



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

*Unofficial translation*

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

*Unofficial translation*

In accordance with subparagraph 1) Article 10 Of the Law of the Republic of Kazakhstan dated April 15, 2013 "On public services" **ORDER:**

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

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

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

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

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

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

*Minister of Industry and  
infrastructure development  
Republic of Kazakhstan*

*B. Atamkulov*

"AGREED"

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

Approved by order  
Minister of Industry  
and infrastructure development

## **Rules for the provision of public services**

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

### **Chapter 1. General Provisions**

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

2. The state service "Issuance of a license for the right to engage in activities related to the irregular transportation of passengers by buses, minibuses in intercity interregional, interdistrict (intercity intraregional) and international traffic, as well as regular transportation of passengers by buses, minibuses in international traffic" (hereinafter - the state service) is provided local executive bodies of regions, the cities of Nur-Sultan, Almaty and Shymkent ( hereinafter referred to as the service provider).

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

3. To receive the public service, individuals or legal entities (hereinafter referred to as the service recipient) through the web portal "Electronic government": [www.egov.kz](http://www.egov.kz), [www.elicense.kz](http://www.elicense.kz) (hereinafter referred to as the portal) send the service provider an application from a legal entity for obtaining a license and (or) appendices to the license in accordance with Appendix 1 to these Rules (hereinafter referred to as an application of a legal entity for obtaining a license) or an application of an individual for obtaining a license and (or ) appendices to a license in accordance with Appendix 2 to these Rules (to these Rules ( hereinafter referred to as an application of an individual for obtaining a license) or an application of a legal entity for reissuing a license and (or) appendices to a license in accordance with Appendix 3 to these Rules (hereinafter referred to as an application of a legal entity for reissuing a license) or an application of an individual for reissuing a license and (or)

appendices to a license in accordance with Appendix 4 to these Rules (hereinafter referred to as an application of an individual for reissuing a license) with the attachment of documents according to the list provided for in paragraph 8 of the State Service Standard “Issuance of a license for the right to engage in activities related to the irregular transportation of passengers by buses, minibuses in intercity interregional, interdistrict (intercity intraregional) and international communications, as well as regular transportation of passengers by buses, minibuses in international traffic ”(hereinafter referred to as the Standard) according to Appendix 5 to these Rules.

The list of basic requirements for the provision of the public service, including the characteristics of the process, forms, 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 the Standard.

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

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

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

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

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

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

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

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

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

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

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

12. Upon receipt of an application and a package of documents from the service recipient, in accordance with the list provided for in paragraph 8 of the Standard, the executive office of the service provider shall send this application and package of documents for consideration to the head of the service provider or the person performing his/her duties, who determines the executor of the service provider through the supervising deputy head and (or ) the head of a structural unit of the service provider.

The service provider, within 2 (two) working days from the date of registration of documents, shall check the completeness of the submitted package of documents, according to the list provided for in paragraph 8 of the Standard.

If the applicant submits an incomplete package of documents, the licensing authority within the specified time frame shall give a reasoned refusal to further consider the application.

**Footnote. Paragraph 12 is in the wording of the order of the Minister of Industry and Infrastructural Development of the Republic of Kazakhstan dated 21.04.2022 No. 222 (shall be enforced upon expiry of sixty calendar days after the day of its first official publication).**

13. If the service recipient submits a full package of documents, in accordance with the list provided for in paragraph 8 of the Standard, the service provider, within 3 (three) working days, shall consider this package of documents for compliance with the requirements of these Rules and the Qualification requirements for activities related to the irregular transportation of passengers by buses, minibuses in intercity interregional, interdistrict (intercity intraregional) and international traffic, as well as regular transportation of passengers by buses, minibuses in international traffic and a list of documents confirming their compliance, approved by the order of the Minister of Investments and Development of the Republic of Kazakhstan dated January 30, 2015 No. 72 ( registered in the Register of state registration of regulatory legal acts No. 10800) (hereinafter - the Qualification requirements), which are given in Appendix 7 to these Rules.

If the submitted package of documents, in accordance with the list provided for in paragraph 8 of the Standard, meets the requirements of these Rules and the Qualification

requirements, the service provider shall issue a license for the right to engage in activities for the irregular transportation of passengers by buses, minibuses in intercity interregional, interdistrict (intercity intraregional) and international traffic, and also regular transportation of passengers by buses, minibuses in international traffic.

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

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

**Footnote. Paragraph 13 is in the wording of the order of the Minister of Industry and Infrastructural Development of the Republic of Kazakhstan dated 21.04.2022 No. 222 (shall be enforced upon expiry of sixty calendar days after the day of its first official publication).**

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

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

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

13-2. If there are grounds for refusal to provide a public service provided for in paragraph 9 of the Standard, the service provider shall notify the service recipient of the preliminary decision to refuse to provide the public service, as well as the time and place (method) of the hearing to allow the service recipient to express a position on the preliminary decision.

The notification of the hearing shall be sent at least 3 (three) working days before the end of the term for the provision of a public service. The hearing shall be held no later than 2 (two) working days from the date of notification.

Based on the results of the hearing, the service provider shall issue a license for the right to engage in activities for the irregular transportation of passengers by buses, minibuses in intercity interregional, interdistrict (intercity intraregional) and international traffic, as well as the regular transportation of passengers by buses, minibuses in international traffic, or a

reasoned response on refusal to provide a public service on the grounds specified in paragraph 9 of the Standard.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

The complaint of the applicant received by the authorized body for assessing and monitoring the quality of public services shall be subject to consideration within 15 (fifteen) working days from the date of its registration.

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

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

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

Appendix 1  
to the Rules for the provision of public  
services  
"Issuance of a license for the right to  
engage in  
activities related to the irregular  
transportation of  
passengers by buses, minibuses in  
intercity interregional,  
interdistrict (intercity intraregional) and  
international  
traffic, as well as regular transportation of  
passengers  
by buses, minibuses in international traffic  
"

Form

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

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

To \_\_\_\_\_  
(full name of the licensor)

from \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
(full name, location, business identification number  
of a legal entity (including a foreign legal entity),  
business identification number of a branch or a representative office of a foreign  
legal entity – in the event of the absence of a business identification number  
of a legal entity).

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

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

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

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

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

Telephones \_\_\_\_\_

Fax \_\_\_\_\_

\_\_\_\_\_  
(account number, name and location of the bank)

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

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

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

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

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

all attached documents are true and valid;

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

the applicant certifies the application with an EDS.

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

Date of completion: "\_\_\_" \_\_\_\_\_ 20\_\_

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

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

Form

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

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

To \_\_\_\_\_  
(full name of the licensor)  
from \_\_\_\_\_

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(surname, name, patronymic (if any) of an individual, individual identification number)  
I ask to grant a license and (or) Appendix to the license to engage in

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

Residential address of the individual \_\_\_\_\_

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

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

Telephones \_\_\_\_\_

Fax \_\_\_\_\_

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(account number, name and location of the bank)

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

---

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

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

This is to certify that:

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

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

all attached documents are true and valid;

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

the applicant certifies the application with an EDS.

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

Date of completion: "\_\_\_" \_\_\_\_\_ 20\_\_

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

Appendix 3  
to the Rules for the provision of public  
services  
"Issuance of a license for the right to  
engage in  
activities related to the irregular  
transportation of  
passengers by buses, minibuses in  
intercity interregional,  
interdistrict (intercity intraregional) and  
international  
traffic, as well as regular transportation of

Form

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

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

To \_\_\_\_\_  
(full name of the licensor)

from \_\_\_\_\_

—

\_\_\_\_\_  
\_\_\_\_\_  
(full name, location, business identification number  
of a legal entity (including a foreign legal entity),  
business identification number of a branch or a representative office of a foreign  
legal entity – in the absence of a business identification number  
of a legal entity)

I ask to re-issue the license and (or) appendix to license No. \_\_\_\_\_  
dated "\_\_\_" \_\_\_\_\_ 20\_\_\_\_, issued \_\_\_\_\_

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

\_\_\_\_\_  
\_\_\_\_\_

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

1) reorganization of a legal entity-licensee in accordance with the procedure determined  
by Article 34\_ of the Law) on permissions and notifications by (indicate X in the  
appropriate box):

merger \_\_\_\_\_

restructurization \_\_\_\_\_

accession \_\_\_\_\_

spin-off \_\_\_\_\_

separation \_\_\_\_\_

2) change of the name of the legal entity-licensee \_\_\_\_\_

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

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

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

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

\_\_\_\_\_ 6) change of the name of the type of activity \_\_\_\_\_

7) change the name of the subspecies of activity \_\_\_\_\_

Address of a legal entity

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

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

Telephones \_\_\_\_\_

Fax \_\_\_\_\_

\_\_\_\_\_  
(account number, name and location of the bank)

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

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

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

This is to certify that:

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

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

all attached documents are true and valid;

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

the applicant certifies the application with an EDS.

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

Seal

Date of completion: " \_\_\_\_ " \_\_\_\_\_ 20\_\_

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

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

Form

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

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

To \_\_\_\_\_  
(full name of the licensor)

from \_\_\_\_\_

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

I ask to re-issue the license and (or) appendix to license No. \_\_\_\_\_

dated " \_\_\_\_ " \_\_\_\_\_ 20\_\_ , issued \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

to engage in \_\_\_\_\_

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

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

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

\_\_\_\_\_

\_\_\_\_\_

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

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

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4) changing the address of the location of an object without its physical movement for a license issued according to the class of permission issued for objects with an indication of the objects

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

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6) change in the name of the type of activity

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7) change in the name of the subtype of activity

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residential address of the individual \_\_\_\_\_  
(postal code, region, city, district, locality, street name, house/building number)

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

Telephones \_\_\_\_\_

Fax \_\_\_\_\_

(account number, name and location of the bank)

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

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

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

This is to certify that:

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

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

all attached documents are true and valid;

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

the applicant certifies the application with an EDS.

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

Date of completion: "\_\_\_" \_\_\_\_\_ 20\_\_

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

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

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

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

1.	Service Provider Name	Local executive bodies of regions, Nur-Sultan, Almaty and Shymkent cities.
2.	Methods of provision of the public service	Acceptance of the application and issuance of the result shall be carried out through the web-portal of "electronic government" <a href="http://www.egov.kz">www.egov.kz</a> , <a href="http://www.elicense.kz">www.elicense.kz</a> .

3.	The term of provision of the public service	<p>1) when sending a license and (or) appendix to a license - 5 (five) working days;</p> <p>2) when re-issuing the license and (or) appendix to a license – 3 (three) working days;</p> <p>3) when sending a duplicate license and (or) appendix to a license – 2 (two) working days.</p>
4.	Form of provision of the public service	Electronic (partly automated).
5.	The result of provision of the public service	<p>License and (or) appendix to a license or a re-issued license and (or) appendix to a license or a duplicate license and (or) appendix to a license for the right to engage in the irregular transportation of passengers by buses, minibuses in intercity interregional, interdistrict (intercity intraregional) and international traffic, as well as regular transportation of passengers by buses , minibuses in international traffic, or a reasoned response on the refusal to provide the public service.</p> <p>Form of provision of the result of providing the public service: electronic.</p> <p>The result of the provision of the public service shall be sent to the "personal account" of the service recipient in the form of an electronic document certified by the EDS of the authorized person of the service provider.</p>
6.	The amount of fees charged from the service recipient for the provision of the public service, and the methods of its collection in cases provided for by the legislation of the Republic of Kazakhstan	<p>The public service shall be provided to individuals and legal entities: The license fee shall be paid to the local budget at the fee rate established by the <u>Code</u> of the Republic of Kazakhstan dated December 25, 2017 "On taxes and other obligatory payments to the budget (Tax Code)" and amounts to:</p> <p>1) for the issuance of a license - three-fold monthly calculation index valid on the day of fee payment;</p> <p>2) for the re-issuance of the license – 10% of the rate for issuing a license;</p> <p>3) for issuing a duplicate of a license - 100% of the rate for issuing a license.</p>

		<p>Payment of the license fee shall be carried out in cash and non-cash forms through second-tier banks, organizations that carry out certain types of banking operations or through gateway of the electronic government.</p>
7.	Service Provider's Schedule	<p>1) service provider - from Monday to Friday inclusive, from 9.00 to 18.30 with a lunch break from 13.00 to 14.30, except weekends and holidays in accordance with the labor legislation of the Republic of Kazakhstan.</p> <p>2) portal - around the clock, except for technical breaks due to repair work.</p> <p>When the service recipient contacts after the end of working hours, on weekends and holidays in accordance with the labor legislation of the Republic of Kazakhstan, the acceptance of applications and the issuance of the results of the provision of public services shall be carried out on the next working day.</p>
8.	List of documents required for the provision of the public service	<p>For the receipt of a license and (or) appendix to a license:  a request in the form of an electronic document certified by the EDS of the service recipient;  electronic copies of documents confirming the applicant's compliance with the qualification requirements, in the absence of information in the information system.</p> <p>For the re-issuing a license and (or) appendix to a license:  a request in the form of an electronic document certified by the EDS of the service recipient;  to get a duplicate license and (or) appendix to a license:  request in the form of an electronic document certified by the EDS of the service recipient.</p>
		<p>1) the license fee has not been paid;  2) the applicant does not meet the qualification requirements;  3) there is a court decision (verdict) in relation to the applicant that has entered into legal force on the</p>

9.	Grounds for refusal to provide the public service established by the legislation of the Republic of Kazakhstan	<p>suspension or prohibition of activities or certain types of activities subject to licensing;</p> <p>4) the court, on the basis of the submission of the enforcement agent , is temporarily prohibited from issuing a license and (or) Appendix to the license to the applicant-debtor;</p> <p>5) the unreliability of the documents submitted by the applicant for obtaining a license and (or) appendix to a license, and (or) the data (information) contained in them has been established.</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>Addresses of places for the provision of the public service are posted on the Internet resources:</p> <p>Ministries - <a href="http://www.miid.gov.kz">www.miid.gov.kz</a>, section "Public Services", section "Committee of Transport".</p> <p>The service recipient shall have an opportunity to receive information on the procedure and status of the provision of public services in the remote access mode through the Unified Contact Center for the provision of public services.</p> <p>The service recipient receives the public service in electronic form through the portal, subject to the availability of an EDS.</p> <p>The service recipient has the opportunity to receive information on the procedure and status of the provision of public services in remote access mode through the "personal account" of the portal, as well as a unified contact center for the provision of public services by phone 1414, 8 800 080 7777.</p>

Appendix 6  
to the Rules for the provision of public services

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

by buses, minibuses in international traffic

"

## Receipt on the refusal to accept documents

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

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

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

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

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

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

7	order on determining the responsible person for safety transportation	Copies of the order on determining the responsible person for safety transportation	
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