [Surname, name, patronymic (if any) of the student]

Documents at [Name of educational organization] have been accepted.

You are enrolled in [class, letter, language of instruction], according to Order No. [order number] as of [date].

We ask you to come to [School Name] _____

Address _____

Appendix 5 to the order
Minister of Education and Science
Republic of Kazakhstan
dated May 27, 2020 No. 223

The list of invalidated some orders of the Minister of Education and Science of the Republic of Kazakhstan

1. Order Minister of Education and Science of the Republic of Kazakhstan dated April 8, 2015 No. 174 "On approval of standards of public services in the field of special education provided by local executive bodies" (registered in the Register of State Registration of Normative Legal Acts of the Republic of Kazakhstan under No. 11047, published in the information and legal system regulatory legal acts of the Republic of Kazakhstan "Әділет" May 22, 2015).

2. Order Minister of Education and Science of the Republic of Kazakhstan dated September 13, 2018 No. 462 "On amendments and additions to the order of the Minister of Education and Science of the Republic of Kazakhstan dated April 8, 2015 No. 174" On approval of standards of public services in the field of special education provided by local executive bodies " (registered in the Register of state registration of normative legal acts of the Republic of Kazakhstan under No. 125325, published in the information and legal system of normative legal acts of the Republic of Kazakhstan "Әділет" on October 25, 2018).

3. Order Of the Minister of Education and Science of the Republic of Kazakhstan dated March 14, 2017 No. 120 "On approval of the standard of public services" Issuance of referrals to children with disabilities to special correctional and other organizations for receiving medical, special educational and special social services "(registered in the Register of State Registration of Regulatory legal acts of the Republic of Kazakhstan under No. 113285, published in the information and legal system of regulatory legal acts of the Republic of Kazakhstan "Әділет" on July 17, 2017).