



On approval of the Regulations for the provision of public services “Assignment of housing assistance”

Invalidated Unofficial translation

Order of the acting Minister of Industry and Infrastructure Development of the Republic of Kazakhstan dated October 16, 2020 No. 539. Registered with the Ministry of Justice of the Republic of Kazakhstan on October 23, 2020 No. 21500. Abolished by Order of the Minister of Industry and Construction of the Republic of Kazakhstan dated December 08, 2023 No. 117

Unofficial translation

Footnote. Abolished by Order of the Minister of Industry and Construction of the Republic of Kazakhstan dated December 08, 2023 No. 117 (effective ten calendar days after the date of its first official publication).

In compliance with subparagraph 1) of article 10 of the Law of the Republic of Kazakhstan dated April 15, 2013 "On public services" ORDER:

1. To approve the attached Rules for the provision of the public service "Assignment of housing assistance".

2. The Committee for Construction and Housing and Communal Services 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 ten calendar days after the day of its first official publication.

*Acting
the Ministry of Industry
and Infrastructure Development
of the Republic of Kazakhstan*

K. Uskenbayev

"AGREED"

Ministry of Digital Development, Innovation
and aerospace of
the Republic of Kazakhstan

Rules for the provision of the public service "Assignment of housing assistance"

Chapter 1. General provisions

1. These Rules for the provision of public services "Assignment of housing assistance" (hereinafter - the Rules) are developed in accordance with subparagraph 1) of Article 10 of the Law of the Republic of Kazakhstan dated April 15, 2013 "On public services" (hereinafter - the Law) and determine the procedure for assigning housing assistance ...

2. The public service is provided free of charge to individuals (hereinafter - the service recipient) in accordance with the requirements of the Law of the Republic of Kazakhstan dated April 16, 1997 "On housing relations", Resolution of the Government of the Republic of Kazakhstan dated December 30, 2009 No. 2314 "On approval of the Rules for the provision of housing assistance" and these Regulations.

3. Assignment of housing assistance (hereinafter - the state service) is provided by local executive bodies of the cities of Nur-Sultan, Almaty and Shymkent, districts and cities of regional significance (hereinafter - the service provider).

Chapter 2. The procedure for obtaining public services

4. In order to receive a public service, the Service Recipient sends to the Service Provider through the e-government web portal www.egov.kz (hereinafter referred to as the portal) or the Non-profit Joint Stock Company State Corporation "Government for Citizens" (hereinafter referred to as the State Corporation) an application with documents on form in accordance with Appendix 1 to these Rules.

5. The list of basic requirements for the provision of public services, including the characteristics of the process, the form, content and result of the provision, as well as other information, taking into account the specifics of the provision of public services, are set out in accordance with Appendix 2 to these Rules in the form of a public service standard.

In case of contacting the service recipient through the portal, the status of acceptance of the request for a public service is sent to the "personal account".

6. The list of documents required for the provision of public services when the service recipient applies (or his representative under a notarized power of attorney):

1) to the State Corporation:

a statement in the form in accordance with Appendix 1 to these Rules;

the identity document of the applicant (the original is presented to identify the identity of the service recipient);

documents confirming family income (with the exception of information obtained from the relevant state information systems);

a certificate from the place of work or a certificate of registration as an unemployed person (with the exception of information obtained from the relevant state information systems);

information about alimony for children and other dependents;

Bank account;

invoices on the amount of monthly contributions for the maintenance of a residential building (residential building);

utility bills;

a receipt for telecommunications services or a copy of an agreement for the provision of telecommunications services;

an invoice on the amount of rent for the use of housing rented by the local executive body in the private housing stock, presented by the local executive body;

2) to the portal:

a request in the form of an electronic document, certified by the EDS of the service recipient;

an electronic copy of documents confirming family income;

an electronic copy of a certificate from the place of work or a certificate of registration as an unemployed person;

an electronic copy of information about alimony for children and other dependents;

electronic copy of the bank account;

an electronic copy of the invoice on the amount of monthly contributions for the maintenance of a residential building (residential building);

an electronic copy of the bill for the consumption of utilities;

an electronic copy of the invoice for telecommunications services or a copy of the contract for the provision of telecommunications services;

an electronic copy of the invoice on the amount of rent for the use of housing rented by the local executive body in the private housing stock, presented by the local executive body.

Requesting documents not provided for by this clause is not allowed.

When re-applying, the family (citizen) (or his representative under a notarized power of attorney) presents only supporting documents on the family's income and utility bills.

Information of identity documents; on state registration (re-registration) of a legal entity; on state registration of an individual entrepreneur; information about the license, about the license fee; are provided to the service provider from information systems through the e-government gateway.

The service recipient agrees to the use of information constituting a secret protected by law, contained in information systems.

When accepting documents through the State Corporation, the service recipient is issued a receipt for the acceptance of the relevant documents.

7. If the service recipient provides an incomplete package of documents in accordance with the list provided for in paragraph 6 of these Rules, the employee of the State Corporation issues a receipt for refusal to accept documents in the form in accordance with Appendix 3 to these Rules.

8. The term for the provision of public services is 8 (eight) business days.

9. Actions of structural divisions (employees) of the service provider in the process of rendering public services:

1) the office of the service provider registers the application with the documents specified in paragraph 6 of these Rules on the day of their receipt.

If the service recipient applies after the end of working hours, on weekends and holidays in accordance with the labor legislation of the Republic of Kazakhstan, the application is accepted and the result of the provision of public services is issued on the next working day;

2) the responsible executor of the service provider reviews the application with documents for compliance with the requirements of these Rules within 2 (two) working days.

If the service recipient submits an incomplete package of documents, the responsible executor of the service provider, within two working days from the date of registration of the submitted documents specified in clause 6 of these Rules, prepares a reasoned refusal to further consider the application, signed by the EDS of the head of the service provider and sends it to the "personal account" of the service recipient or through the State Corporation ...

When the service recipient provides a full package of documents, the responsible executor of the service provider, within 5 (five) working days, verifies the compliance of the information specified in the documents necessary for the provision of public services.

3) the responsible executor of the service provider, based on the results of consideration of the application with documents, draws up a notice of the appointment of housing assistance or a reasoned refusal signed by the EDS of the head of the service provider and sends it through the "personal account" of the service recipient or the State Corporation within 1 (one) business day.

10. Issuance of ready-made documents through the State Corporation is carried out upon presentation of an identity document (or its representative under a notarized power of attorney).

11. In accordance with subparagraph 11) of paragraph 2 of Article 5 of the Law, the service provider ensures that data is entered into the information system for monitoring the provision of public services on the stage of provision of public services in the manner prescribed by the authorized body in the field of informatization.

12. The Service Provider refuses to provide public services on the following grounds:

1) establishing the inaccuracy of the documents submitted by the service recipient for receiving public services, and (or) the data (information) contained therein;

2) non-compliance of the service recipient and (or) the materials, objects, data and information required for the provision of public services with the requirements established in these Rules;

3) in relation to the service recipient, there is a court decision (verdict) that has entered into legal force on the prohibition of activities or certain types of activities requiring the receipt of a certain public service;

4) in relation to the service recipient there is a court decision that has entered into legal force, on the basis of which the service recipient is deprived of a special right related to the receipt of public services.

Chapter 3. The procedure for appealing decisions, actions (inaction) of the service provider and (or) its officials, on the provision of public services

13. Complaints are submitted to the name of the head of the service provider or the authorized body in the field of housing relations (hereinafter referred to as the authorized body) or to the blog of the head of the authorized body (page "Blog of the head of the authorized body").

Complaints are accepted in writing by mail or on purpose through the office of the service provider or an authorized body on working days.

The confirmation of acceptance of the complaint in the office of the service provider, the authorized body is its registration (the stamp, the incoming number and the date of registration are affixed on the second copy of the complaint or in the cover letter to the complaint).

When contacting through the portal, information on the appeal procedure can be obtained by calling the single contact center at 1414.

When sending a complaint through the portal to the service recipient from the "personal account", information about the appeal is available, which is updated during the processing of the appeal by the service provider (notes on delivery, registration, execution, response on consideration or refusal to consider).

In the complaint of the service recipient, his last name, first name, patronymic (if any), postal address are indicated.

The service recipient's complaint sent to the service provider, the authorized body is subject to consideration within 5 (five) business days from the date of its registration . A reasoned response on the results of the consideration of the complaint is sent to the service recipient by mail or is issued on purpose at the office of the service provider or an authorized body.

In case of disagreement with the results of the rendered public service, the service recipient can file a complaint with the authorized body for the assessment and control over the quality of the provision of public services.

The service recipient's complaint received by the authorized body for the assessment and control over the quality of the provision of public services is subject to consideration within 15 (fifteen) working days from the date of its registration.

14. In cases of disagreement with the results of the provided public service, the service recipient applies to the court in the manner prescribed by the legislation of the Republic of Kazakhstan.

Appendix 1 to the Rules
provision of public services
"Assignment of Housing Assistance"

Form

Office name
coordination of employment and
social programs
(cities of regional significance and cities
Nur-Sultan, Almaty and Shymkent)
department of employment and social
programs (city, district)

Housing Assistance Application

I _____

_____ (last name, first name, patronomic (if available)),

_____ individual identification number, year of birth) being (s)
by the owner of housing, ID number, issued by _____

I ask you to assign to my family _____ people living at the address:

_____ housing assistance to reimburse the cost of housing maintenance and consumed

housing and communal services.

№	Family members of the applicant surname, name, patronymic (if any)	Date of birth	Relationship	Social status

Personal account number _____, bank name _____.

I agree to the use of information constituting a secret protected by law, contained in information systems. " __ " _____ 20__ _____
(signature)

Application 2 to the Regulations
provision of public services
"Assignment of Housing Assistance"

State Service Standard "Assignment of Housing Assistance"		
1	Service Provider Name	Local executive bodies of the cities of Nur-Sultan, Almaty and Shymkent, districts and cities of regional significance
2	Methods of providing public services (access channels)	1) State Corporation "Government for Citizens"; 2) web portal of "electronic government": www.egov.kz;
3	The term for the provision of public services	8 (eight) working days
4	Form of provision of public services	electronic (partially automated) and (or) paper.
5	The result of the provision of public services	notification of the appointment of housing assistance or a reasoned response about the refusal to provide public services in the cases and on the grounds provided for in Appendix 12 of these Rules.
6	The amount of payment charged from the service recipient when rendering a public service, and methods of its collection in cases provided for by the legislation of the Republic of Kazakhstan	Free
		1) State Corporation - from Monday to Saturday inclusive, in accordance with the established work schedule from 9-00 to 20-00 without a lunch break, except for Sundays and holidays, in accordance with the labor legislation of the Republic of Kazakhstan; 2) the portal - around the clock, except for technical breaks in connection with the repair work (when the service recipient applies

7	Schedule	<p>after the end of working hours, on weekends and holidays in accordance with the labor legislation of the Republic of Kazakhstan, applications are accepted and the results of the provision of public services are received on the next business day);</p> <p>3) the service provider - from Monday to Friday, in accordance with the established work schedule, with the exception of weekends and holidays, in accordance with the Labor Code of the Republic of Kazakhstan with a lunch break.</p>
8	List of documents	<p>1) to the State Corporation: a statement in the form in accordance with Appendix 1 to these Rules; the identity document of the applicant (the original is presented to identify the identity of the service recipient); documents confirming family income (with the exception of information obtained from the relevant state information systems); a certificate from the place of work or a certificate of registration as an unemployed person (with the exception of information obtained from the relevant state information systems); information about alimony for children and other dependents; Bank account; invoices on the amount of monthly contributions for the maintenance of a residential building (residential building); utility bills; a receipt for telecommunications services or a copy of an agreement for the provision of telecommunications services; an invoice on the amount of rent for the use of housing rented by the local executive body in the private housing stock, presented by the local executive body;</p> <p>2) to the portal:</p>

		<p>a request in the form of an electronic document, certified by the EDS of the service recipient;</p> <p>an electronic copy of documents confirming family income;</p> <p>an electronic copy of a certificate from the place of work or a certificate of registration as an unemployed person;</p> <p>an electronic copy of information about alimony for children and other dependents;</p> <p>electronic copy of the bank account;</p> <p>an electronic copy of the invoice on the amount of monthly contributions for the maintenance of a residential building (residential building);</p> <p>an electronic copy of the bill for the consumption of utilities;</p> <p>an electronic copy of the invoice for telecommunications services or a copy of the contract for the provision of telecommunications services;</p> <p>an electronic copy of the invoice on the amount of rent for the use of housing rented by the local executive body in the private housing stock, presented by the local executive body.</p>
9	<p>Grounds for refusal to provide public services established by the legislation of the Republic of Kazakhstan</p>	<p>1) establishing the inaccuracy of the documents submitted by the service recipient for receiving public services, and (or) the data (information) contained therein;</p> <p>2) non-compliance of the service recipient and (or) the materials, objects, data and information required for the provision of public services with the requirements established in these Rules;</p> <p>3) in relation to the service recipient, there is a court decision (verdict) that has entered into legal force on the prohibition of activities or certain types of activities requiring the receipt of a certain public service;</p> <p>4) in relation to the service recipient there is a court decision that has entered into legal force, on the basis of which the service recipient is deprived of a special right related to the receipt of public services.</p>

10	Other requirements, taking into account the specifics of the provision of public services, including those provided in electronic form and through the State Corporation	<p>For service recipients who have a health disorder with a persistent disorder of the body's functions, limiting its life, if necessary, documents are accepted for the provision of public services by an employee of the State Corporation with a visit to the place of residence by contacting through the Unified Contact Center 1414, 8 800 080 7777.</p> <p>The recipient has the opportunity to receive public services in electronic form through the portal, subject to the availability of an electronic digital signature.</p> <p>The service recipient has the opportunity to receive information about the procedure and status of the provision of public services in remote access mode through the "personal account" of the portal, the service provider's referral services, as well as the Unified Contact Center "1414", 8-800-080-7777.</p> <p>To receive public services in electronic form through the portal, subjects of receiving services in electronic form can use one-time passwords in accordance with the legislation of the Republic of Kazakhstan.</p>
----	--	---

Appendix 3 to the Regulations of the provision of public services "Assignment of Housing Assistance"

Form

(Last name, first name, patronymic (if available) (hereafter – Last name, first name, patronymic),

(service recipient's address)

Receipt of refusal to accept documents

Guided by paragraph 2 of Article 20 of the Law of the Republic of Kazakhstan dated April 15, 2013 "On Public Services", department No. ____ of the branch of the non-profit joint-stock company "State Corporation" Government for Citizens "(indicate address) refuses to accept documents for the provision of the public service" Assignment of housing assistance "In view of your submission of an incomplete

package of documents according to the list, and (or) documents with expired validity provided for by the Rules, namely:

Name of missing documents and (or) expired documents:

- one. _____;
2. _____;
3. _____.

This receipt is made in 2 copies, one for each party.

Full name (if any) (employee of the State Corporation) (signature)

Executor: Full name (in the presence of) _____

Telephone _____

Received: Full name (if any) / signature of the service recipient

" ____ " _____ 20 ____