

**On approval of the Rules for classification of state services in electronic form to determine the service recipient authentication method**

*Unofficial translation*

Order of the Minister for Investment and Development of the Republic of Kazakhstan dated January 19, 2016 № 10. Registered with the Ministry of Justice of the Republic of Kazakhstan on February 24, 2016 № 13191.

**Unofficial translation**

In accordance with subparagraph 62) of article 7 of the Law of the Republic of Kazakhstan dated November 24, 2015 “On Informatization” **I hereby ORDER:**

1. To approve the attached Rules for classification of state services in electronic form to determine the service recipient authentication method.

2. The Committee for Communications, Informatization and Information of the Ministry of Investment 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) direct a printed and electronic copy of this order for official publication to periodicals and “Adilet” Legal Information system within ten calendar days after its state registration with the Ministry of Justice of the Republic of Kazakhstan, and also to the Republican Center of 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 of Investment and Development of the Republic of Kazakhstan and on the intranet portal of the state bodies;

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

3. Control over the execution of this order shall be assigned to the supervising Vice Minister of investment and development of the Republic of Kazakhstan.

4. This order shall take effect upon expiry of ten calendar days after the date of its first official publication.

*Minister  
of Investment and Development  
of the Republic of Kazakhstan*

*A. Issekeshev*

Approved  
by order № 10 of the Minister  
of Investment and Development

## **Rules for classification of state services in electronic form to determine the service recipient authentication method**

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

**Footnote. The title of Chapter 1 as revised by Order of the Minister of Information and Communications of the Republic of Kazakhstan № 3 of 09.01.2019 (shall be effective after the date of its first official publication).**

1. These Rules for classification of state services in electronic form to determine the service recipient authentication method (hereinafter -the Rules) are developed in accordance with subparagraph 62) of Article 7 of the Law of the Republic of Kazakhstan “On Informatization” dated November 24, 2015 and establish the classification procedure of state services provided in electronic form to determine the authentication method of the service recipient.

2. The following terms and abbreviations are used herein:

1) authorized body in the field of informatization is a central executive body responsible for management and inter-sectoral coordination in the field of informatization and e-government;

2) single-use password is a password that is valid only for a single session of authentication of entities receiving services in electronic form;

3) database containing personal data (hereinafter referred to as the database) is a collection of organized personal data;

4) instant messaging is a data transmission technology that enables interactive communication between a mobile network subscriber and a service application in the form of instant short messages;

5) composite service is a set of interrelated services, for the delivery of which a request from the service recipient in electronic form and mandatory authentication by means of an electronic digital signature are sufficient;

6) service recipient means individuals and legal entities, except for central government bodies, foreign institutions of the Republic of Kazakhstan, local executive bodies of regions, cities of national importance, the capital, districts, cities of regional significance, district akims in cities, cities of district significance, settlements, villages, rural districts;

7) service provider means central public authorities, foreign institutions of the Republic of Kazakhstan, local executive bodies of regions, cities of republican significance, the capital, districts, cities of regional significance, district akims in cities, cities of district significance, settlements, villages, rural districts, as well as individuals and legal entities offering public services as per the legislation of the Republic of Kazakhstan;

8) short text message is a service provided by a mobile operator for receiving and transmitting information via a mobile network;

9) login is the name (identifier) of a user's account on the portal;

10) public service is one of the forms of implementation of certain state functions carried out on an individual basis at the request of service recipients and aimed at realizing their rights, freedoms and legitimate interests, providing them with appropriate material or non-material benefits;

11) authentication is the confirmation of the authenticity of an entity or facility of access by determining the conformity of the access details presented with those available in the system;

12) subscriber device for cellular communications stands for the means of communication for individual use that generates electrical communication signals for the transmission or reception of information specified by the subscriber and is connected to the cellular operator's network, does not have a permanent geographically defined location within the service area, and operates in cellular networks;

13) web portal of the electronic government (hereinafter referred to as the portal) is an information system that enables a single point of access to all consolidated government information, including the regulatory framework, and to state and other services provided in electronic form;

14) mobile application of the electronic government (hereinafter referred to as the mobile application) is a software product installed and launched on a subscriber's mobile device and providing access to government services and other services offered in electronic form via mobile communications and the Internet;

15) electronic digital signature (hereinafter referred to as EDS) is a set of electronic digital symbols created by means of electronic digital signature and confirming the authenticity of an electronic document, its origin and the immutability of its content.

**Footnote. Paragraph 2 as revised by Order of the Minister of Information and Communications of the Republic of Kazakhstan № 3 of 09.01.2019 (shall be enacted after the date of its first official publication).**

## **Chapter 2. Procedure for classifying public services in electronic form to determine the method of authenticating the service recipient**

**Footnote. The heading of Chapter 2 as revised by Order of the Minister of Information and Communications of the Republic of Kazakhstan № 3 of 09.01.2019 (shall enter into force after the date of its first official publication).**

3. To determine the service recipient authentication method for each state service provided in electronic form, analysis shall be carried out on the following criteria:

1) risk of potential damage from disclosure of personal data with likelihood of adverse consequences for the service provider and (or) service recipient associated with unlawful receipt by third parties of the state services provision results.

The service provider shall carry out risk probability assessment independently;

2) changes in the information on the service recipient in the database of the service provider resulting from the state service provision;

3) the term of the state service provision from the application filing to the issue of the state service provision result;

4) the fee for the provision of state services in accordance with Article 553 of the Code of the Republic of Kazakhstan dated December 25, 2017, "On Taxes and Other Mandatory Payments to the Budget (Tax Code).

**Footnote. Paragraph 3 as amended by the order of the Minister of Digital Development, Innovations and Aerospace Industry of the Republic of Kazakhstan dated 06.09.2024 № 545/ HK (shall be effective ten calendar days after the date of its official publication).**

4. Service recipients authentication methods for receiving state services in electronic form are specified in Appendix 1 to these Rules.

5. Analysis of state services and determining of the service recipient authentication method shall be carried out in the following order:

1) if the state service at personal data disclosing bears a risk of potential damage to the service recipient and / or service provider, then point 2 score shall be assigned. In the absence of the risk, a score of 1 shall be assigned;

2) if the state service provision leads to change in the information in the database of the service provider, then a score of 2 shall be assigned. If the state service provision does not lead to a change of information in the database, a score of 0 shall be assigned (these services include the services that result in various types of certificates);

3) if the state service provision term exceeds 30 minutes, a score of 1 shall be assigned. If the state service provision term does not exceed 30 minutes, a score of 0 shall be assigned;

4) if the state service is provided for a fee, then a score of 1 shall be assigned. If the state service is provided free of charge, a score of 0 shall be assigned.

The scoring table, according to the classification criteria for state services, is illustrated in Appendix 2 to these Rules.

The result of the state services classification is the total score of the selected criteria and determination on its basis of the service recipient authentication method.

The final score of 0 to 1 shall imply the use of a login / password authentication method.

The final score of 2 to 3 shall imply the use of “login / password + one-time password” authentication method.

The final score from 4 to 6 shall imply the use of “login / password +EDS” authentication method.

6. All public services offered in electronic form via a portal and a mobile phone device shall be subject to classification.

**Footnote. Paragraph 6 as revised by Order of the Minister of Information and Communications of the Republic of Kazakhstan № 3 of 09.01.2019 (shall be effective after the date of its first official publication).**

7. Classification of state services in accordance with these Rules shall be carried out independently by each state body responsible for development of the standard and regulation of the state services.

8. After independently determining the authentication method for each state service, each state body shall direct the state services classification results to the authorized body in the field of informatization.

Appendix 1  
to the Rules  
for classification of state services  
in electronic form  
to determine the service recipient  
authentication method

### **Methods of service recipient's authentication for obtaining state services in electronic form**

1. To obtain state services in electronic form, the following methods of service recipients' authentication shall be applied:

1) with the "login / password" method, the service recipient shall use the login and password on the portal or in the mobile application, select the state service, form a request and send it to the service provider;

2) with the "login / password + EDS" method, the service recipient shall use the login and password on the portal or in the mobile application, select the state service, form a request and confirm the request by the EDS for sending it to the service provider;

3) with the "login / password + one-time password" method, the service recipient shall use the login and password on the portal or in the mobile application, select the state service, form a request, enter a one-time password that is sent to the subscriber's mobile number and send the request to the service provider.

An alternative to the "login / password + one-time password" authentication method shall be the use of "login / password + EDS" method.

When receiving a state service in electronic form via instant message and in the form of a short text message, a one-time password shall not be applied.

2. Apropos of the state services on issuing permits and composite services, the authentication method "login / password + EDS" shall be used.

**Footnote. Paragraph 2 as amended by order № 372 of the Minister of Information and Communications of the Republic of Kazakhstan dated October 17, 2017 (shall be enforced upon expiry of ten calendar days after the date of its first official publication).**

Appendix 2  
to the Rules  
for classification of state services  
in electronic form  
to determine the service recipient  
authentication method

**Scoring table**

№	Name of the criterion	Options			
		Choice 1	Score	Choice 2	Score
1	Risk of potential damages from disclosure of personal data	risk is present	2	risk is absent	1
2	Influence on change of information in the database	service, leading to changes in the database	2	service, not leading to changes in the database	0
3	Service provision term	service requiring a certain time (more than 30 min)	1	Instant service (less than 30 min)	0
4	Fee-paying sass of the service provision	fee-based services	1	other	0