



On approval of the Rules for the provision of state services in the field of preschool education

Unofficial translation

Order of the Minister of Education and Science of the Republic of Kazakhstan dated June 19, 2020 № 254. Registered with the Ministry of Justice of the Republic of Kazakhstan on June 22, 2020 № 20883.

Unofficial translation

In accordance with subclause 1) of article 10 of the Law of the Republic of Kazakhstan dated April 15, 2013 "On State Services" **I HEREBY ORDER:**

1. To approve the attached Rules for the provision of state services in the field of preschool education.

2. To recognize as invalid certain orders of the Minister of Education and Science of the Republic of Kazakhstan according to Appendix to this order.

3. The Committee of Preschool and Secondary Education of the Republic of Kazakhstan in accordance with the procedure, established by law, shall ensure:

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

2) placement of this order on the Internet resource of the Ministry of Education and Science of the Republic of Kazakhstan;

3) within ten working days after the state registration of this order, submission to the Legal Department of the Ministry of Education and Science of the Republic of Kazakhstan of information about implementation of measures, stipulated by subclauses 1) and 2) of this clause.

4. Control over 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 come into force from the date of its first official publication.

*Minister of Education and Science
of the Republic of Kazakhstan*

A. Aimagambetov

Approved
by the order of the Minister of
Education and Science
of the Republic of Kazakhstan
dated June 19, 2020 № 254

The Rules for the provision of state services in preschool education

Footnote. The Rules as amended by the order of the Acting Minister of Education of the Republic of Kazakhstan dated 31.05.2024 № 133 (effective ten calendar days after the date of its first official publication).

Chapter 1. General provisions

1. The Rules for the Provision of State Services in Preschool Education (hereinafter -the Rules) have been developed in accordance with the Constitution of the Republic of Kazakhstan, the Code of the Republic of Kazakhstan "On Marriage (Matrimony) and Family", the Laws of the Republic of Kazakhstan "On the Rights of a Child in the Republic of Kazakhstan", "On Social and Medical-Pedagogical Correctional Assistance for Children with Disabilities", subparagraph 3-1) of paragraph 1 of Article 270 of the Code of the Republic of Kazakhstan "On Public Health and Healthcare System", paragraph 1 of Article 26 of the Law of the Republic of Kazakhstan "On Education", paragraph 3 of Article 12 of the Law of the Republic of Kazakhstan "On the Status of a Teacher", paragraph 3 of Article 52 of the Law of the Republic of Kazakhstan "On Military Service and Status of Military Servants", paragraph 8 of Article 78 of the Law of the Republic of Kazakhstan "On Special State Bodies of the Republic of Kazakhstan", paragraph 4 of Article 16 of the Law of the Republic of Kazakhstan "On the State Courier Communication", paragraph 5 of Article 64 of the Law of the Republic of Kazakhstan "On Law Enforcement Service", subparagraph 1) of Article 10 Law of the Republic of Kazakhstan "On State Services".

2. The Rules shall establish the procedure for putting pre-school children (under 6 years old) on the waiting list for placement in preschool organizations, acceptance of documents and admission of children to preschool organizations (hereinafter referred to as PO) with a state educational order regardless of the type, form of ownership and departmental subordination.

3. The following basic concepts shall be used in these Rules:

1) automated workstation (hereinafter referred to as AWS) - a system automating the service provider's activity;

2) archive – a storage, to which applications are moved from the waiting list, on which the possibility of receiving a referral to a preschool organization has been suspended due to the absence of the service recipient's interest in receiving a place in a preschool organization, as well as identified violations committed by service recipients removed from the waiting list upon a successful receipt of a referral for admission to a preschool organization or removed from the waiting list for other reasons stipulated by these Rules;

3) a vacant place - information about a vacant place for admitting a child to a preschool organization, indicating the name and type of PO (nursery school, kindergarten, sanatorium nursery school, preschool mini-center, special nursery school, special kindergarten), mode of operation (4, 9, 10, 5, 12, 24 hours), language of training and education, type of group (early age, junior, middle, senior, preschool, mixed-age, special);

4) electronic bulletin of available places - an electronic record formed by POs at the end of the school year, taking into account the leavers who have completed the preschool

preparation program, transfer of children from one age group to another and formation of age groups; recording chronology of the transfer of available places for the Unified Base;

5) the principle of “one application” - a form of public service, which combines several public services provided on the basis of one application;

6) Register of POs in the Unified Base (hereinafter - Register of POs) - an electronic list of POs regardless of their form of ownership and departmental subordination;

7) Unified base of registration, order of priority and issuance of referrals to preschool organizations (hereinafter -Unified Base) - an information system in the National Educational Database (hereinafter -the NEDB), which ensures automated execution of business processes for putting preschool children (under 6 years old) on the waiting list for placement in POs, acceptance of documents, admission of children to POs and conclusion of an electronic agreement;

8) vacant place of the generally established enrollment mode - a vacant place, the validity term of the referral for which starts to be calculated immediately after receipt of the referral until the conclusion of the agreement on provision of educational services with the service recipient;

9) sequence number - position of the application on the waiting list in relation to other applications on this list;

10) informatization object of the service provider (hereinafter - informatization object) - information system integrated with NEDB, providing automated execution of business processes for obtaining public services;

11) waiting list for POs (hereinafter - waiting list) - the sequence of applications to be put on the waiting list for enrollment in POs, successfully registered in the Unified Base and ordered relative to each other according to these rules for each PO selected by the service recipient;

12) electronic referral to a PO (hereinafter – a referral to a PO) - an electronic document issued by the Unified Base, which is the basis for the service recipient to submit a full set of documents for enrolling a child in a PO and concluding an agreement on educational services;

13) mobile citizens database (hereinafter referred to as MCD) – a single database of the “electronic government” of the Republic of Kazakhstan of mobile phone numbers of users required for the provision of public services, sending SMS- passwords during authorization or signing up for services using a one-time password;

14) proactive service – a state service provided without an application from the service recipient at the initiative of the service provider;

15) temporary vacant place - a place retained for a temporarily withdrawn child in a sanatorium PO, and therefore offering a limited period of stay for a new child enrolled in this place;

16) notification - electronic text messages sent by the informatization object to the service recipient to notify him/her about the completion of certain stages of receiving state services in PO area;

17) electronic agreement – a legally binding document, regulating the relationship between a PO and a parent or other legal representative of the child for the period of stay in the PO, establishing the rights and obligations of the parties, the mechanism of mutual responsibility for the upbringing and education of the child.

Chapter 2. Procedure for provision of state services

Paragraph 1: Procedure for provision of the state service “Putting preschool children (under 6 years old) on the waiting list for placement in preschool organizations”

4. The state service “Putting children of preschool age (under 6 years old) on the waiting list for placement in preschool organizations” (hereinafter - the state service of putting on the waiting list) shall be rendered by education departments of cities of republican status and the capital, education departments of districts, cities of oblast status (hereinafter - the service provider).

5. To receive the state service of putting on the waiting list, the parent or legal representative of the child (hereinafter - the service recipient) shall file an application in the form of Appendix 1 to the Rules, as well as the documents specified in paragraph 8 of Appendix 2, through the web portal of “electronic government” (hereinafter - the portal) or informatization objects.

When a service recipient applies after working hours, on weekends and holidays, according to the labor legislation of the Republic of Kazakhstan, applications shall be accepted and results of the state service of putting on the waiting list shall be issued on the next working day.

To service recipients who are non-residents under Article 190 of the Tax Code of the Republic of Kazakhstan, the public services shall be rendered in the procedure stipulated by these Rules.

The main requirements for provision of the state service of putting on the waiting list according to subparagraphs 3-1) and 4) of Article 14 of the Law of the Republic of Kazakhstan “On state services” are detailed in Appendix 2 “The List of main requirements for provision of the state service ‘Putting preschool children (under 6 years old) on the waiting list for placement in preschool organizations’ (hereinafter - List of requirements) to the Rules.

If the service recipient files an incomplete set of documents and (or) documents with expired validity term, the service provider shall prepare a motivated refusal to accept the documents.

In case of identified grounds for denying the state service according to item 9 of the List of requirements, within the specified period of time the service provider shall send to the

service recipient's "personal cabinet" a notice of denied state service as per Appendix 3 to the Rules.

6. Applications of service recipients and confirmation of documents for receiving a place in a PO out of turn shall be processed by the service provider within 1 (one) business day.

An application of a service recipient and confirmation of documents for placement in a PO on a priority basis through integration with state information systems are processed automatically at their submission.

An application of a service recipient submitted on a general basis is processed automatically at the time of submission.

The service provider in the AWS shall confirm the completeness and compliance of the documents submitted by the service recipient.

After receiving confirmation in the AWS from the service provider, the Unified Database processes the application for registration on the waiting list for the PO and notifies the service recipient about the provision of the state service for registration on the waiting list, indicating the date and time, the sequence number in accordance with Appendix 4.

7. The state service of registration on the waiting list is rendered in a proactive way, including without an application of the service recipient at the initiative of the service provider via the information systems of the service provider and state bodies during the registration of the telephone number of the service recipient's subscriber mobile device at the web portal of "electronic government" www.egov.kz and includes:

1) sending automatic notifications to the service recipient with a request for the state service of registration on the waiting list;

2) obtaining of the service recipient's consent to the provision of the proactive service, as well as other necessary information from the service recipient, including limited access in accordance with Appendix 5 to the Rules, through the service recipient's subscriber mobile device.

8. At the choice of the service recipient, the state service of registration on the waiting list is provided in "one application" mode in conjunction with the state service "Registration of the birth of a child, including making changes, additions and corrections to civil status records".

9. When making amendments and (or) additions to the Rules, the authorized education body within three working days after the state registration of the regulatory legal act shall send information about the amendments and (or) additions to the operator of information and communication infrastructure "e-government" and service providers, as well as to the Unified contact center.

The service provider shall ensure the entry of information about the public service rendering stage in the information system of public services monitoring in accordance with subparagraph 11) of paragraph 2 of Article 5 of the Law of the Republic of Kazakhstan "On state services".

10. The unified database automatically forms the queue in the order of applications for putting on the waiting list for enrollment in POs (up to 4 POs from the Register of POs) relative to each other, taking into account date and time (with millisecond accuracy), child's year of birth, language of instruction.

Applications of service recipients who are provided with places in PO out of turn are put before applications of service recipients who are provided with places in PO on a priority basis.

Applications of service recipients who are provided with places in PO on a priority basis are distributed in the ratio of “one to three” to the applications of service recipients submitted on usual terms.

The waiting list for special POs (special nursery schools, special kindergartens) and special groups in POs for children with visual impairments, hearing impairments, severe speech impairments, musculoskeletal disorders, intellectual disabilities, and mental retardation in accordance with the Model Rules for the activities of special educational organizations, approved by the order of the Minister of Education and Science of the Republic of Kazakhstan dated August 31, 2022 № 385 "On approval of the Model Rules for the Activities of Preschool, Secondary, Technical and Vocational, Post-Secondary Education Organizations, Additional Education of the Relevant Types and Kinds" (registered in the Register of State Registration of Regulatory Legal Acts under № 29329) shall be formed by the children's year of birth for each year of birth separately as recommended by the psychological, medical and pedagogical consultation.

The waiting list for sanatorium nurseries and kindergartens shall be formed according to the children's year of birth for each year of birth separately, by type of rehabilitation/prophylaxis according to the conclusion of the selection committee.

11. To submit an application for placement on the waiting list to PO, the child's age shall be taken into account, not exceeding 6 years old by the end of the current calendar year (except for children with disabilities in accordance with the relevant recommendations of the psychological, medical and pedagogical consultation).

12. To choose another PO, the service recipient shall terminate the electronic agreement and submit an application to be put on the waiting list for placement in the PO.

13. The waiting list for the PO shall be updated upon:

1) receipt of applications from service recipients entitled to places in PO out of turn under paragraph 3 of Article 52 of the Law of the Republic of Kazakhstan "On Military Service and the Status of Military Servants", paragraph 8 of Article 78 of the Law of the Republic of Kazakhstan "On Special State Bodies", paragraph 5 of Article 64 of the Law of the Republic of Kazakhstan "On Law Enforcement Service", paragraph 4 of Article 16 of the Law of the Republic of Kazakhstan "On State Courier Communication", paragraph 5 of Article 64 of the Law of the Republic of Kazakhstan "On Law Enforcement Service";

2) receipt of applications from service recipients entitled to places in PO on a priority basis under subparagraph 3-1) of paragraph 1 of Article 270 of the Code of the Republic of Kazakhstan "On Public Health and the Healthcare System", paragraph 3 of Article 12 of the Law of the Republic of Kazakhstan "On the Status of a Teacher"; children whose legal representatives are disabled; children without parental care and orphans; children from large families; children with disabilities; children from families with a disabled child for priority receipt of a place in PO;

3) change in the preferential status of the application;

4) exclusion of the application from the waiting list upon withdrawal of the application;

5) change of the PO;

6) issuance of a referral;

7) archiving of the application;

8) absence of the service recipient's interest in receiving a place in the PO.

14. The service provider shall examine and double-check the accuracy of the recipient's documents - when registering an application for putting on the waiting list and after receiving a referral for admission to a PO, send consolidated requests to the authorized body. In case of non-confirmation, it issues a notification of denied state service.

15. The service recipient shall:

1) file an application for putting on the waiting list with a choice of 1 to 4 POs, indicating the language of instruction;

2) when putting on the waiting list, indicate the age of the child planned for later enrollment in POs;

3) annually confirm interest in the waiting list for POs;

4) withdraw an application from the waiting list;

5) change or add a PO while on the waiting list;

6) review the queue number on the waiting list for PO;

7) receive a notification about a vacant place in a PO;

8) express consent to accept or reject a vacant place in the PO;

9) receive a referral for admission to a PO;

10) submit an application for acceptance of documents and enrollment of the child in a PO;

11) sign an electronic agreement.

Once a year, a notification shall be sent to the service recipient to confirm interest in the waiting list for PO. The unified database proactively sends a notification to service recipients that are on the waiting list for PO to confirm interest after 11 months from the application filing date. In the absence of response from the service recipient, the notification shall be sent again in a month. If there is no response to the repeated notification or a negative response from the service recipient, the queue for the PO goes to the archive.

The unified database proactively sends a notification about a vacant place in a PO to the service recipient who is first in the line.

Within 2 calendar days the service recipient shall confirm receipt of the referral to the PO or refuse from the vacant place in the PO.

In case of refusal from a vacant place in POs, the queue for POs is moved to the archive. In the absence of a response from the service recipient, his queue for POs shall be suspended for 10 working days, after which the Unified Base re-sends a notification to confirm the interest.

In case of receiving a positive response from the service recipient to the repeated notification, his queue for a PO shall be restored according to the date and time of placement.

In the absence of response to the repeated notification or a negative response from the service recipient, his queue for a PO is moved to the archive.

16. The single database operating around the clock and carrying out a continuous process of distributing vacancies among service recipients as new vacancies appear:

1) registers (or refuses to register) an application for placement on the waiting list, places the application in the archive, processes the service provider's refusals to enroll on the issued referrals;

2) at the end of the school year, receives information from POs about available places, taking into account the graduation of children from the preschool organization, transfer of children from one age group to another and forming of age groups;

3) when vacancies open in POs, including temporary, the Unified Database proactively sends a notification to the first service recipients in the waiting line; if no response is received from the service recipient, the notification is sent again within the second day; if there is no response to the repeated notification or a negative response from the service recipient, the notification is sent to the service recipient next in line;

4) excludes the application from the waiting line when the child reaches the age of 6 (six) (except for children with disabilities who have a conclusion from a psychological, medical and pedagogical consultation, as well as children who have not yet reached the age of 6 by the end of the current year) and places it in the archive due to the reached maximum permissible age;

5) sends a notification about validation of the service recipient's documents (in any form) for receiving a place in the PO out of turn and in a priority order when putting on the waiting list and enrolling in the PO;

6) skips the turn of the service recipient who has indicated the age of the child planned for later enrollment in the PO.

17. POs shall:

1) at the end of the school year form an electronic bulletin of available places, including temporary places, taking into account the graduation of children who have completed the

pre-school preparation program, transfer of children from one age group to another and forming of age groups;

2) save the place for a temporarily withdrawn pupil in the sanatorium nursery-kindergarten.

18. A complaint against a decision, action (inaction) of the service provider regarding the public service of registration on the waiting list shall be addressed to the name of the head of the service provider, to the authorized body for assessment and control over the public services quality in accordance with the legislation of the Republic of Kazakhstan.

19. A complaint from a service recipient regarding the public service of registration on the waiting list, received by the service provider, in accordance with paragraph 2 of Article 25 of the Law of the Republic of Kazakhstan "On State Services", shall be reviewed within 5 (five) working days from its registration date.

20. When sending a complaint through the portal, the service recipient shall have access to information on the complaint from the "personal account", which shall be updated during the processing of the complaint by the service provider (marks on delivery, registration, execution, response on review or refusal to review). Information on the procedure for filing a complaint via the portal can be obtained through the Unified Public Services contact center.

A complaint from a service recipient received by the authorized body for assessment and control over the public services quality shall be processed within 15 (fifteen) working days from the date of its registration.

In case of disagreement with the result of public service for placement on the waiting list, the service recipient shall apply to the court in the manner established by the legislation of the Republic of Kazakhstan.

Section 2. Procedure for providing the state service

"Acceptance of documents and admission of children to preschool organizations"

21. The state service "Acceptance of documents and admission of children to preschool organizations" (hereinafter - the state service for the admission of children) shall be provided by all types of POs (hereinafter referred to as the service provider).

22. The state service of the children's admission to PO shall be provided through the portal or information technology facilities.

The main requirements for providing the state service of the children's admission under subparagraphs 3-1) and 4) of Article 14 of the Law of the Republic of Kazakhstan "On state services" are detailed in Appendix 6 to the Rules "The List of main requirements for the provision of the state service "acceptance of documents and admission of children to preschool organizations" (hereinafter -the List of Requirements).

The Unified Database, after the service recipient confirms his consent for enrollment in the PO, in accordance with the issued electronic referral, valid for 5 (five) business days (from the next business day after receiving the referral), directs the service recipient's application for examination to the service provider accepting the documents.

During the collection of the documents by the service recipient the vacant place in the Unified Database is in the generally established enrollment mode.

After collecting all the documents, in accordance with the established validity period of the issued referral for enrollment in the PO the service recipient shall file documents for enrollment through the portal or information technology facilities in accordance with item 8 of Appendix 6 to the Rules. The service provider shall accept and register the documents on the day of receipt of the documents, and check the submitted documents for compliance with item 8 of Appendix 6 to the Rules within 1 (one) working day.

If the service recipient submits an incomplete package of documents and/or expired documents, the service provider shall prepare a reasoned refusal to accept the documents.

If grounds for the denied state service are identified in accordance with paragraph 9 of the List of Requirements, within the specified period the service provider shall send to the service recipient a notice of denied state service in the “personal account” in accordance with Appendix 3 to the Rules.

If the proportion of children in an age group who have not received a scheduled preventive vaccinations exceeds 10%, it shall be the ground for denying the state service under paragraph 11 of Article 85 of the Code of the Republic of Kazakhstan “On Public Health and Healthcare System”.

Upon establishing the fact of completeness of the submitted documents, the service provider shall fill out an electronic request and attach electronic copies of the service recipient's documents. After processing (checking, registering) the electronic request by the service provider, information on the processing status of the request for the state service of children's admission to PO is displayed in the service recipient's "personal account", and a notification is sent indicating the date and time of receiving the result of the state service for the admission of the children.

When the service recipient submits a complete package of documents, the service provider shall generate an electronic agreement on the provision of educational services and send it to the service recipient for signing. After the electronic agreement is generated, a notification shall be sent to the service recipient on the conclusion of the agreement, which is signed in accessible ways (message, EDS, QR). After signing the agreement, a notification of the child's enrollment in the PO shall be sent to the service recipient's "personal account".

23. In case of giving up a place in a PO received out of turn or on in a priority order, the service recipient shall be placed at the end of the general waiting list to select another PO.

In case of transfer to another locality to a new place of service and change of residence place, the service recipient shall be provided with state services in the field of preschool education out of turn in accordance with these Rules.

A service recipient enrolled in a temporary vacant place shall be put back on the waiting list by the date and time of placement.

24. When issuing referrals to POs, the age of children shall be taken into account when they reach full age by the end of the current year (except for children with disabilities according to the relevant recommendations of the psychological, medical and pedagogical consultation).

25. The service recipient shall annul the issued referral on his/her own initiative no later than one day from the date of issuance of the referral; once extends the validity term of the referral to an additional 30 (thirty) calendar days in the event of physical inability to come to the PO within the established period with the provision of supporting documents.

26. A service recipient who has filed applications and documents for several children to a common waiting list shall receive referrals for all children to one PO in the availability of the required number of vacant places in it at the time of the referral receipt.

27. When making changes and (or) additions to the Rules, within three working days after state registration of the regulatory legal act the authorized education body shall send information on the changes and (or) additions to the operator of the information and communication infrastructure "electronic government" and service providers, also to the Unified Contact Center.

The service provider shall ensure that information on the state service rendering progress is entered into the information system for monitoring the state services rendering in accordance with subparagraph 11) of paragraph 2 of Article 5 of the Law of the Republic of Kazakhstan "On State Services".

28. The service provider shall annul the child's enrollment for the following reasons:

1) the applicant has not submitted the documents required to conclude the agreement or the documents have expired (the child's health passport and a certificate of the child's health issued no later than three calendar days before the date of conclusion of the agreement);

2) according to the submitted documents, the child has medical contraindications for enrollment in the PO;

3) when the threshold level of collective immunity in groups is exceeded (more than 10% of children who have not received scheduled preventive vaccinations).

29. Acceptance of documents and enrollment of children in preschool organizations for permanent or temporary stay shall be carried out throughout the year, subject to availability of vacancies.

30. A complaint against a decision, action (inaction) of a service provider concerning rendering of the state service for admission of children shall be addressed to the head of the service provider, to the authorized body for assessment and control of the state services quality in accordance with the legislation of the Republic of Kazakhstan.

A complaint from a service recipient received by a service provider, in accordance with paragraph 2 of Article 25 of the Law of the Republic of Kazakhstan "On State Services", shall be examined within 5 (five) business days from the date of its registration.

When sending a complaint through the portal, the service recipient shall have access to information about the complaint in the "personal account", which shall be updated during the processing of the complaint by the service provider (marks on delivery, registration, execution, response on review or refusal to review).

Information on the procedure for filing a complaint through the portal can be obtained via the Unified State Services Contact Center.

A complaint from a service recipient received by the authorized body for assessment and control of the state services quality shall be processed within 15 (fifteen) working days from the date of its registration. In case of disagreement with the result of the state service for the admission of children, 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 state
services in preschool education
To service the provider
(from) _____
surname, name, patronymic (if any)
(further- full name)

(individual
identification number
(further – IIN),
residing at the address:

Application

I request to put my child born _____ year on the waiting list for placement in preschool organizations (up to 4 preschool organizations, selected from the Register of POs) located in

city (town, rural area) _____
language of instruction _____
preschool organization _____
preschool organization _____
preschool organization _____
preschool organization IIN _____,

Full name. Please be informed that the child is (specify as applicable):

1) a child of military servicemen, including those who were killed, died or went missing during the service (copy of the document);

2) a child of servicemen of special state bodies, including those who were killed, died or went missing during the service (copy of the document);

3) a child of servicemen of law enforcement bodies, including those who were killed, died or went missing during the service (copy of the document);

4) a child of servicemen of state courier service, including those who were killed, died or went missing during the service (copy of the document);

5) a child with disabilities (copy of the document);

6) a child of the family raising a child with a disability;

7) a child of the family, in which one parent is a person with a disability;

8) a child, deprived of parental care;

9) an orphaned child;

10) a child of a large family;

11) a child of a teacher ;

12 a child of a medical worker;

13) does not belong to any of the above categories.

(In the event of change of life circumstances the applicant's position changes on the waiting list).

I undertake to update information on the telephone number in the B MCD for timely receipt of notifications on the state service progress, also annually confirm interest in the waiting list for PO, obtaining the referral to PO.

I confirm that I am familiar with the rules of the state service provision, building (formation) of the waiting lists and obtaining of a referral for admission to preschool organizations and agree to the use of information, constituting a legally protected secret, contained in the information systems.

Signature _____ Date _____

Appendix 2
to the Rules
for the provision of state services
in preschool education

The list of main requirements to the state service "Putting preschool- age children (under 6 years old) on the waiting list for placement in preschool organizations" (further-the List of requirements)		
11	Name of the service provider	Education departments of cities of republican status and the capital, education departments of districts, cities of oblast scale.
22	Ways of providing the state service	Applications are accepted and the state service result is issued through: 1) "electronic government" web portal www.egov.kz (further- the portal). 2) informatization objects; 3) cellular subscriber device (when the telephone number of the service

		recipient's cellular subscriber device is registered on the e-government web portal).
33	The term of providing the state service	<p>An application of a service recipient submitted on a general basis is processed automatically at the time of application submission, notification of putting on the waiting list is sent to the service recipient's "personal cabinet"</p> <p>Applications for putting on the waiting list for a place in a PO out of turn (servicemen of law enforcement bodies, special state bodies, courier service) shall be processed within 1 (one) working day.</p> <p>Applications for putting on the waiting list for a place in a PO in priority order (children of teachers, medical workers, children, whose legal representatives are persons with a disability, children, deprived of parental care, orphaned children, children from large families, children from families raising a child with a disability, children with a disability) are processed automatically at the application submission time, notification of putting on the waiting list is sent to the service recipient's "personal cabinet".</p> <p>Applications for a sanatorium, special waiting list are processed within 1 (one) working day</p>
44	The form of providing the state service	Electronic (partially automated)/ proactive
55	The state service result	notification of putting on the waiting (in the established form) or motivated response on denied state service on the grounds, established by item 9 of this List of requirements
56	The amount of fee the service recipient is charged for the provided state service, and methods of its collection in cases stipulated by the legislation of the Republic of	The state service is provided to the service recipients free of charge.
		1) service provider: Monday to Friday, except holidays and weekends in accordance with the labor legislation of the Republic of Kazakhstan in accordance with the

67	Work schedule	<p>established service provider's work schedule from 9:00 to 18:30 with a lunch break from 13.00 to 14.30.</p> <p>2) portal - round the clock, except for technical breaks in connection with repair works (when the service recipient applies after working hours , on weekends and holidays, according to the labor legislation of the Republic of Kazakhstan, applications are accepted and the state service results are issued on the next working day);</p> <p>3) informatization objects: round the clock, except for technical breaks in connection with repair works (when the service recipient applies after working hours, on weekends and holidays, according to the labor legislation of the Republic of Kazakhstan, applications are accepted and the state service results are issued on the next working day);</p> <p>4) Addresses of the state service venues are placed on:</p> <p>1) internet resource of the Ministry: www.edu.gov.kz;</p> <p>2) the portal: www.egov.kz.</p>
		<p>1) application of the service recipient in the form of electronic document in accordance with Appendices 1 and 5 to the Rules;</p> <p>2) electronic copy of the service certificate from the service place of a military serviceman or a serviceman of special state bodies, law enforcement bodies, courier service signed by an authorized person and sealed (valid a month from the date of issue);</p> <p>3) employment verification of a teacher, medical worker, signed by the head of the organization and sealed (valid a month from the date of issue);</p> <p>4) electronic copy of conclusion of psychological, medical and pedagogical consultation for children with a disability (if available);</p> <p>5) an electronic copy of the document of a TB therapist when registering for a waiting line for a sanatorium PO.</p>

88	The List of documents and information requested from the service recipient for the state service provision	<p>Service providers retrieve information about identity documents, a child's birth certificate, information confirming the priority of a referral to a PO from the relevant state information systems.</p> <p>For non-residents:</p> <ol style="list-style-type: none"> 1) application of the service recipient in the form of electronic document in accordance with Appendix 1 to the Rules; 2) an electronic copy of the child's birth certificate; 3) an electronic copy of the identity document of the service recipient (one of the parents or legal representative); 4) an electronic copy of the conclusion of the psychological, medical and pedagogical consultation for children with disabilities (if any); 5) an electronic copy of the document of a TB therapist (when being put on the waiting list for a sanatorium PO).
99	Grounds for denying the state service established by the laws of the Republic of Kazakhstan	<ol style="list-style-type: none"> 1) establishing unreliability of documents submitted by the service recipient to receive the state service, and (or) data (information) contained therein; 2) non-compliance of the service recipient and (or) the provided materials, objects, data and information necessary for the provision of the state service with the requirements established by these Rules. 3) absence of the service recipient's consent, provided in accordance with Article 8 of the Law of the Republic of Kazakhstan “On personal data and their protection”, for access to restricted personal data, which are required to provide the state service.
		Contact phone numbers of reference services on issues related to the state services provision are indicated on the Internet resource of the Ministry www.edu.gov.kz , section “Public Services”. Telephone numbers of the

110	Other requirements given the state service specifics, including the one provided in electronic form and through the State Corporation	Unified Contact Center for public services issues: 1414, 8 800 080 7777. At the service recipient's choice, the state service is provided in "one application" mode in conjunction with the state service "Registration of the birth of a child, including making changes, additions and corrections to civil status records".
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Appendix 3
to the Rules
for the provision of state services
in preschool education

(surname, name, patronymic
(if any))

(service recipient's address)

Notification of denied state service

Dear: _____

(full name of the service recipient)

In keeping with paragraph 2, Article 20 of the Law of the Republic of Kazakhstan
"On State Services" _____

You have been denied acceptance of documents for the state service

(indicate the name of the state service)

due to incomplete package of documents you have submitted:

1) _____;

(indicate the name of the document)

2) _____;

indicate the name of the document)

3) _____.

(indicate the name of the document)

and (or) expired documents:

1) _____;

(indicate the name of the document)

2) _____;

indicate the name of the document)

3) _____.

(indicate the name of the document)

according to the List of requirements, envisaged by

(indicate Appendix 2 or Appendix 6)

these Rules of providing state services in preschool education .

Appendix 4
to the Rules
for the provision of state services
in preschool education

Notification of provided state service

“Putting preschool children (under 6 years old) on the waiting list for placement in preschool organizations”

Dear: _____
(full name of the service recipient)

You have been provided with the state service "Putting preschool children (under 6 years old)

on the waiting list for referral to preschool organizations", Your child
(full name of the child) has been put on the waiting list in the city (name of the city, district) for a place in:

1. (Name of the PO), queue number (_____);
2. (Name of the PO), queue number (_____);
3. (Name of the PO), queue number (_____);
4. (Name of the PO), queue number (_____).

Appendix 5
to the Rules
for the provision of state services
in preschool education

I, _____
(surname, name, patronymic (if any) consent to collection and processing,
including access to my personal data and the personal data of the child

_____,
(surname, name, patronymic (if any) that are required for the provision
of the state service " Putting preschool children (under 6 years old)
on the waiting list for placement in preschool organizations"/"Acceptance of documents
and enrollment of preschool children in preschool organizations", which includes the
following:

- 1) transfer of personal data to third parties for the purpose of providing the state service;
- 2) cross-border transfer of personal data during their processing for the purpose of providing the state service. I consent to access to the personal data of limited access, which includes the following data, required to confirm the authenticity of the documents submitted at the state service provision. This consent is valid for the entire period

until the receipt of the state service result.

Appendix 6
to the Rules
for the provision of state services
in preschool education

The List of main requirements to the state service "Acceptance of documents and enrollment of children in preschool organizations " (further-the List of requirements)		
11	Name of the service provider	Preschool organizations of all types (further – the service provider)
12	Ways of providing the state service	The service is provided proactively. Applications are accepted and the state service result is issued through: 1) “electronic government” web portal www.egov.kz (further- the portal). 2) informatization objects; 3) cellular subscriber device (when the telephone number of the service recipient's cellular subscriber device is registered on the e-government web portal).
23	The term of providing the state service	During 1 (one working) day from the application acceptance
34	The form of providing the state service	Electronic (partially automated)
55	The state service result	Admission of the child to PO / motivated response on denied state service
66	The amount of fee the service recipient is charged for the provided state service, and methods of its collection in cases stipulated by the legislation of the Republic of Kazakhstan	The state service is provided to individuals free of charge
77	Work schedule	1) e-government web-portal www.egov.kz (further – the portal): round the clock, except for technical breaks in connection with repair works (when the service recipient applies after working hours, on weekends and holidays, according to the labor legislation of the Republic of Kazakhstan, applications are accepted and the state service results are issued on the next working day); 2) informatization objects: round the clock, except for technical breaks in connection with repair works (when the service recipient applies after working hours, on weekends and holidays, according to the labor

		<p>legislation of the Republic of Kazakhstan, applications are accepted and the state service results are issued on the next working day); Addresses of the state service venues are placed on:</p> <p>1) internet resource of the Ministry: www.edu.gov.kz;</p> <p>2) the portal: www.egov.kz.</p>
88	The List of documents and information requested from the service recipient for the state service provision	<p>1) application of the form of Appendix 4 to the Rules;</p> <p>2) vaccination record card of № 065/y form, approved by the Order of the acting Minister of Healthcare of the Republic of Kazakhstan dated October 30, 2020 № ҚР ДСМ-175/2020 "On approval of the form of accounting documentation in healthcare, and also instructions for filling them out" (registered in the Register of State Registration of Regulatory Legal Acts under № 21579) (further – Order № ҚР ДСМ-175/2020);</p> <p>3) certificate of № 052-2/y form "Child's Health Passport", approved by Order №ҚР ДСМ-175/2020;</p> <p>4) certificate of № 027/y form, approved by Order №ҚР ДСМ-175/2020;</p> <p>5) electronic copy of the conclusion of the psychological, medical and pedagogical consultation for children with disabilities) (if any).</p> <p>6) electronic copy of service certificate from the service place of a military serviceman or a serviceman of special state bodies, law enforcement bodies, signed by an authorized person and sealed (valid a month from the date of issue);</p> <p>7) employment verification of a teacher, medical worker, signed by the head of the organization and sealed (valid a month from the date of issue);</p> <p>Details if identity documents, the child's birth certificate, data, confirming the priority of a referral to PO are retrieved from corresponding state information systems.</p> <p>For non-residents:</p>

		<p>1) application of the form of Appendix 4 to the Rules;</p> <p>2) an electronic copy of the identity document of the service recipient (one of the parents or legal representative);</p> <p>3) an electronic copy of the child's birth certificate;</p> <p>4) vaccination record card of № 065/e form, approved by Order №ҚР ДСМ-175/2020;</p> <p>5) certificate of № 052-2/y form "Child's Health Passport", approved by Order №ҚР ДСМ-175/2020;</p> <p>6) certificate of No 027/e form, approved by Order № ҚР ДСМ-175/2020;</p> <p>7) electronic copy of the conclusion of the psychological, medical and pedagogical consultation for children with disabilities) (if any).</p>
99	Grounds for denying the state service established by the laws of the Republic of Kazakhstan	<p>1) establishing unreliability of documents submitted by the service recipient to receive the state service, and (or) data (information) contained therein;</p> <p>2) non-compliance of the service recipient and (or) the provided materials, objects, data and information necessary for the provision of the state service with the List of requirements established by these Rules;</p> <p>3) absence of the service recipient's consent, provided in accordance with Article 8 of the Law of the Republic of Kazakhstan "On personal data and their protection", for access to restricted personal data, which are required to provide the state service.</p>
10	Other requirements given the state service specifics, including the one provided in electronic form and through the State Corporation	<p>Contact phone numbers of reference services on issues related to the state services provision are indicated on the Internet resource of the Ministry www.edu.gov.kz, section "Public Services". Telephone numbers of the Unified Contact Center for public services issues: 1414, 8 800 080 7777.</p>

List of certain invalidated orders of the Minister of Education and Science of the Republic of Kazakhstan

1. Order of the Minister of Education and Science of the Republic of Kazakhstan dated April 7, 2015 № 172 "On approval of the standards of state services provided by local executive bodies in the field of preschool education and training" (registered with the Ministry of Justice of the Republic of Kazakhstan on May 8, 2015 № 10981, published in the information and legal system "Adilet" on May 18, 2015, newspaper "Kazakhstanskaya Pravda" on July 23, 2015 № 138 (28014)).

2. Order of the Minister of Education and Science of the Republic of Kazakhstan dated January 21, 2016 № 58 "On amendments to the order of the Minister of Education and Science of the Republic of Kazakhstan dated April 7, 2015 № 172 "On approval of the standards of state services provided by local executive bodies in the field of preschool education and training" (registered with the Ministry of Justice of the Republic of Kazakhstan on February 25, 2016 № 13255, published in the information and legal system "Adilet" on March 10, 2016).

3. Order of the Minister of Education and Science of the Republic of Kazakhstan dated October 11, 2017 № 518 "On amendments to the order of the Minister of Education and Science of the Republic of Kazakhstan dated April 7, 2015 № 172 "On approval of the standards of state services provided by local executive bodies in the field of preschool education and training" (registered with the Ministry of Justice of the Republic of Kazakhstan on November 3, 2017 № 15966, published in the Reference Control Bank of RLA RK in the electronic form on November 15, 2017).