



On approval of the Rules for the operation of the Unified Contact Center and the interaction of the Unified Contact Center with central government bodies, local executive bodies of regions, cities of republican significance, the capital, as well as service providers

Unofficial translation

Order № 83 of the Acting Minister for Investments and Development of the Republic of Kazakhstan dated January 26, 2016. Registered with the Ministry of Justice of the Republic of Kazakhstan on February 29, 2016 № 13324.

Unofficial translation

Footnote. The title - as amended by the Order of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan № 368/HK dated 04.10.2022 (shall be enforced ten calendar days after the day of its first official publication).

In accordance with subparagraph 9) of Article 9 of the Law of the Republic of Kazakhstan "On Public Services", **I HEREBY ORDER:**

Footnote. Preamble - as amended by the order of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan dated 04.10.2022 № 368/HK (shall be enforced ten calendar days after the day of its first official publication).

1. To approve the attached Rules for the operation of the Unified Contact Center and the interaction of the Unified Contact Center with central government bodies, local executive bodies of regions, cities of republican significance, the capital, as well as service providers.

Footnote. Paragraph 1 - as amended by the order of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan dated 04.10.2022 № 368/HK (shall be enforced ten calendar days after the day of its first official publication).

2. To recognize as invalid the Order № 487 of the Minister of Transport and Communications of the Republic of Kazakhstan dated June 26, 2013

"On approval of the Rules for operation of the Unified Contact Center for the provision of state services" (registered in the Register of State Registration of Regulatory Legal Acts № 8583, published on October 26, 2013 in the newspaper "Kazakhstanskaya Pravda" № 302 (27576)).

3. The committee of communication, informatization and information of the Ministry for Investments and Development of the Republic of Kazakhstan (T.B. Kazangap) shall:

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

2) send the copy of this order in print and electronic variant for official publication in periodicals and the information and legal system "Adilet" within ten calendar days after the state registration with the Ministry of Justice of the Republic of Kazakhstan, as well as to the

Republican Center for Legal Information within ten calendar days from the date of receipt of the registered order for inclusion in the Reference Control Bank of Regulatory Legal Acts of the Republic of Kazakhstan;

3) place this order on the Internet resource of the Ministry for Investments and Development of the Republic of Kazakhstan and on the intranet portal of state bodies;

4) within ten working days after the state registration of this order with the Ministry of Justice of the Republic of Kazakhstan, submit to the Legal Department of the Ministry for Investments and Development of the Republic of Kazakhstan information on the execution of measures provided for in subparagraphs 1), 2) and 3) of paragraph 3 of this order.

4. Control over the execution of this order shall be entrusted to the supervising Vice Minister for Investments and Development of the Republic of Kazakhstan.

5. This order shall be enforced upon expiry of ten calendar days after the day of its first official publication, but not earlier than March 1, 2016.

Acting Minister

for Investments and Development

of the Republic of Kazakhstan

Zh. Kassymbek

"AGREED"

Minister of National Economy
of the Republic of Kazakhstan

_____ E. Dossayev

January 29, 2016

Approved

by order № 83 of the Acting
Minister for Investments and

Development of the
Republic of Kazakhstan
dated January 26, 2016

The Rules

**for the operation of the Unified Contact Center and the interaction of the Unified Contact Center with central government bodies,
local executive bodies of regions, cities of republican significance, the capital, as well as service providers**

Footnote. Rules - as amended by the order of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan dated 04.10.2022 № 368/ HK (shall be enforced ten calendar days after the day of its first official publication).

Chapter 1. General Provisions

1. These Rules for the operation of the Unified Contact Center and the interaction of the Unified Contact Center with central government agencies, local executive bodies of regions, cities of republican significance, the capital, as well as service providers (hereinafter referred

to as the Rules) have been developed in accordance with subparagraph 9) of Article 9 of the Law of the Republic Kazakhstan "On Public Services" and shall determine the procedure for the operation of the Unified Contact Center and the interaction of the Unified Contact Center with central government bodies, local executive bodies of regions, cities of republican significance, the capital, as well as service providers.

2. The main tasks and functions of the Unified Contact Center shall be:

1) increasing the availability of information about information and communication, government and other services, and forms of their provision;

2) raising the level of awareness of service recipients about the activities of state bodies, as well as raising the level of awareness of service recipients and state bodies about the procedure and process for the provision of information and communication, state and other services;

3) interaction with central state bodies, local executive bodies of regions, cities of republican significance, the capital and service providers on the provision of information on public services, interaction with state bodies and the operator of the information and communication infrastructure of "electronic government" on information and communication and other services;

4) providing service recipients with accessible communication channels for obtaining information on information and communication, government and other services.

3. The following terms and abbreviations shall be used in these Rules:

1) the authorized body in the field of informatization - the central executive body that provides management and intersectoral coordination in the field of informatization and "electronic government";

2) information and communication service - a service or a set of services for property rental (rent, temporary use), and (or) placement of computing resources, provision of software, software products, and hardware for use, including communication services, through which the functioning of data is ensured services;

3) Unified contact center - a legal entity determined by the authorized body in the field of rendering public services, performing the functions of an information and reference service to provide service recipients with information on the issues of rendering state and other services, as well as to state bodies - information on the issues of rendering information and communication services;

4) information and reference knowledge base of the Unified Contact Center (hereinafter referred to as the Knowledge Base) - an electronic database of the Unified Contact Center for storing, replenishing, updating and searching for the necessary information to respond to the service recipient;

5) operator of the Unified Contact Center (hereinafter referred to as the Operator) - an employee of the Unified Contact Center, providing information and reference support to service recipients on the services they are interested in;

6) service recipient - individuals and legal entities, except for central state bodies, foreign missions of the Republic of Kazakhstan, local executive bodies of regions, cities of republican significance, the capital, districts, cities of regional significance, akims of districts in the city, cities of district significance, towns, villages, rural districts;

7) service provider - central state bodies, foreign institutions of the Republic of Kazakhstan, local executive bodies of regions, cities of republican significance, the capital, districts, cities of regional significance, akims of districts in the city, cities of district significance, towns, villages, rural districts, as well as physical and legal persons providing public services in accordance with the legislation of the Republic of Kazakhstan;

8) public service - one of the forms of implementation of individual state functions or their combination, carried out at the request or without the request of service recipients and aimed at realizing their rights, freedoms and legitimate interests, providing them with appropriate material or intangible benefits;

9) information system for monitoring the provision of public services - an information system designed to automate and monitor the process of providing public services, including those provided through the State Corporation "Government for Citizens";

10) the subject of the provision of services in electronic form - an individual or legal entity providing a state or other service in electronic form;

11) operator of the information and communication infrastructure of "electronic government" (hereinafter referred to as the ICI operator) - a legal entity determined by the Government of the Republic of Kazakhstan, which shall be entrusted with ensuring the functioning of the information and communication infrastructure of "electronic government" assigned to it.

Footnote. Paragraph 3 as amended by order of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan dated 28.07.2023 № 292/HK (shall be brought into force ten calendar days after the day of its first official publication).

Chapter 2. Procedure for the operation of the Unified Contact Center

4. Unified Contact Center shall:

1) provide round-the-clock consulting support to individuals and legal entities on the provision of public and other services;

2) provide round-the-clock consulting support to state bodies on the issues of information and communication services provided to them;

3) provide round-the-clock consulting support for individuals and legal entities, state bodies on issues of "electronic government";

4) send requests to the ICI operator, government agencies and other organizations to provide clarifications on issues that have arisen for the recipient of information and communication, government and other services;

5) on a systematic basis send information to the ICI operator, state bodies and other organizations on received applications from individuals and legal entities.

5. In its activities, the Unified Contact Center shall be guided by the following principles:

1) quality and availability of services;

2) provision of reliable and up-to-date information on the procedure for the provision of services;

3) provision of complete and prompt information on the procedure for the provision of services.

6. Unified Contact Center shall provide its services to individuals and legal entities around the clock, without breaks, weekends and holidays.

7. Appeals from citizens and state bodies shall be received by free telephone numbers: 1414, 8 800 080 7777, to the email address: support@goscorp.kz.

When contacting by phone, the average waiting time for a response on the communication line shall be thirty seconds from the moment the service recipient calls.

8. Registration of appeals received by e-mail shall be carried out automatically, and the answer shall be provided within two working days.

9. The operator shall provide information and reference support for services based on the information available in the Knowledge Base.

10. When a request contains a question that is not included in the activities of the Unified Contact Center, the operator shall provide the contacting person with the information he has regarding the entity whose competence includes resolving this issue.

11. If the request contains a question that is within the competence of another operator of the Unified Contact Center, the operator shall redirect the call with the notification of the service recipient.

12. Unified Contact Center shall advise service recipients on filing applications through the Internet resource at the electronic address: www.gov.kz in the form of an electronic document certified by an electronic digital signature and informs about the deadline.

13. The service recipient shall have the right to evaluate the quality of the consultation provided. Immediately after the end of the conversation with the operator, the system shall automatically turn on, which offers to evaluate the work of the operator on a five-point scale.

14. At the written request of the authorized body in the field of informatization and (or) the authorized body for assessing and monitoring the quality of the provision of public services, the Unified Contact Center provides a record of the operator's conversation within a period not exceeding four hours after receiving the relevant request. Herein, the date and phone number of the service recipient shall be indicated in the request.

15. The Unified Contact Center shall regularly improve the professional competence of operators, conduct training and retraining in accordance with by-laws that determine the procedure for the provision of public services and applies promotional and incentive measures

16. Control over the quality of provision by the Unified Contact Center of information on the provision of public and other services shall be carried out by the authorized body in the field of informatization.

17. To provide consultations on information and communication services by the Unified Contact Center, the ICI operator shall:

- 1) conduct operator training;
- 2) provide the necessary information to update the Knowledge Base of the Unified Contact Center;
- 3) form groups of responsible persons from among its employees to resolve the requests of service recipients coming from the Unified Contact Center.

**Chapter 3. The procedure for the interaction of the Unified Contact Center with central state bodies ,
local executive bodies of regions, cities of republican significance, the capital, as well as service providers
in the framework of the provision of public services and information and communication services**

18. Participants of interaction within the framework of the provision of state, other and information and communication services:

- 1) Unified contact center;
- 2) the authorized body in the field of informatization;
- 3) the authorized body for assessing and monitoring the quality of the provision of public services;
- 4) central state bodies;
- 5) local executive bodies of regions, cities of republican significance, the capital (hereinafter referred to as Local executive bodies);
- 6) other service providers.

19. The Unified Contact Center shall perform the functions of providing service recipients with information on the provision of public services (hereinafter referred to as Information) accepted for consultation by the Unified Contact Center.

20. The central state body, after the approval of a by-law regulatory legal act that determines the procedure for the provision of public services, shall within three working days appoint a person responsible for providing information about the public service and sends information to the Unified Contact Center in the form, in accordance with Annex 1 to these Rules.

21. No later than ten working days after the submission of the information specified in paragraph 20 of these Rules to the Unified Contact Center, the responsible person shall conduct training or ensure that the service provider conducts training for the responsible employee of the Unified Contact Center.

22. At the end of the training, a protocol shall be drawn up for the acceptance by the Unified Contact Center of the public service for consultation (hereinafter referred to as the Protocol), signed by authorized representatives of the Unified Contact Center and the central state body that approved the by-law regulatory legal act that determines the procedure for the provision of public services, or the service provider.

23. The Unified Contact Center shall begin to provide information on the provision of public services to service recipients after five working days from the date of signing the protocol.

24. When implementing its functions, the Unified Contact Center addresses the participants in the interaction to obtain the necessary information and clarifications.

25. If there is not enough information to satisfy the requests of service recipients, service providers shall provide the Unified Contact Center upon request with the necessary information, except for information constituting state secrets, commercial and other secrets protected by law and provide oral advice, explanations by phone and additional information on the provided state services to the responsible employee of the Unified Contact Center.

In agreement with the central state bodies and local executive bodies, specialists of the Unified Contact Center shall visit service providers to familiarize themselves with the procedure for the provision of public services.

26. When making changes and additions to the by-law regulatory legal act that determines the procedure for the provision of public services, the responsible person of the central state body shall update the information provided in the working order within five working days from the date of making changes and additions and send it to the Unified Contact Center.

27. When replacing responsible persons, the central state body that approved the by-law regulatory legal act that determines the procedure for the provision of public services, and service providers, within five working days, shall send a corresponding notification to the Unified Contact Center in any form and provide new information about the responsible persons.

28. In case of repeated refusal within a month by the service provider to provide the Unified Contact Center with the necessary information on the public services provided, the Unified Contact Center shall within three working days inform the authorized body for assessing and monitoring the quality of the provision of public services about the refusal to provide information with the application supporting documents.

29. To properly inform the Unified Contact Center of service recipients about the stage of provision of public services, service providers shall enter data on the stage of provision of public services into the information system for monitoring the provision of public services.

The procedure for entering data by service providers into the information system for monitoring the provision of public services shall be established 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 public services, approved by Order of the Acting Minister of

Transport and Communications of the Republic of Kazakhstan dated June 14, 2013 № 452 (registered in the State Register of Normative Legal Acts of the Republic of Kazakhstan under № 8555).

30. The Unified Contact Center, at the written request of the authorized body for assessing and monitoring the quality of public services, shall train employees of the authorized body for assessing and controlling the quality of public services on the issues of information exchange of the Unified Contact Center with service providers.

31. Monthly, by the fifth day of the month following the reporting one, the unified contact center shall submit to the authorized body for assessing and monitoring the quality of the provision of public services, central state and local executive bodies providing public services, reporting information in a written (electronic) form via the form in accordance with Annex 2 to these Rules.

32. In case of discrepancy between the data in the report submitted as part of internal control by the service provider and the report submitted by the Unified Contact Center to the authorized body for assessment and quality control of public services, the Unified Contact Center at the request of the authorized body for assessment and quality control provision of public services shall provide explanatory information no later than the next working day.

33. The interaction of the Unified Contact Center with the subjects of the provision of services in electronic form shall be carried out in the manner specified in paragraphs 20-25 of these Rules.

34. Unified Contact Center shall provide round-the-clock consulting support to central state bodies, local executive bodies and service providers on issues of information and communication services provided to them.

35. Upon receipt of a request from central government bodies, local executive bodies and service providers on the provision of information and communication services, the Unified Contact Center shall provide consultation.

36. In the absence of the necessary information, the Unified Contact Center shall send a request from the state body to the ICI operator.

37. Requests from state bodies regarding the provision of information and communication services shall be resolved in the manner and terms established by the Regulations for processing requests from users of information and communication services, approved by the Unified Contact Center in agreement with the ICI operator.

38. In the event of a complete or partial interruption in the provision of information and communication services related to the replacement of equipment, software or other work, the Unified Contact Center, based on information received from the ICI operator, shall notify the central state bodies, local executive bodies and service providers not less than a day before the planned interruption in the provision of information and communication services.

39. As part of monitoring the quality of the provision of information and communication services, the Unified Contact Center shall monthly, by the fifth day of the month following

the reporting one, send a report generated by the information system on the provision of information and communication services:

- 1) to the authorized body in the field of informatization;
- 2) ICI operator;
- 3) to state bodies - recipients of information and communication services.

Annex 1
to the Rules for the operation of
the Unified Contact Center
and the interaction of the Unified
Contact Center with central
government bodies, local executive
bodies of regions, cities
of republican significance,
the capital, as well as service
providers
Form

Information about the public service

№	State service number in the register	Name of the public service	By-law normative legal act that determines the procedure for the provision of public services (indicating its details)	Information about changes in regulatory legal acts	Internet resource that contains information about the public service	Surname, name, patronymic, position of the responsible person and/or service provider	Contact numbers, e-mail address of the responsible person of the state body, and/or service provider
1	2	3	4	5	6	7	8

Surname, name, patronymic of the responsible executor

Date: " ____ " _____ 20 ____

Annex 2
to the Rules for the operation of
the Unified Contact Center
and the interaction of the Unified
Contact Center with central
government bodies, local executive
bodies of regions, cities
of republican significance,
the capital, as well as service
providers
Form

Report on appeals (complaints) received by the Unified Contact Center for __ quarter of ____

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№	Number of appeal complaints)	Date of registration of the appeal (complaints)	Region	Last name, first name, patronymic of the applicant	Content of the appeal (complaints)	Taken measures
1	2	3	4	5	6	7

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