



**On approval of the Rules for provision of public service "Issuance of a license for tourist operator activities (tour operator activity)"**

*Unofficial translation*

Order of the Minister of Culture and Sports of the Republic of Kazakhstan dated May 29, 2020 No. 156. Registered in the Ministry of Justice of the Republic of Kazakhstan on May 30, 2020 No. 20783.

Unofficial translation

In accordance with subparagraph 1) of Article 10 of the Law of the Republic of Kazakhstan "On Public Services" **I HEREBY ORDER:**

**Footnote. The preamble is in the wording of the order of the Minister of Culture and Sports of the Republic of Kazakhstan dated 05.12.2022 No. 351 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).**

1. To approve the attached Rules for provision of public service "Issuance of a license for tourist operator activity (tour operator activity)".

2. To recognize as invalid some orders of the Ministry for Investment and Development of the Republic of Kazakhstan and the Minister of Culture and Sports of the Republic of Kazakhstan in accordance with the appendix to this order.

3. The Committee of tourism industry of the Ministry of Culture and Sports of the Republic of Kazakhstan, in accordance with the procedure established by the legislation of the Republic of Kazakhstan, to ensure:

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

2) within two working days after its official publication, placement of this order on the Internet resource of the Ministry of Culture and Sports of the Republic of Kazakhstan;

3) within two working days after the implementation of the measures provided for by this order, submission of information to the Department of Legal Service of the Ministry of Culture and Sports of the Republic of Kazakhstan on implementation of the measures.

4. The supervising Vice-Minister of Culture and Sports of the Republic of Kazakhstan is authorized to control execution of this order.

5. This order comes into effect upon the expiration of twenty one calendar days after the day of its first official publication.

*Minister of culture and sports of the  
Republic of Kazakhstan*

*A. Raimkulova*

"AGREED"

Ministry of digital development,

innovations and aero-space industry  
of the Republic of Kazakhstan  
"AGREED"

Ministry of national economy  
of the Republic of Kazakhstan

Approved  
by the order of the Minister  
of Culture and Sports  
of the Republic of Kazakhstan  
dated May 29, 2020 No. 156

## **Rules for the provision of a public service "Issuance of a license for tourist operator activities (tour operator activity)"**

**Footnote. Rules are in the wording of the order of acting Minister of Culture and Sports of the Republic of Kazakhstan dated 06.08.2021 No. 259 (shall be enforced upon the expiration of sixty calendar days after the day of its first official publication).**

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

1. These Rules for the provision of a public service "Issuance of a license for tourist operator activities (tour operator activity)" (hereinafter- the Rules) have been developed in accordance with subparagraph 1) of Article 10 of the Law of the Republic of Kazakhstan "On Public Services" (hereinafter-the Law) and shall determine the procedure for rendering a public service "Issuance of a license for tourist operator activities (tour operator activity)" (hereinafter- the public service).

2. The public service shall be provided by local executive bodies of regions, the cities of Astana, Almaty and Shymkent (hereinafter - the service provider) to legal entities and individuals (hereinafter - the service recipient) in accordance with these Rules.

**Footnote. Paragraph 2 is in the wording of the order of the Minister of Culture and Sports of the Republic of Kazakhstan dated 05.12.2022 No. 351 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).**

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

3. To receive a public service, the service recipients shall send the documents to the service provider through the "electronic government" web portal [www.egov.kz](http://www.egov.kz), [www.elicense.kz](http://www.elicense.kz) (hereinafter - the portal), in accordance with paragraph 8 of the list of basic requirements for the provision of public services "Issuance of a license for tourist operator activities (tour operator activity)" (hereinafter - the List) in accordance with Appendix 1 of these Rules.

The basic requirements for the provision of a public service, including characteristics of the process, form, content and result of providing a public service, as well as other

information taking into account the specifics of providing a public service are set out in the List.

The authorized body in the field of tourism activities shall send information on the procedure for providing a public service and on the changes and additions made to these Rules to the Unified Contact Center, the operator of the information and communication infrastructure of “electronic government”, as well as to the service providers within 3 (three) working days after state registration with the justice authorities of the relevant regulatory legal act.

**Footnote. Paragraph 3 is in the wording of the order of the Minister of Culture and Sports of the Republic of Kazakhstan dated 05.12.2022 No. 351 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).**

4. Application forms of the service recipient for obtaining a license and (or) an appendix to the license, for reissuing a license and (or) an appendix to the license, as well as information on compliance with qualification requirements and a list of documents confirming compliance with them for carrying out tour operator activities shall be submitted to the portal in accordance with Appendices 2, 3, 4, 5 and 6 to these Rules.

5. The office of the service provider on the day of receipt of the documents shall carry out their reception, registration and transfer for execution to the responsible structural subdivision of the service provider (hereinafter – the employee of the service provider).

When a service recipient applies after the end of working hours, on weekends and holidays, in accordance with labor legislation, the applications shall be accepted and results of the provision of public services shall be issued on the next working day.

An employee of the service provider shall check the completeness of the submitted documents within two working days from the date of registration of documents.

Information about identity documents, state registration of an individual entrepreneur, state registration (re-registration) of a legal entity, confirming payment of a license fee for the right to engage in certain types of activities, shall be received by the service provider from the relevant state information systems through the “electronic government” gateway.

If the service recipient submits an incomplete package of documents and (or) expired documents, the service provider’s employee, within 2 (two) working days from the date of registration of the submitted documents, shall prepare a reasoned refusal to further consider the application in the form of an electronic document, signed with an electronic digital signature (hereinafter – EDS) of the head of the service provider, and send it to the service recipient in the personal account of the portal.

When identifying grounds for refusal to provide a public service, the service provider shall notify the service recipient of the preliminary decision to refuse to provide a public service, as well as the time and place (method) of the hearing to allow the service recipient to express a position on the preliminary decision.

Notification of the hearing shall be sent no less than 3 (three) working days before the end of the period for the provision of a public service in accordance with Article 73 of the Administrative Procedural Code of the Republic of Kazakhstan. The hearing shall be held no later than 2 (two) working days from the date of notification.

Based on the results of the hearing, the service provider shall issue the result of the provision of a public service or a reasoned response about the refusal to provide a public service.

**Footnote. Paragraph 5 is in the wording of the order of the Minister of Culture and Sports of the Republic of Kazakhstan dated 05.12.2022 No. 351 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).**

6. To obtain a license and (or) an appendix to the license, the service recipient shall submit a complete package of documents specified in paragraph 8 of the List. An employee of the service provider, within 6 (six) working days, shall review the submitted documents to determine whether the service recipient meets the qualification requirements for tourism operator activities and the list of documents confirming compliance with them, approved by the order of the Minister of Investments and Development of the Republic of Kazakhstan dated January 30, 2015 No. 79 (registered in the Register of state registration of regulatory legal acts under No. 10484) (hereinafter - the qualification requirements). If the service recipient meets the qualification requirements, the service provider's employee within the specified period shall generate a license and (or) an appendix to the license, in case of non-compliance with the qualification requirements and on the grounds provided for in paragraph 9 of the List, shall prepare a reasoned refusal to further consider the application in the form of an electronic document, signed with an electronic signature of the head of the service provider, and send the service recipient to the personal account of the portal.

The processes for providing public services for all subtypes are identical.

**Footnote. Paragraph 6 is in the wording of the order of the Minister of Culture and Sports of the Republic of Kazakhstan dated 05.12.2022 No. 351 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).**

7. To re-issue a license and (or) an appendix to the license in cases of reorganization of the legal entity-licensee in the forms of separation and division, the service recipient shall submit a full package of documents specified in paragraph 8 of the List. The service provider's employee shall review the submitted documents for compliance with the qualification requirements within 6 (six) working days. If the service recipient meets the qualification requirements, the service provider's employee shall reissue the license and (or) an appendix to the license within the specified period; in case of non-compliance with the qualification requirements and on the grounds provided for in paragraph 9 of the List, shall prepare a reasoned refusal to further consider the application in the form of an electronic document signed with an electronic signature of the head of the service provider, and send the service recipient to the personal account of the portal.

When re-issuing a license and (or) an appendix to the license, except in cases of reorganization of a legal entity-licensee in the forms of separation and division, the service provider's employee shall not check whether the service recipient meets the qualification requirements and within 3 (three) working days shall re-issue the license and (or) an appendix to the license.

The processes for providing public services for all subtypes are identical.

**Footnote. Paragraph 7 is in the wording of the order of the Minister of Culture and Sports of the Republic of Kazakhstan dated 05.12.2022 No. 351 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).**

8. Re-issuance of a license and (or) an appendix to the license shall be carried out in the following cases:

- 1) changes in the surname, name, patronymic (if any) of an individual licensee;
- 2) re-registration of an individual entrepreneur-licensee, change of its name or legal address;
- 3) reorganization of a legal entity-licensee in the form of merger, transformation, accession of the legal entity-licensee to another legal entity, separation and division;
- 4) changes in the name and (or) location of a legal entity-licensee (in case of specifying the address in the license).

9. The service provider shall ensure that data on the stage of provision of a public service are entered into the information system for monitoring the provision of public services in accordance with subparagraph 11) of paragraph 2 of Article 5 of the Law.

When providing a public service through the state information system of permits and notifications, data on the stage of its provision shall be automatically sent to the information system for monitoring the provision of public services.

10. Registration and accounting of issued permits shall be carried out automatically in the state information system of permits and notifications.

### **Chapter 3 The procedure for appealing decisions, actions (inaction) of central state bodies, the service provider and (or) their officials on the provision of a public service**

11. Consideration of a complaint regarding the provision of public services shall be carried out by a higher administrative body, an official, an authorized body for assessing and monitoring the quality of providing public services (hereinafter - the body considering the complaint).

The complaint shall be submitted to the service provider and (or) an official whose decision, action (inaction) is being appealed.

The service provider, the official whose decision, action (inaction) is being appealed, no later than 3 (three) working days from the date of receipt of the complaint, shall send it and the administrative file to the body considering the complaint.

At the same time, the service provider, an official whose decision, action (inaction) is being appealed, shall have the right not to send a complaint to the body considering the complaint if he/she makes a decision or other administrative action within 3 (three) working days that fully meets the requirements specified in the complaint.

The complaint of the service recipient received by the service provider, in accordance with paragraph 2 of Article 25 of the Law, shall be subject to consideration within 5 (five) working days from the date of its registration.

The complaint of the service recipient received by the body considering the complaint shall be subject to consideration within 15 (fifteen) working days from the date of its registration.

Unless otherwise provided by the laws of the Republic of Kazakhstan, an appeal to the court shall be allowed after a pre-trial appeal in accordance with paragraph 5 of Article 91 of the Administrative Procedural Code of the Republic of Kazakhstan.

The processes for providing public services for all subtypes are identical.

**Footnote. Paragraph 11 is in the wording of the order of the Minister of Culture and Sports of the Republic of Kazakhstan dated 05.12.2022 No. 351 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).**

12. In cases of disagreement with the results of the rendered public service, the service recipient shall apply to the court in accordance with the procedure established by the legislation of the Republic of Kazakhstan.

Appendix 1  
to the Rules for the provision  
of a public service "Issuance of a  
license for tourist operator  
activities (tour operator activity)"

**List of basic requirements for the provision of a public service “Issuance of a license for tourist operator activities (tour operator activity)”**

**Footnote. Appendix 1 is in the wording of the order of the Minister of Culture and Sports of the Republic of Kazakhstan dated 05.12.2022 No. 351 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).**

Name of a public service		Issuance of a license for tourist operator activities (tour operator activity)
Name of subtypes of a public service		in the field of outbound tourism in the field of inbound and domestic tourism
1.	Name of the service provider	local executive bodies of regions, cities of Astana, Almaty and Shymkent
	Methods of providing a public service	For all subtypes:

2.		<p>“electronic government” web portal www.egov.kz, www.elicense.kz</p>
3.	Term for the provision of a public service	<p>in the field of outbound tourism - the term for the provision of a public service from the moment of applying to the portal: issuance of a license and (or) an appendix to the license - no later than 6 (six) working days; re-issuance of a license and (or) an appendix to the license - within 3 (three) working days; re-issuance of a license and (or) an appendix to a license during reorganization by separating or dividing a legal entity-licensee from another legal entity - no later than 6 (six) working days; in the field of inbound and domestic tourism - the term for the provision of a public service from the moment of applying to the portal: issuance of a license and (or) an appendix to the license - no later than 6 (six) working days; re-issuance of a license and (or) an appendix to the license - within 3 (three) working days; re-issuance of a license and (or) an appendix to a license during reorganization by separating or dividing a legal entity-licensee from another legal entity - no later than 6 (six) working days.</p>
4.	Form of provision of a public service	For all subtypes: electronic (fully automated)
5.	Result of provision of a public service	<p>By subtypes: A license and (or) an appendix to the license, a re-issued license and (or) an appendix to the license for tourist operator activities (tour operator activity) in the field of outbound tourism, or a reasoned response about the refusal to provide a public service in the cases and on the grounds provided for in this List. A license and (or) an appendix to the license, a reissued license and (or) an appendix to the license for tourist operator activities (tour operator activity) in the field of inbound and domestic tourism, or a reasoned response on refusal to provide a</p>

		public service in the cases and on the grounds provided for in this List.
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 on a paid basis to individuals and legal entities (hereinafter - the service recipient). When providing a public service to the budget at the location of the service recipient, a license fee shall be paid for the right to engage in tour operator activities in accordance with paragraph 4 of Article 554 of the Code of the Republic of Kazakhstan “On taxes and other obligatory payments to the budget” (Tax Code):</p> <p>1) the license fee when issuing a license for the right to engage in tour operator activities is 10 monthly calculation indices (hereinafter - the MCI);</p> <p>2) the license fee for renewal of a license is 10% of the rate when issuing a license, but not more than 4 MCI; Payment shall be made in cash and non-cash through second-tier banks and organizations carrying out certain types of banking operations, as well as through the portal. Payment can be made through the “electronic government” payment gateway (hereinafter – PGEG).</p>
7.	Work schedule of the service provider, the State Corporation and information objects	<p>the service provider - from Monday to Friday, from 9.00 to 18.30 with a lunch break from 13.00 to 14.30, except weekends and holidays, in accordance with the labor legislation of the Republic of Kazakhstan;</p> <p>the portal - around the clock, with the exception of technical breaks associated with repair works (when the service recipient contacts after the end of working hours, on weekends and holidays in accordance with the labor legislation of the Republic of Kazakhstan, the application shall be accepted and the result of the provision of public services shall be issued on the next working day).</p>
		<p>to obtain a license and (or) an appendix to the license:</p> <p>1) an application of a legal entity for obtaining a license and (or) an</p>



8.

List of documents and information required from the service recipient for the provision of a public service

appendix to the license in the form according to Appendix 2 of these Rules or an application of an individual for obtaining a license and (or) an appendix to the license in the form according to Appendix 3 of these Rules in the form of an electronic document certified by electronic digital signature ( hereinafter – EDS) of the service recipient;

2) an electronic copy of the document confirming payment of the license fee, with the exception of payment through PGEG;

3) a form of information on compliance with the qualification requirements for tourist operator activities and a list of documents confirming compliance with them in accordance with Appendix 4 of these Rules in the form of an electronic document.

To re-issue a license and (or) an appendix to the license:

1) an application from a legal entity for re-issuance of a license and (or) an appendix to the license in the form according to Appendix 5 of these Rules and an application from an individual for re-issuance of a license and (or) an appendix to the license in the form according to Appendix 6 of these Rules in the form of an electronic document certified by an EDS of the service recipient;

2) an electronic copy of the document confirming payment of the license fee for renewal of the license and (or) an appendix to the license, except for cases of payment through PGEG;

3) an electronic copy of the document containing information about the changes that served as the basis for re-issuing the license and ( or) an appendix to the license, with the exception of documents, information from which is contained in state information systems;

4) an electronic copy of the decision on the consent of a legal entity, drawn up in accordance with the

procedure established by the legislation of the Republic of Kazakhstan, from which the separation was made for the re-issuance of a license for the separated legal entity (as a result of reorganization in the form of separation);

5) a form of information on compliance with the qualification requirements for tourist operator activities and a list of documents confirming compliance with them in accordance with Appendix 4 of these Rules in the form of an electronic document.

To reissue a license and (or) an appendix to the license for one of the newly formed legal entities as a result of separation, the service recipient shall additionally submit electronic copies of information and documents on compliance with qualification requirements.

The service provider receives information about an identity document, about state registration as an individual entrepreneur, about state registration (re-registration) of a legal entity, about a license from the relevant state information systems through the “electronic government” gateway.

1) engaging in tour operator activities is prohibited by the laws of the Republic of Kazakhstan for this category of service recipient;

2) the license fee has not been paid;

3) the service recipient does not meet the qualification requirements;

4) in relation to the service recipient there is a court decision (sentence) that has entered into legal force to suspend or prohibit tour operator activities;

5) the court, based on the presentation of the bailiff, is temporarily prohibited from issuing licenses to the service recipient-debtor.

6) establishing the unreliability of the documents submitted by the service recipient to receive a public

9.	Grounds for refusal to provide a public service established by the legislation of the Republic of Kazakhstan	<p>service, and (or) the data (information) contained in them;</p> <p>7) non-compliance of the service recipient with qualification requirements (on the basis of reorganization of a legal entity in the form of division or separation);</p> <p>8) if the license was previously reissued to another legal entity from among those newly created as a result of division or separation of legal entities-licensees (on the basis of reorganization of the legal entity in the form of division or separation) ;</p> <p>9) 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 the provision of a public service in remote access mode through the “personal account” of the portal, as well as a unified contact center for the provision of public services.</p> <p>Contact numbers of help services of the Ministry of Culture and Sports of the Republic of Kazakhstan on the provision of public services: 8 (7172) 74 17 34, a unified contact center for the issues of providing public services: 1414, 8 800 080 77 77.</p>

Appendix 2  
to the Rules for the provision  
of a public service "Issuance of a  
license for tourist operator  
activities (tour operator activity)"

(name of a service provider)  
from \_\_\_\_\_  
(name, location, business  
identification number of a  
legal entity

\_\_\_\_\_  
(including a foreign legal entity),  
business identification number of a

branch or a representative office of  
a foreign legal entity

\_\_\_\_\_  
- in case of absence of business  
identification number  
of a legal entity)

**Application of a legal entity for obtaining a license and (or) an appendix to the license**

I hereby ask to issue a license and (or) an appendix to the license to carry out

\_\_\_\_\_  
(indicate the name of the type and (or) subtype (s) of activity)

Legal entity address

\_\_\_\_\_  
(postal code, country (for a foreign legal entity), region, city, district,  
settlement, street name, house/building number (stationary premises)

E-mail \_\_\_\_\_

Phones \_\_\_\_\_

Fax \_\_\_\_\_

Bank account \_\_\_\_\_

(account number, name and location of the bank)

Address(es) of carrying out activities \_\_\_\_\_

\_\_\_\_\_  
postal code, region, city, district, settlement, street name, house/building number (stationary premises)

\_\_\_\_\_ sheets are attached.

It is hereby confirmed that:

all specified data are official contacts and any information on the issues of issuing or refusing to issue a license and (or) an appendix to the license can be sent to them;

the service recipient is not prohibited by the court from engaging in the licensed type and (or) subtype of activity;

all attached documents are true and valid;

I agree to the use of personal data of a limited access, constituting a secret protected by law, contained in the

information systems, when issuing a license and (or) an appendix to the license;

The application is certified by EDS:

\_\_\_\_\_  
(signature) (surname, name, patronymic (if any))

license for tourist operator  
activities (tour operator activity)"  
form

\_\_\_\_\_  
(name of a service provider)  
from \_\_\_\_\_  
(surname, name, patronymic  
(if any) of an individual,  
\_\_\_\_\_  
individual identification number)

**Application of an individual for obtaining a license and (or) an appendix to the license**

I hereby ask to issue a license and (or) an appendix to the license to carry out

\_\_\_\_\_  
(indicate the name of the type and (or) subtype (s) of activity)

Residence address of an individual \_\_\_\_\_

\_\_\_\_\_  
(postal code, region, city, district, settlement, street name, house/building number)

E-mail \_\_\_\_\_

Phones \_\_\_\_\_

Fax \_\_\_\_\_

Bank account \_\_\_\_\_

(account number, name and location of the bank)

Address of carrying out an activity \_\_\_\_\_

\_\_\_\_\_  
(postal code, region, city, district, settlement, street name, house/building number (stationary premises))

\_\_\_\_\_ sheets are attached.

It is hereby confirmed that:

all specified data are official contacts and any information on the issues of issuing or refusing to issue a license and (or) an appendix to the license can be sent to them;

the service recipient is not prohibited by the court from engaging in the licensed type and (or) subtype of activity;

all attached documents are true and valid;

agrees to the use of personal data of restricted access, constituting a secret protected by law, contained in information systems, when issuing a license and (or) an appendix to the license;

The application is certified by EDS: \_\_\_\_\_

—  
(signature) (surname, name, patronymic (if any))

**Information on compliance with qualification requirements and the list of documents, confirming compliance with them for the implementation of tour operator activity**

**Footnote. Appendix 4 is in the wording of the order of the Minister of Culture and Sports of the Republic of Kazakhstan dated 12.04.2023 No. 93 (shall be enforced upon expiry of ten calendar days after the day of its first official publication).**

1. Formed tourist product:

1) numbers of contracts with third parties for the provision of individual tourist services included in the formed tourist product

\_\_\_\_\_;

2) date of conclusion of contracts \_\_\_\_\_.

2. The presence of at least one employee with a tourist education who has at least one year of work experience:

1) specialty and qualification \_\_\_\_\_;

2) number of the diploma of higher or secondary vocational education according to the profile of the licensed activity

\_\_\_\_\_;

3) date of issue of the diploma \_\_\_\_\_  
\_;

4) name of the educational institution \_\_\_\_\_;

5) work experience of an employee with a tourist education \_\_\_\_\_.

3. Office premises on the right of ownership or other legal grounds

\_\_\_\_\_.

(name, number and date of the title document for the office premises)

4. An agreement of bank guarantee deposit concluded with a second-tier bank of the Republic of Kazakhstan in accordance with subparagraph 1) of paragraph 1 of Article 27-3 of the Law of the Republic of Kazakhstan "On tourist activity in the Republic of Kazakhstan"

\_\_\_\_\_.

(for tour operators in the field of outbound tourism)

from \_\_\_\_\_  
(name, location, business  
identification number of a legal  
entity

\_\_\_\_\_  
(including foreign legal entity), business  
identification number of a  
branch or

\_\_\_\_\_  
a representative office of a foreign  
legal entity - in case of absence of  
business identification number of a  
legal entity)

Form

### **Application of a legal entity for reissuance of a license and (or) an appendix to the license**

I hereby ask to reissue the license and (or) an appendix to the license No. \_\_\_\_\_  
dated " \_\_\_ " \_\_\_\_\_ 20 \_\_\_, issued by \_\_\_\_\_

\_\_\_\_\_  
(number(s) of the license and (or) appendix (ces) to the license, date of issue, name of the  
licensor, who issued the license and (or) appendix (ces) to the license)  
for carrying out \_\_\_\_\_

\_\_\_\_\_  
(name of the type and (or) subtype (s) of activity)  
for the following reason(s) (indicate X in the appropriate box):

1) reorganization of a legal entity-licensee in accordance with the procedure determined  
by Article 34 of the Law of the Republic of Kazakhstan "On Permits and Notifications" by (indicate X in the appropriate box):

merger \_\_\_\_\_

reorganization \_\_\_\_\_

joining \_\_\_\_\_

separation \_\_\_\_\_

division \_\_\_\_\_;

2) change of the name of a legal entity-service recipient \_\_\_\_\_;

3) change of location of a legal entity-service recipient \_\_\_\_\_;

4) presence of a requirement for re-registration in the laws of the Republic of Kazakhstan

\_\_\_\_\_  
5) change in the name of the type and (or) subtype of activity \_\_\_\_\_.

Address of a legal entity \_\_\_\_\_

(country (for a foreign legal entity), postal code, state, city, district, settlement, street name, house/building number (stationary premises)).

E-mail \_\_\_\_\_

Phones \_\_\_\_\_

Fax \_\_\_\_\_

Bank account \_\_\_\_\_

(account number, name and location of the bank)

\_\_\_\_\_ sheets are attached.

It is hereby confirmed that:

all specified data are official contacts and any information on the issues of issuing or refusing to issue a license and (or) an appendix to the license can be sent to them;

the service recipient is not prohibited by the court from engaging in the licensed type and (or) subtype of activity;

all attached documents are true and valid;

agrees to the use of personal data of restricted access, constituting a secret protected by law, contained in information systems, when issuing a license and (or) an appendix to the license;

The application is certified by EDS:

\_\_\_\_\_  
(signature) (surname, name, patronymic (if any))

Appendix 6  
to the Rules for the provision  
of a public service "Issuance of a  
license for tourist operator  
activities (tour operator activity)"  
form

\_\_\_\_\_  
(name of the service provider)  
from \_\_\_\_\_  
(surname, name, patronymic  
(if any)

\_\_\_\_\_  
of an individual, individual  
identification number)

**Application of an individual for reissuance of a license and (or) an appendix to the license**

I hereby ask to reissue the license and (or) an appendix to the license

No. \_\_\_\_\_ dated " \_\_\_\_ " \_\_\_\_\_ 20 \_\_\_, issued by \_\_\_\_\_

\_\_\_\_\_  
(number(s) of the license and (or) appendix (ces) to the license, date of issue, name of the licensor who issued the license and (or) appendix (ces) to the license)



for carrying out \_\_\_\_\_

—  
(name of the type and (or) subtype (s) of activity)

for the following reason(s) (indicate X in the appropriate box):

1) changes in the surname, name, patronymic (if any) of the individual-service recipient \_\_\_\_\_;

2) re-registration of an individual entrepreneur-service recipient, change of its name \_\_\_\_\_;

3) re-registration of an individual entrepreneur-service recipient, change of its legal address

\_\_\_\_\_;

4) presence of a requirement for re-registration in the laws of the Republic of Kazakhstan \_\_\_\_\_;

5) change in the name of the type and (or) subtype of activity \_\_\_\_\_.

Residence address of an individual \_\_\_\_\_

\_\_\_\_\_ (postal code, region, city, district, settlement, street name, house/building number)

E-mail \_\_\_\_\_

Phones \_\_\_\_\_

Fax \_\_\_\_\_

Bank account \_\_\_\_\_

— (account number, name and location of the bank)

\_\_\_\_\_ sheets are attached.

It is hereby confirmed that:

all specified data are official contacts and any information on the issues of issuing or refusing to issue a license and (or) appendix to the license can be sent to them;

the service recipient is not prohibited by the court from engaging in the licensed type and (or) subtype of activity;

all attached documents are true and valid;

agrees to the use of personal data of restricted access, constituting a secret protected by law, contained in information systems, when issuing a license and (or) an appendix to the license;

The application is certified by EDS: \_\_\_\_\_

— (signature) (surname, name, patronymic (if any))

**List of certain orders of the Ministry for Investment and Development of the Republic of Kazakhstan and the Minister of Culture and Sports of the Republic of Kazakhstan that have become invalid**

1. Order of the Minister for Investment and Development of the Republic of Kazakhstan dated April 28, 2015 No. 495 "On approval of standards of public services in the field of tourism" (registered in the Register of state registration of regulatory legal acts under No. 11578, published on July 24, 2015 in the information and legal system "Adilet").

2. Order of the acting Minister for Investment and Development of the Republic of Kazakhstan dated November 26, 2015 No. 1112 "On amendments to the order of the Minister for Investment and Development of the Republic of Kazakhstan dated April 28, 2015 No. 495 "On approval of standards of public services in the field of tourism" (registered in the Register of state registration of regulatory legal acts under No. 12865, published on January 28, 2016 in the information and legal system "Adilet").

3. Order of the acting Minister for Investment and Development of the Republic of Kazakhstan dated January 26, 2016 No. 78 "On amendments to the order of the Minister for Investment and Development of the Republic of Kazakhstan dated April 28, 2015 No. 495 "On approval of standards of public services in the field of tourism" (registered in the Register of state registration of regulatory legal acts under No. 13292, published on March 14, 2016 in the information and legal system "Adilet").

4. Order of the Minister of Culture and Sports of the Republic of Kazakhstan dated July 5, 2017 No. 204 "On amendments to certain orders of the Minister for Investment and Development of the Republic of Kazakhstan" (registered in the Register of state registration of regulatory legal acts under No. 16031, published on December 13, 2017 in Reference control bank of regulatory legal acts of the Republic of Kazakhstan).

5. Order of the Minister of Culture and Sports of the Republic of Kazakhstan dated January 11, 2018 No. 13 "On amendments to certain orders of the Ministry for Investment and Development of the Republic of Kazakhstan" (registered in the Register of state registration of regulatory legal acts under No. 16628, published on March 28, 2018 in Reference control bank of regulatory legal acts of the Republic of Kazakhstan).

6. Order of the Minister of Culture and Sports of the Republic of Kazakhstan dated January 14, 2019 No. 6 "On amendments to the order of the Minister for Investment and Development of the Republic of Kazakhstan dated April 28, 2015 No. 495 "On approval of standards of public services in the field of tourism" (registered in the Register of state registration of regulatory legal acts under No. 18204, published on January 28, 2019 in the Reference control bank of regulatory legal acts of the Republic of Kazakhstan).

7. Order of the Minister of Culture and Sports of the Republic of Kazakhstan dated April 18, 2019 No. 105 "On amending the order of the Minister for Investment and Development of the Republic of Kazakhstan dated April 28, 2015 No. 495 "On Approval of the standards of public services in the field of tourism" (registered in the Register of state registration of regulatory legal acts under No. 18599, published on May 4, 2019 in the Reference control bank of regulatory legal acts of the Republic of Kazakhstan).

8. Order of the Minister of Culture and Sports of the Republic of Kazakhstan dated July 12, 2019 No. 196 "On amendments to certain orders of the Ministry for Investment and Development of the Republic of Kazakhstan" (registered in the Register of state registration of regulatory legal acts under No. 19070, published on August 2, 2019 in Reference control bank of regulatory legal acts of the Republic of Kazakhstan).