



On approval of the Rules for the provision of public services "Issuance of a license for the right to engage in activities related to the irregular transportation of passengers by buses, minibuses in intercity interregional, interdistrict (intercity intraregional) and international traffic, as well as regular transportation of passengers by buses, minibuses in international traffic"

Unofficial translation

Order of the Minister of Industry and Infrastructure Development of the Republic of Kazakhstan dated May 28, 2020 № 318. Registered with the Ministry of Justice of the Republic of Kazakhstan on June 1, 2020 № 20791.

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. Approve the attached rules provision of the state service "Issuance of a license for the right to engage in activities related to the irregular transportation of passengers by buses, minibuses in intercity interregional, interdistrict (intercity intraregional) and international communications, as well as regular transportation of passengers by buses, minibuses in international traffic."

2. The Transport Committee of the Ministry of Industry and Infrastructure Development of the Republic of Kazakhstan, in the manner prescribed by law, shall ensure:

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

2) posting this order on the Internet resource of the Ministry of Industry and Infrastructure Development of the Republic of Kazakhstan.

3. Control over the execution of this order shall be entrusted to the supervising vice minister of industry and infrastructure development of the Republic of Kazakhstan.

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

*Minister of Industry and
infrastructure development
Republic of Kazakhstan*

B. Atamkulov

"AGREED"

Ministry of Digital
development, innovation and aerospace
industry of the Republic of Kazakhstan

Approved by order
Minister of Industry
and infrastructure development

Rules for the provision of public services

"Issuance of a license for the right to engage in activities related to the irregular transportation of passengers by buses, minibuses in intercity interregional, interdistrict (intercity intraregional) and international communications, as well as regular transportation of passengers by buses, minibuses in international traffic"

Chapter 1. General Provisions

1. These Rules for the provision of public services "Issuance of a license for the right to engage in activities related to the irregular transportation of passengers by buses, minibuses in intercity interregional, interdistrict (intercity intraregional) and international traffic, as well as regular transportation of passengers by buses, minibuses in international traffic" (hereinafter referred to as the Rules) developed in accordance with subparagraph 1) Article 10 Of the Law of the Republic of Kazakhstan dated April 15, 2013 "On public services" (hereinafter referred to as the Law) and determine the procedure for issuing licenses for the right to engage in activities for irregular transportation of passengers buses, minibuses in intercity interregional, interdistrict (intercity intraregional) and international communications, as well as regular transportation of passengers by buses, minibuses in international traffic.

2. The state service "Issuance of a Licence for the Right to Engage in Irregular Transportation of Passengers by Buses, Minibuses in Intercity Interregional, Interdistrict (Intercity Intraregional) and International Traffic, as well as Regular Transportation of Passengers by Buses, Minibuses in International Traffic" (hereinafter - the state service) shall be rendered by local executive bodies of regions, cities of Astana, Almaty and Shymkent (hereinafter - the service provider).

Footnote. Paragraph 2 - as revised by order of the Minister of Transport of the Republic of Kazakhstan № 226 of 28.06.2024 (shall be enacted upon expiration of sixty calendar days after the day of its first official publication).

Chapter 2. The procedure for the provision of public services

3. To obtain a state service, natural persons or legal entities (hereinafter referred to as the service recipient) shall forward to the service provider via the e-government web portal (hereinafter referred to as the portal) an application of a legal entity for obtaining a licence and (or) an annex to a licence as per Appendix 1 hereto (hereinafter referred to as the application of a legal entity for obtaining a licence) or an application of a natural person for obtaining a licence and (or) an annex to a licence as per Appendix 2 hereto (hereinafter - an application of a natural person for obtaining a licence) or an application of a legal entity for reissuance of a licence and (or) an annex to a licence pursuant to Appendix 3 hereto (hereinafter - an

application of a legal entity for reissuance of a licence) or an application of a natural person for reissuance of a licence and (or) an annex to a licence pursuant to Appendix 4 hereto (hereinafter - an application of a natural person for reissuance of a licence) accompanied by the documents as per paragraph 8 of the List of Basic Requirements for Provision of the State Service “Issuance of a Licence for the Right to Engage in Irregular Transportation of Passengers by Buses, Minibuses in Intercity Interregional, Interdistrict (Intercity Intraregional) and International Traffic, as well as Regular Transportation of Passengers by Buses, Minibuses in International Traffic” (hereinafter - the List) pursuant to Appendix 5 hereto.

The list of basic requirements for rendering a state service, including the characteristics of the process, forms, content and result of rendering, as well as other data with due regard to the specifics of providing a state service have been laid down in the List.

Footnote. Paragraph 3 - as revised by order of the Minister of Transport of the Republic of Kazakhstan № 226 of 28.06.2024 (shall come into effect upon expiry of sixty calendar days after the day of its first official publication).

4. Excluded by the order of the Minister of Industry and Infrastructural Development of the Republic of Kazakhstan dated 21.01.2021 № 25 (shall be enforced upon expiry of twenty-one calendar days after the date of its first official publication).

5. The service provider receives information of identity documents, and a certificate on checking tachographs in buses and minibuses from the relevant state information systems through the gateway of “Electronic Government”.

Footnote. Paragraph 5 as amended by the order of the Minister of Industry and Infrastructural Development of the Republic of Kazakhstan dated 21.01.2021 № 25 (shall be enforced upon expiry of twenty-one calendar days after the date of its first official publication).

6. Excluded by the order of the Minister of Industry and Infrastructural Development of the Republic of Kazakhstan dated 21.01.2021 № 25 (shall be enforced upon expiry of twenty-one calendar days after the date of its first official publication).

7. Excluded by the order of the Minister of Industry and Infrastructural Development of the Republic of Kazakhstan dated 21.01.2021 № 25 (shall be enforced upon expiry of twenty-one calendar days after the date of its first official publication).

8. The status of acceptance of the request for the provision of the public service shall be sent to the "personal account" of the service recipient, indicating the date of receipt of the result of the provision of the public service.

Footnote. Paragraph 8 as amended by the order of the Minister of Industry and Infrastructural Development of the Republic of Kazakhstan dated 21.01.2021 № 25 (shall be enforced upon expiry of twenty-one calendar days after the date of its first official publication).

9. The Service Provider shall register the documents on the day they are received.

10. If the service recipient applies after the end of working hours, weekend and holidays according to the labor legislation of the Republic of Kazakhstan, registration of an application for the provision of public services is carried out on the next working day.

11. The term for the provision of public services for obtaining licenses for the right to engage in activities for the irregular transportation of passengers by buses, minibuses in intercity interregional, interdistrict (intercity intraregional) and international traffic, as well as regular transportation of passengers by buses, minibuses in international traffic is 5 (five) working days from the date of submission statements, for renewal license and (or) Appendixes to the license 3 (three) working days, and for getting a duplicate licenses 2 (two) business days.

12. When an application and a package of documents are received from the service recipient as per the list envisaged by paragraph 8 of the List, an executive of the office of the service provider shall forward this application and a package of documents for consideration to the head of the service provider or a person acting as his/her duties, who shall appoint an executive of the service provider through the supervising deputy head and (or) head of the structural unit of the service provider.

Within 2 (two) working days from the moment of registration of documents, the executive of the service provider shall examine the fullness of the package of documents presented, as per the list envisaged by paragraph 8 of the List.

Should the applicant fail to present a complete set of documents, the licensing authority shall issue a reasoned refusal to further consider the application within the specified timeframe.

Footnote. Paragraph 12 - as revised by order of the Minister of Transport of the Republic of Kazakhstan № 226 of 28.06.2024 (shall become effective sixty calendar days after the date of its first official publication).

13. Should the service-recipient furnish a full package of documents as per the list envisaged by paragraph 8 of the List, the executive of the service provider shall examine this package of documents for compliance with the requirements of these Rules and the Qualification Requirements within 3 (three) working days required for the activities on irregular transportation of passengers by buses, minibuses in intercity interregional, interdistrict (intercity intraregional) and international traffic, as well as regular transportation of passengers by buses, minibuses in international traffic and the list of documents confirming their compliance, approved by order № 72 of the Minister for Investment and Development of the Republic of Kazakhstan of January 30, 2015 (recorded in the Register of State Registration of Regulatory Legal Acts under № 10800) (hereinafter referred to as Qualification Requirements), which are set out in Appendix 7 hereto.

Should the package of documents presented in conformity with the list envisaged by paragraph 8 of the List meet the requirements hereof and the Qualification Requirements, the executor of the service provider shall issue a licence for the right to engage in the activity of

irregular transportation of passengers by buses and minibuses in intercity interregional, interdistrict (intercity intraregional) and international traffic, as well as regular transportation of passengers by buses and minibuses in international traffic. The executive of the service provider shall forward the draft result of rendering the state service to the head of the service provider or to the acting head of the service provider in coordination with the supervising deputy head and (or) the head of the structural unit of the service provider.

The result of rendering the state service shall be forwarded to the 'personal cabinet' of the service recipient in the form of an electronic document certified by the EDS of the authorised person of the service provider or the person performing his/her duties.

Footnote. Paragraph 13 - as revised by order of the Minister of Transport of the Republic of Kazakhstan № 226 of 28.06.2024 (shall be enacted upon expiry of sixty calendar days after the day of its first official publication).

13-1. The service provider shall ensure that data on the stage of provision of the public service is entered into the information system for monitoring the provision of public services in accordance with the Rules for entering data into the information system for monitoring the provision of public services on the stage of provision of a public service approved by the order of the Acting Minister of Transport and Communications of the Republic of Kazakhstan dated June 14, 2013 № 452 (registered in the Register of State Registration of Normative Legal Acts under № 8555).

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

Footnote. The Rules as amended by paragraph 13-1 in accordance with the order of the Minister of Industry and Infrastructural Development of the Republic of Kazakhstan dated 06.05.2021 № 226 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication).

13-2. If there are grounds for refusal to provide a public service provided for in paragraph 9 of the Standard, the service provider shall notify the service recipient of the preliminary decision to refuse to provide the 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.

The notification of the hearing shall be sent at least 3 (three) working days before the end of the term for the provision of a public service. 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 a license for the right to engage in activities for the irregular transportation of passengers by buses, minibuses in intercity interregional, interdistrict (intercity intraregional) and international traffic, as well as the regular transportation of passengers by buses, minibuses in international traffic, or a reasoned response on refusal to provide a public service on the grounds specified in paragraph 9 of the Standard.

The executor of the service provider shall send the draft result of the provision of a public service to the head of the service provider or the person performing his/her duties in agreement with the supervising deputy head and (or) the head of a structural unit of the service provider.

The result of the provision of a public service shall be sent to the “personal account” of the service recipient in the form of an electronic document signed with the digital signature of the head of the service provider or the person performing his/her duties.

Footnote. The rules have been supplemented by paragraph 13-2 in accordance with the order of the Minister of Industry and Infrastructural Development of the Republic of Kazakhstan dated 21.04.2022 № 222 (shall be enforced upon expiry of sixty calendar days after the day of its first official publication).

13-3. Within three working days from the date of approval or amendment of a subordinate regulatory legal act, the authorised body responsible for road transport shall forward data on amendments and (or) additions to the subordinate regulatory legal acts, which determine the procedure for rendering the state service, to local executive bodies that accept applications and issue the results of rendering the state service, to the operator of the information and communication infrastructure of the ‘electronic government’, as well as to the Unified Contact Centre.

Footnote. The Rules have been supplemented by paragraph 13-3 in compliance with order of the Minister of Transport of the Republic of Kazakhstan № 226 of 28.06.2024 (shall enter into force sixty calendar days after the day of its first official publication).

14. Excluded by the order of the Minister of Industry and Infrastructural Development of the Republic of Kazakhstan dated 21.01.2021 № 25 (shall be enforced upon expiry of twenty-one calendar days after the date of its first official publication).

15. Excluded by the order of the Minister of Industry and Infrastructural Development of the Republic of Kazakhstan dated 21.01.2021 № 25 (shall be enforced upon expiry of twenty-one calendar days after the date of its first official publication).

16. Excluded by the order of the Minister of Industry and Infrastructural Development of the Republic of Kazakhstan dated 21.01.2021 № 25 (shall be enforced upon expiry of twenty-one calendar days after the date of its first official publication).

Chapter 3. The procedure for filing an appeal against decisions, actions (inaction) of the service provider and (or)

its officials on the provision of the public service "Issuance of a license for the right to engage in activities related

to the irregular transportation of passengers by buses, minibuses in intercity interregional, interdistrict (intercity intraregional)

and international traffic, as well as regular transportation of passengers by buses, minibuses in international traffic”

Footnote. The title of Chapter 3 as amended by the order of the Minister of Industry and Infrastructural Development of the Republic of Kazakhstan dated 21.01.2021 № 25 (shall be enforced upon expiry of twenty-one calendar days after the date of its first official publication).

17. 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 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.

In this case, the service provider, the official, whose decision, action (inaction) is being appealed, shall have the right not to send a complaint to the body considering the complaint if , within 3 (three) working days, he/she makes a decision or other administrative action that fully satisfies 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 of the Republic of Kazakhstan “On Public Services ”, shall be subject to consideration within 5 (five) working days from the date of its registration.

The complaint of the applicant received by the authorized body for assessing and monitoring the quality of public services 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 an appeal in a pre-trial manner in accordance with paragraph 5 of Article 91 of the Administrative Procedural Code of the Republic of Kazakhstan.

Footnote. Paragraph 17 is in the wording of the order of the Minister of Industry and Infrastructural Development of the Republic of Kazakhstan dated 21.04.2022 № 222 (shall be enforced upon expiry of sixty calendar days after the day of its first official publication).

18. Is excluded by the order of the Minister of Industry and Infrastructural Development of the Republic of Kazakhstan dated 21.04.2022 № 222 (shall be enforced upon expiry of sixty calendar days after the day of its first official publication).

Appendix 1
to the Rules for the provision of public
services
"Issuance of a license for the right to
engage in
activities related to the irregular
transportation of
passengers by buses, minibuses in
intercity interregional,

interdistrict (intercity intraregional) and
international
traffic, as well as regular transportation of
passengers
by buses, minibuses in international traffic
"

Form

Application of a legal entity for obtaining a license and (or) appendixes to the license

Footnote. Appendix 1 as amended by the order of the Minister of Industry and Infrastructural Development of the Republic of Kazakhstan dated 21.01.2021 № 25 (shall be enforced upon expiry of twenty-one calendar days after the date of its first official publication).

To _____
(full name of the licensor)

from _____

(full 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 the event of the absence of a business identification number
of a legal entity).

I ask to grant a license and (or) Appendix to the license to engage in

(indicate the full name of the activities and (or) subtype(s) of activities)

Address of a legal entity _____

(postal code, country (for a foreign legal entity), region,
city, district, locality, street name, house/building number

(stationary premise)

E-mail _____

Telephones _____

Fax _____

(account number, name and location of the bank)

Address of the object of carrying out activities or actions (operations)

(postal code, region, city, district, locality, street name,
house/building number (stationary premise)
_____ sheets attached.

This is to certify that all the data specified are official contacts and any information on the issuance or refusal to issue a license and (or) attachment to a license can be sent to them;

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

all attached documents are true and valid;

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

the applicant certifies the application with an EDS.

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

Date of completion: " ___ " _____ 20__

*Seal is not required for legal entities classified as private business entities.

Appendix 2
to the Rules for the provision of public
services
"Issuance of a license for the right to
engage in
activities related to the irregular
transportation of
passengers by buses, minibuses in
intercity interregional,
interdistrict (intercity intraregional) and
international
traffic, as well as regular transportation of
passengers
by buses, minibuses in international traffic
"

Form

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

Footnote. Appendix 2 as amended by the order of the Minister of Industry and Infrastructural Development of the Republic of Kazakhstan dated 21.01.2021 № 25 (shall be enforced upon expiry of twenty-one calendar days after the date of its first official publication).

To _____

(full name of the licensor)

from _____

(surname, name, patronymic (if any) of an individual, individual identification number)

I ask to grant a license and (or) Appendix to the license to engage in

(indicate the full name of the type of activities and (or) subtype(s) of activities)

Residential address of the individual _____

(postal code, region, city, district, locality, street name,
house/building number)

E-mail _____

Telephones _____

Fax _____

(account number, name and location of the bank)

Address of the object of carrying out activities or actions (operations)

(postal code, region, city, district, locality, street
name, house/building number (stationary premise)

_____ sheets attached.

This is to certify that:

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

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

all attached documents are true and valid;

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

the applicant certifies the application with an EDS.

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

Date of completion: "___" _____ 20__

* Seal is not required for persons classified as private business entities

to the Rules for the provision of public services
"Issuance of a license for the right to engage in activities related to the irregular transportation of passengers by buses, minibuses in intercity interregional, interdistrict (intercity intraregional) and international traffic, as well as regular transportation of passengers by buses, minibuses in international traffic
"

Form

Application of a legal entity for re-issuing a license and (or) appendix to the license

Footnote. Appendix 3 as amended by the order of the Minister of Industry and Infrastructural Development of the Republic of Kazakhstan dated 21.01.2021 № 25 (shall be enforced upon expiry of twenty-one calendar days after the date of its first official publication).

To _____

(full name of the licensor)

from _____

—

(full 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 the absence of a business identification number of a legal entity)

I ask to re-issue the license and (or) appendix to license № _____

dated " ____ " _____ 20____, issued _____

(license number and (or) appendix to the license, date of issue, name

of the licensor, issued the license and (or) appendix to the license) to engage in

(full name of the type of activity 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) on permissions and notifications by (indicate X in the appropriate box):

merger _____

restructurization _____

accession _____

spin-off _____

separation _____

2) change of the name of the legal entity-licensee _____

3) change of the location of the legal entity-licensee (if the address is indicated in the license) _____

4) change of the address of the location of the object without physically moving it for a license,

issued under the class "permits issued to objects" with an indication of objects _____

5) the presence of a requirement for re-issuing in the laws of the Republic of Kazakhstan

6) change of the name of the type of activity _____

7) change the name of the subspecies of activity _____

Address of a legal entity

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

E-mail _____

Telephones _____

Fax _____

(account number, name and location of the bank)

Address of the object of carrying out activities or actions (operations)

(postal code, region, city, district, locality, street name, house/building number (stationary premise)

_____ sheets attached.

This is to certify that:

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

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

all attached documents are true and valid;

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

the applicant certifies the application with an EDS.

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

Seal

Date of completion: " ___ " _____ 20 ___

* Seal is not required for persons classified as private business entities.

Appendix 4
to the Rules for the provision of public
services
"Issuance of a license for the right to
engage in
activities related to the irregular
transportation of
passengers by buses, minibuses in
intercity interregional,
interdistrict (intercity intraregional) and
international
traffic, as well as regular transportation of
passengers
by buses, minibuses in international traffic
"

Form

Application of an individual for re-issuing a license and (or) appendix to a license

Footnote. Appendix 4 as amended by the order of the Minister of Industry and Infrastructural Development of the Republic of Kazakhstan dated 21.01.2021 № 25 (shall be enforced upon expiry of twenty-one calendar days after the date of its first official publication).

To _____
(full name of the licensor)

from _____

(surname, name, patronymic (if any) of an individual, individual identification number)

I ask to re-issue the license and (or) appendix to license № _____

dated " ___ " _____ 20 ___ , issued _____

(number of the license and (or) appendix to the license, date of issue, name of the licensor that issued the license)

to engage in _____

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

according to the following grounds (indicate X in the appropriate box):

1) change of the surname, name, patronymic (if any) of an individual – licensee

2) re-registration of an individual entrepreneur-licensee, change of its name

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

4) changing the address of the location of an object without its physical movement for a license issued

according to the class of permission issued for objects with an indication of the objects

5) the presence of a requirement for re-issuing in the laws of the Republic of Kazakhstan

6) change in the name of the type of activity

7) change in the name of the subtype of activity

residential address of the individual _____

(postal code, region, city, district, locality, street name, house/building number)

E-mail _____

Telephones _____

Fax _____

(account number, name and location of the bank)

Address of the object of carrying out activities or actions (operations)

(postal code, region, city, district, locality, street name, house/building number (stationary premise))

_____ sheets attached.

This is to certify that:

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

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

all attached documents are true and valid;

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

the applicant certifies the application with an EDS.

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

Date of completion: " ____ " _____ 20__

* Seal is not required for persons classified as private business entities.

Appendix 5
to the Rules for the provision of public
services
"Issuance of a license for the right to
engage in
activities related to the irregular
transportation of
passengers by buses, minibuses in
intercity interregional,
interdistrict (intercity intraregional) and
international
traffic, as well as regular transportation of
passengers
by buses, minibuses in international traffic
"

List of basic requirements for rendering a state service

**“Issuance of a Licence for the Right to Engage in Irregular Transportation of Passengers by Buses and Minibuses in Intercity Interregional, Interdistrict (Intercity Intraregional) and International Traffic,
and Regular Transportation of Passengers by Buses and Minibuses in International Traffic”**

Footnote. Appendix 5 as revised by order of the Minister of Transport of the Republic of Kazakhstan № 226 of 28.06.2024 (shall become effective sixty calendar days after the date of its first official publication).

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1.	Name of the service provider	Local executive bodies of regions, cities of Astana, Almaty and Shymkent.
2.	Ways of rendering the state service	via the portal.
3.	Term of rendering the state service	1) when sending a licence and (or) an annex to a licence - 5 (five) working days; 2) when reissuing a licence and (or) an annex to a licence - 3 (three) working days; 3) when sending a duplicate licence and (or) an annex to the licence - 2 (two) working days.
4.	Form of rendering a state service	Electronic (partially automated) one.
5.	Result of rendering a state service	A licence and (or) an annex to a licence or a re-issued licence and (or) an annex to a licence or a duplicate of a licence and (or) an annex to a licence for the right to engage in activities related to irregular transportation of passengers by buses, minibuses in intercity interregional, interdistrict (intercity intraregional) and international traffic, as well as regular transportation of passengers by buses, minibuses in international traffic, or a reasoned response on refusal to render the state service. The form of rendering the result of the state service: electronic. The result of the state service shall be forwarded to the personal cabinet of the service recipient in the form of an electronic document certified by the EDS of the authorised person of the service provider.
6.	The amount of the fee charged from the service recipient when rendering a state service and the ways of its collection in cases envisaged by the legislation of the Republic of Kazakhstan	The state service shall be rendered to natural persons and legal entities: The licence fee shall be paid to the local budget at the rate of the fee established by the Code of the Republic of Kazakhstan “On Taxes and Other Obligatory Payments to the Budget” (Tax Code) and shall be as follows: 1) for licence issuance - three times the monthly calculation index in force on the day of payment of the fee; 2) for re-issuing a licence - 10% of the rate for issuing a licence;

		<p>3) for issuing a duplicate licence - 100% of the rate for issuing a licence .</p> <p>Payment of the licence fee shall be made in cash and non-cash forms via second-tier banks, entities engaged in certain types of banking operations or via the EGPG.</p>
7.	Work schedule of the service provider and information objects	<p>1) of the service provider - from Monday to Friday inclusive, from 9.00 a.m. to 6.30 p.m. with a lunch break from 1.00 p.m. to 2.30 p.m., excluding weekends and holidays under the labour legislation of the Republic of Kazakhstan.</p> <p>2) of the portal - round the clock, excluding technical breaks due to maintenance works.</p> <p>When a service recipient applies after working hours, on weekends and public holidays under the labour legislation of the Republic of Kazakhstan, the receipt of applications and issuance of the results of rendering a state service shall be made on the following working day.</p>
8.	List of documents and information required from the service recipient for rendering the state service	<p>for obtaining a licence and (or) an annex to a licence: a request in the form of an electronic document certified by the service recipient's EDS; electronic copies of documents proving the applicant's conformance to qualification requirements, in case of absence of information in the information system.</p> <p>for reissuance of a licence and (or) an annex to a licence: a request in the form of an electronic document certified by the service recipient's EDS; for obtaining a duplicate licence and (or) an annex to a licence : a request in the form of an electronic document certified by the service recipient's EDS.</p> <p>The service provider shall obtain details of the identity document and tachograph test certificate for buses and minibuses from the relevant state information systems via the e-government gateway.</p>
		<p>1) the licence fee has not been paid;</p> <p>2) the applicant does not comply</p>

9.	Grounds for refusal to render a state service, established by the legislation of the Republic of Kazakhstan	with the qualification requirements; 3) there is an effective court decision (sentence) on suspension or prohibition of activities or certain types of activities subject to licensing in respect of the applicant; 4) based on the bailiff's submission, the court temporarily prohibits issuing a licence and (or) licence supplement to the applicant-debtor; 5) the documents presented by the applicant to obtain a licence and (or) licence supplement and (or) the data (information) contained therein are proved to be inaccurate.
10.	Other requirements with due regard to the specifics of rendering a state service, including those rendered in electronic form	The service recipient has a possibility to get information on the procedure and status of rendering the state service in the remote access mode via the Unified Contact Centre for the delivery of state services. A service recipient shall obtain a state service in electronic form via the portal provided that he/she has an EDS. The service recipient has a possibility to get information on the procedure and status of rendering a state service in the remote access mode via the 'personal cabinet' of the portal, as well as a unified contact centre for the delivery of state services by phone number 1414 , 8 800 080 7777.

Appendix 6
to the Rules for the provision of public services
"Issuance of a license for the right to engage in activities related to the irregular transportation of passengers by buses, minibuses in intercity interregional, interdistrict (intercity intraregional) and international traffic, as well as regular transportation of passengers by buses, minibuses in international traffic
"

Receipt on the refusal to accept documents

Footnote. Appendix 6 excluded by the order of the Minister of Industry and Infrastructural Development of the Republic of Kazakhstan dated 21.01.2021 № 25 (shall be enforced upon expiry of twenty-one calendar days after the date of its first official publication).

Appendix 7
to the Rules for the provision of public services
"Issuance of a license for the right to engage in activities related to the irregular transportation of passengers by buses, minibuses in intercity interregional, interdistrict (intercity intraregional) and international traffic, as well as regular transportation of passengers by buses, minibuses in international traffic
"

Qualification requirements to the activities on the irregular transportation of passengers by buses, minibuses in intercity interregional, interdistrict (intercity intraregional) and international traffic, as well as regular transportation of passengers by buses, minibuses in international traffic, and the list of documents, certifying conformity with them

Footnote. Appendix 7 - as amended by the order of the Minister of Industry and Infrastructural Development of the Republic of Kazakhstan dated 06.05.2021 № 226 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication).

Item.№	Qualification requirements include the availability of:	Documents	Note
1	buses and (or) minibuses owned on the right of ownership or otherwise legally owned by individuals or legal entities that meet the requirements of the technical regulation of the Customs Union "On the safety of wheeled vehicles" (TR TS 018/2011), adopted by decision of the Commission of the Customs Union dated December 9, 2011 № 877, ST RK 1040-2001 "Automobile transport services for passenger transportation. General specifications"	copies of documents confirming the presence of buses and minibuses on the right of ownership or possession of under other legal grounds	

2	repair and production base owned by the carrier on the right of ownership or other legal grounds, or a service agreement concluded with the organization (s)	copies of documents confirming the existence of a repair and production base owned by the carrier on the basis of ownership or other legal grounds, or a service agreement concluded with the organization (s)	
3	qualified specialists for pre-trip technical inspection of buses and minibuses, pre-trip (pre-shift) medical examination of drivers or agreements with relevant organizations engaged in such activities	copies of documents confirming the availability of services and qualified personnel for pre-trip technical inspection of buses and minibuses (on higher or secondary specialized education in the field of road transport), pre-trip (pre-shift) medical examination of drivers, or agreements with relevant organizations engaged in such activities	
4	certificate on verification of tachographs on buses and minibuses	Copies of the relevant certificate on verification of tachographs on buses and minibuses	
5	compulsory insurance agreement of civil liability of owners of buses and minibuses and compulsory insurance agreements of civil liability of the carrier to passengers	Copies of the compulsory insurance agreement of civil liability of owners of buses and minibuses and compulsory insurance agreements of civil liability of the carrier to passengers	
6	a driver's license of the corresponding category for drivers of buses and minibuses and a document confirming the length of service as a driver of vehicles of the corresponding category	copies of a driver's license of the relevant category - for an individual or a driver's license of the corresponding category of the driver's team - for of a legal entity, a document confirming the length of service as a driver of vehicles of the relevant category in accordance with the Labor Code of the Republic of Kazakhstan dated November 23, 2015	
7	order on determining the responsible person for safety transportation	Copies of the order on determining the responsible person for safety transportation	

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