

On approval of the Rules for provision of postal services

Unofficial translation

Order of the Minister of Information and Communications of the Republic of Kazakhstan dated July 29, 2016 No. 65. Registered with the Ministry of Justice of the Republic of Kazakhstan on October 27, 2016 No. 14370.

Unofficial translation

In accordance with subparagraph 16) of paragraph 1 of Article 5 of the Law of the Republic of Kazakhstan "On Post" and subparagraph 70) of paragraph 15 of the Regulation on the Ministry of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan, approved by Resolution of the Government of the Republic of Kazakhstan dated July 12, 2019 № 501, **I HEREBY ORDER:**

Footnote. Preamble - as amended by Order № 265/HK of the Minister of Digital Development, Innovation, and Aerospace Industry of the Republic of Kazakhstan dated May 28, 2025 (shall enter into force ten calendar days after its first official publication).

1. To approve the attached Rules for provision of postal services (hereinafter referred to as the Rules).

2. The Department of Communications of the Ministry of Information and Communications of the Republic of Kazakhstan (V. Yaroshenko) shall:

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

2) send a copy hereof, both in paper and electronic form for official publication in periodicals and the legal information system "Adilet" within ten calendar days from the date of its state registration with the Ministry of Justice of the Republic of Kazakhstan, as well as in the Republican Center for Legal Information for inclusion into 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 Information and Communications of the Republic of Kazakhstan;

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 Department of Legal Services of the Ministry of Information and Communications of the Republic of Kazakhstan the information on the implementation of measures provided for in subparagraphs 1), 2) and 3) of this paragraph.

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

4. This order shall come into effect upon expiry of ten calendar days after the day of its first official publication, with the exception of subparagraph 4) of paragraph 70 and paragraphs 136, 139, 140 of the Rules, which shall come into effect on January 1, 2019.

Therein subparagraph 1) of paragraph 71 of the Rules shall be valid until January 1, 2019.

*Minister of Information and Communications
of the Republic of Kazakhstan*

D. Abayev

"AGREED"

Deputy Prime Minister
of the Republic of Kazakhstan -
Minister of Agriculture

_____ A. Myrzakhmetov
" ____ " _____ 2016

"AGREED"

Minister of Healthcare
and Social Development
of the Republic of Kazakhstan

_____ T. Duyssenova
" ____ " _____ 2016

"AGREED"

Minister for Investment
and Development of
the Republic of Kazakhstan

_____ Zh. Kassymbek
" ____ " _____ 2016

"AGREED"

Minister of Finance
of the Republic of Kazakhstan

_____ B. Sultanov
" ____ " _____ 2016

"AGREED"

Minister of Culture and Sports
of the Republic of Kazakhstan

_____ A. Mukhamediuly
" ____ " _____ 2016

"AGREED"

Minister of Foreign Affairs
of the Republic of Kazakhstan

_____ E. Idrissov
" ____ " _____ 2016

"AGREED"

Minister of National Economy
of the Republic of Kazakhstan
_____ K. Bishimbaev

" ____ " _____ 2016

"AGREED"

Chairman of the National Bank
of the Republic of Kazakhstan
_____ D. Akishev

" ____ " _____ 2016

"AGREED"

Minister of Internal Affairs
of the Republic of Kazakhstan
_____ K. Kassymov

" ____ " _____ 2016

Approved
by order of the
Minister of Information and
Communications of the
Republic of Kazakhstan dated
July 29, 2016 № 65

The Rules for provision of postal services Chapter 1. General provisions

1. These Rules for the Provision of Postal Services (hereinafter referred to as the Rules) have been developed in accordance with subparagraph 16) of paragraph 1 of Article 5 of the Law of the Republic of Kazakhstan "On Post" (hereinafter referred to as the Law), subparagraph 70) of paragraph 15 of the Regulation on the Ministry of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan, approved by Resolution of the Government of the Republic of Kazakhstan dated July 12, 2019 № 501 and shall determine the procedure for the provision of postal services by postal operators.

Footnote. Paragraph 1 - as amended by Order of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan dated May 28, 2025, № 265/HK (shall enter into force upon expiry of ten calendar days after the date of its first official publication).

2. Postal activities include the following postal services:

- 1) universal postal services;
- 2) services for forwarding registered mail;
- 3) expedited and courier postal services;
- 4) postal money transfers;
- 5) services for distribution of periodicals by subscription and retail sale;

- 6) services for the sale of postage stamps and philatelic products;
- 7) hybrid shipment forwarding services;
- 8) special postal services in accordance with Article 9-1 of the Law;
- 9) services, the provision of which is inextricably linked with postal services:
 - calling a courier at home;
 - filling in the address;
 - tracking of postal items;
 - packaging and registration of postal items;
 - forwarding mail;
 - forms for mailing;
 - notification of delivery or delivery of a postal item;
 - storage of postal items;
 - notification of a postal item;
 - home delivery.

Footnote. Paragraph 2 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

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

1) defective item - a postal item that shows signs of access to the contents (damage to the integrity of the packaging), or the weight of which does not correspond to the weight upon receipt;

2) postal item with notification of receipt - a registered postal item, upon submission of which the sender instructs the postal operator to inform him/her or the person indicated by him/her when and to whom the postal item was delivered;

3) regular parcel - a parcel without an estimated value of the contents, which is accepted from the sender with a receipt and is given to the recipient against signature;

4) express postal items - postal items processed and delivered in an expedited manner;

5) quarantine products - quarantine products (quarantine cargoes, quarantine materials, quarantine goods) (hereinafter referred to as Quarantine products) - plants, products of plant origin, containers, packaging, cargo, soil, organisms or materials that may be carriers of quarantine objects (quarantine pests) and (or) contribute to their spread, included in the list of quarantine products and in relation to which quarantine measures must be taken;

6) catalogue - a collection-list containing sections on national, local and foreign periodical printed publications accepted for distribution by subscription, depending on the territory of their distribution;

7) consignment - a service for forwarding postal items between designated operators, grouped by one sender with a destination abroad to one recipient;

8) courier mail items - registered mail items processed and delivered using a courier;

9) postal item with declared value - a postal item (except for a postcard), upon submission of which the sender declares its value by presenting supporting documents in the manner determined by the authorized body in the field of post;

10) operating window - an equipped workplace at the production facility of the postal operator, where one or more types of services are provided to the user of the postal operator's services;

11) package - a registered postal item sent without the application of postal payment marks, including state postal payment marks, the contents, dimensions, weight and packaging of which are provided for by these Rules;

12) category of postal item - a set of characteristics that determine the procedure and conditions for acceptance, processing, forwarding and delivery of a postal item (unregistered, registered, with declared value, with special marks);

13) period for forwarding postal items, postal money orders, expedited and courier postal items - the period during which the postal operator forwards items from the production facility where they are received to the production facility where they are issued;

14) secogram - a postal item containing written messages written in secographic manner, submitted openly, clichés with secographic signs, sound recordings intended exclusively for the blind;

15) undelivered postal items - postal items that were not delivered (not handed) to the addressee and sender within the established period, for valid reasons (refusal to receive, no return address, unclaimed);

16) technical means - equipment, devices, systems with and without software, including devices with measuring functions, used in postal activities by postal operators;

17) direct mail container - a postal item in the form of a container with things, objects and goods, stamped (sealed) by the sender and sent to the destination without opening en route;

18) small packet - an international registered postal item containing individual samples of goods, small gift items, the contents, dimensions, weight and packaging of which are provided for by these Rules;

19) containers - corrugated cardboard boxes, plastic bags, envelopes, wooden boxes and sacks intended for sending postal items.

20) bag "M" (special bag) - international registered mail containing periodicals (newspapers and magazines), books and brochures, sent by one sender to one addressee.

Footnote. Paragraph 3 - as amended by Order № 265/HK of the Minister of Digital Development, Innovation, and Aerospace Industry of the Republic of Kazakhstan dated May 28, 2025 (shall enter into force ten calendar days after its first official publication).

Chapter 2. The procedure for the organization of the postal network and the service by mail operators of users of mail operator services, including unhindered access for persons with disabilities to postal services

Footnote. The title of Chapter 2 as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 26.09.2022 № 345/NK (shall be enforced ten calendar days after the date of its first official publication).

4. Postal operators independently form postal networks to provide postal communication services, except for the cases established by Article 10 of the Law.

In order to organize the postal network, the mail operator creates and uses production facilities, as well as postal routes.

When providing universal postal services to users of the postal operator's services, the creation and operation of the postal network is carried out in accordance with the quality indicators of universal postal services approved by the order of the Minister of information and communications of the Republic of Kazakhstan dated July 20, 2016 № 44 (registered in the Register of state registration of regulatory legal acts under № 14130).

Footnote. Paragraph 4 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

5. Excluded by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 28.12.2022 № 516/NK (shall be enforced ten calendar days after the date of its first official publication).

6. Excluded by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 28.12.2022 № 516/NK (shall be enforced ten calendar days after the date of its first official publication).

7. To provide postal services in the production facilities of the postal operator, operating windows shall be equipped with workstations for provision of postal services throughout the operational day.

8. At the entrance to the production facilities of the mail operator, a sign is installed indicating the name of the production facility and the operating mode. In production facilities located in cities and operating on a rolling schedule, with a lunch break or with a day off, an announcement is also placed about the location and mode of operation of the nearest production facility providing services without a break or without days off. The text of the sign and the announcement is presented in Kazakh and Russian.

Mail operators, in order to provide unhindered service to persons with disabilities, provide them with:

unhindered access to the production facility, as well as equip an operating window that allows for free and unhindered service to persons with disabilities;

provision of services out of turn;

in an accessible form, complete and reliable information about the procedure for providing the services rendered.

Footnote. Paragraph 8 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 26.09.2022 № 345/ NK (shall be enforced ten calendar days after the date of its first official publication).

9. In the operating room of the mail operator's production facility, the following information material is located in a place that is visible and accessible to users of the mail operator's services:

- 1) service standards;
- 2) list of types of postal services provided;
- 3) tariffs for postal services;
- 4) terms of mailing, postal money transfer;
- 5) terms of storage of postal items, postal money transfer;
- 6) the order of writing the address;
- 7) the order of packing postal items and the list of packaging materials and containers of the mail operator;
- 8) dimensions and maximum weight of postal items;
- 9) a list of items and substances prohibited and restricted for shipment, including a separate list of things and items sent by mail to the addresses of persons serving sentences in institutions of the penal enforcement system, as well as the responsibility of users of mail operator services provided for by the Criminal Code of the Republic of Kazakhstan and the Code of the Republic of Kazakhstan "On administrative offenses";
- 10) postal codes (in electronic format);
- 11) about the advantages of servicing certain categories of citizens;
- 12) the responsibility of the mail operator provided for by the Code of the Republic of Kazakhstan "On administrative offenses" and the Law for violating obligations to users of the mail operator's services;
- 13) liability of users of the mail operator's services for violation of paragraph 6 of Article 44 of the Law;
- 14) name, address and phone number of the higher division of the mail operator;
- 15) the number of the helpline, contact center, address of the official Internet resource of the mail operator.

The information is presented in Kazakh and Russian.

The same information is posted on the official Internet resource of the mail operator."

Footnote. Paragraph 9 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

10. The postal operator shall provide, in production facilities where direct service is provided to postal service users, a mode of limited access for persons to operating windows.

In order to comply with the measures taken by the postal operator to protect postal secrets in the production facilities of the postal operator where the postal item is received, processed,

sorted, stored and issued, photo and video shall not be taken, with the exception of video surveillance systems for the security of the postal operator.

10-1. In the presence of an information system, mail operators provide services in the field of mail through automated (electronic) devices, equipment, information systems, and also use them to automate and optimize the processes of providing services in the field of mail.

The service of users of the mail operator's services is possible through the use of a cellular subscriber device.

Footnote. The rules were supplemented by paragraph 10-1 in accordance with the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 26.09.2022 № 345/NK (shall be enforced ten calendar days after the date of its first official publication).

Chapter 3. The procedure for using personalized devices of postal operators

11. Excluded by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 28.12.2022 № 516/NK (shall be enforced ten calendar days after the date of its first official publication).

12. Excluded by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 28.12.2022 № 516/NK (shall be enforced ten calendar days after the date of its first official publication).

Chapter 4. The procedure for registration of postal items, as well as the types of postal items and their technical characteristics

Paragraph 1. The procedure for registration of address on postal items, money orders

13. All address data on postal items and accompanying forms are filled in by handwriting (or printed by typographic method, or using other printing equipment), clearly, legibly, without corrections, without abbreviated names and conventional letters, numbers, signs. Printed or handwritten address labels on white paper are pasted on postal items.

Footnote. Paragraph 13 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/NK (shall be enforced ten calendar days after the date of its first official publication).

14. Information on postal money transfers, as well as address data, are printed from the system on the form of a postal item for postal money transfers, in accordance with Appendix 1 to these Rules (hereinafter referred to as the Form). In non-automated post offices, the forms of postal mail forms for postal money transfer are filled out in a handwritten way by the user of the mail operator's services (or printed in a typographic way, or using printing equipment), clearly, legibly, without corrections, without abbreviated names and conventional letters, numbers, signs.

Footnote. Paragraph 14 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

15. The indication of the sender's and recipient's addresses on postal items, on accompanying forms and on forms of postal items for postal money transfers is made by the sender indicating the address of the sender and recipient, which are the addresses of settlements of the Republic of Kazakhstan.

On international postal items, the sender indicates the sender's address, which is the address of the settlement of the Republic of Kazakhstan, and the recipient's address is indicated the address of the settlement of the destination country known to the sender.

Footnote. Paragraph 15 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 28.12.2022 № 516/ NK (shall be enforced ten calendar days after the date of its first official publication).

16. Writing of the address shall be carried out in the following order:

- 1) surname, name, patronymic (if any) of the individual, or the name of the legal entity;
- 2) name of the street (avenue, alley, boulevard, square, microdistrict), house number, apartment number;
- 3) name of the settlement (city, village, aul and village);
- 4) name of the district;
- 5) name of the region;
- 6) name of the country (for international mailing);
- 7) postal code.

To expedite the receipt, the sender, if available, shall indicate the landline and (or) mobile phone number of the addressee (recipient/sender), e-mail address, or electronic subscription box.

The sender's address shall be indicated in the upper left corner of the postal items, the addressee's address - in the lower right of the postal item. Lines in the address block shall be aligned on the left side.

17. Postal items, money orders, facsimile and hybrid postal items, as directed by the sender, shall be addressed to "Poste restante" or to the "Subscription box", indicating the surname, name, patronymic (if any) of the addressee, name of the legal entity.

Domestic registered postal items at the direction of the sender shall be addressed to the automated parcel terminal.

18. The addresses of the sender and recipient of postal items, postal money transfers sent within the territory of the Republic of Kazakhstan, are written at the request of the sender in Kazakh or Russian.

On international mail, on the forms of international postal money transfers and on the forms of postal items, the address is written in the language of the destination country or the

language established by the acts of the Universal Postal Union, with mandatory repetition of the name of the destination country in Kazakh or Russian.

Footnote. Paragraph 18 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

19. Depending on the type, category of domestic postal item, the following additional inscriptions shall be written in the upper part of their address side:

1) on small parcels of declared value - "Parcel of declared value... tenge", on parcels of declared value with inventory of enclosure, in addition - "With inventory";

2) on letters of declared value - "of declared value... tenge" or "of declared value closed... tenge", in letters of declared value with inventory of enclosure, in addition - "With inventory" ;

3) on postal items with cash on delivery - "Cash on delivery ... tenge";

4) on registered postal items and postal money orders, received with a notification of receipt - a notification mark, for parcels this mark shall also be indicated on the accompanying forms;

5) on the envelope of postal items to be handed personally to the addressee - the mark "Hand in person. With registered notification";

6) on registered letters with registered notification with enclosure of legal notifications - "Legal notification. With registered notification";

7) on postal items with fragile items, including precision instruments and radio tubes, as well as on accompanying forms for parcels with such enclosure - "Fragile";

8) on parcels and accompanying forms for them, including with regulated products:

of declared value - "Of declared value... tenge";

with inventory of enclosure, in addition - "With inventory";

with seedlings - "Seedling" with a quarantine certificate;

with bees - "Caution. Bees. Do not keep in the sun. With a veterinary certificate";

with furs and rodent skins - "Fur. With a veterinary certificate";

with wool, bristles, hair, feather, down - "With a veterinary certificate";

with fresh fruits and vegetables - respectively "Fruits", "Vegetables" with a quarantine certificate;

9) on parcels and accompanying forms for them, on parcels sent by air - "Airmail";

10) on postal items received from representatives of the persons referred to in paragraph 181 of these Rules - the mark "Ukimettik" - "Governmental".

20. An international package containing fragile items, and handling which requires special care, shall refer to a fragile package and shall have the mark "Abailayz" - "Fragile" - "Colis fragile". Subject to the general rules for sealing and packaging, the sender or employee of the

production facility of the postal operator shall stick a label on the fragile parcel with an image of a glass object printed in red on a white background. A label with a clear mark “Abaylakyz” - “Caution” - “Colis fragile” shall be glued on the front side of the accompanying form.

21. An international parcel whose dimensions and weight exceed the limits set out in Appendix 2 to these Rules, as well as in its shape or structure, cannot be easily loaded together with parcels without the use of lifting equipment or requires special precautions, and is provided for by the acts of the Universal Postal Union (hereinafter referred to as UPU) for shipment, is recognized as "Bulky."

A label with a distinct mark "Komakty", "Bulky", "Encombrant" is pasted on a bulky international parcel, as well as on the front side of the corresponding accompanying form.

Footnote. Paragraph 21 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

22. In international exchange, parcels with declared value, parcels with fragile, bulky items are accepted in countries that accept such shipments.

Footnote. Paragraph 22 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

Paragraph 2. Types of postal items

23. Postal items and money orders shall be divided into domestic and international.

24. Types of domestic postal vary in the following categories:

- 1) letters (non-registrable, registrable);
- 2) postcards (non-registrable, registrable);
- 3) small parcels (non-registrable, registrable);
- 4) small packages (registrable);
- 5) parcels (regular, and of declared value);
- 6) postal money orders.

25. Types of international mail vary in the following categories:

- 1) letters (non-registrable, registrable);
- 2) postcards (non-registrable, registrable);
- 3) small parcels (non-registrable, registrable);
- 4) parcels (regular, of declared value);
- 5) postal money orders;
- 6) small packages (registrable).

26. Additional types and categories of postal items include:

- 1) letter (small and large format);
- 2) small parcel with items for the blind (secograms);
- 3) expedited and courier postal service package;

- 4) sending expedited and courier mail;
- 5) direct postal container;
- 6) special bag (bag "M");
- 7) grouped consignment items;
- 8) notice of non-registrable and registrable postal items;
- 9) notification of receipt of postal items and postal money orders.

27. Letters, postcards, and small parcels received without mailing receipts to senders of their acceptance (without assigning a postal registration number, identification alphanumeric barcode) and delivered without receiving a receipt from recipients shall be considered as non-registrable.

Non-registrable written correspondence shall be accepted for shipment both on the territory of the Republic of Kazakhstan and abroad.

28. In unregistered internal letters, written messages and the following low-value attachments are sent: photographs, art, printed postcards and cards.

The following low-value attachments are sent in unregistered internal parcels: letterheads, brochures, posters, newspapers, magazines, books, business papers of low importance, manuscripts, photographs, albums, notebooks, medicinal herbs, audio and video recordings.

Footnote. Paragraph 28 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

29. In non-registrable international letters, personal and official written messages and photographs shall be sent.

In non-registrable international small parcels, printed publications, prints, drawings, patterns, catalogs, brochures, various announcements, notifications, prints and reproductions shall be sent, made in various ways of printing, manuscripts.

30. In unregistered international parcels, shipments (secograms) are sent free of charge for persons with disabilities (officially recognized as blind or visually impaired), that are sent by legal representatives or attorneys (on the basis of a power of attorney) on behalf of persons with disabilities (officially recognized as blind or visually impaired) with the provision of supporting documents on disability, as well as legal entities, serving or representing persons with disabilities (officially recognized as blind or visually impaired) with the provision of supporting documents in respect of a legal entity entitled to officially serve or represent the interests of persons with disabilities (officially recognized as blind or visually impaired).

Footnote. Paragraph 30 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 28.12.2022 № 516/ NK (shall be enforced ten calendar days after the date of its first official publication).

31. Forwarding of a registered postal item shall be carried out by documentary or electronic confirmation of receipt of the postal item, by issuing a confirmation document to the sender on paper or in electronic form with the assignment of a postal registration number (

an alphanumeric barcode identification number) to the postal item, and by delivery of the postal item against signature or by other means using automated (electronic) devices, equipment, or information systems confirming such delivery. Registered postal items shall be accepted with the mandatory indication of a return address.

On the package of the registered postal item, the following are applied: the name of the production facility of the mail operator for receiving, and the postal registration number (identification alphanumeric barcode).

The registered postal item is received by the mail operator with filling out the postal item form on paper or in electronic form provided for in Appendix 3 to these Rules.

One supporting document in hard copy or in electronic form is issued for mail items accepted according to the list.

Footnote. Paragraph 31 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 26.09.2022 № 345/NK (shall be enforced ten calendar days after the date of its first official publication); as amended by the Order of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan dated May 28, 2025, № 265/HK (shall come into effect upon expiry of ten calendar days after the date of its first official publication).

32. Registrable postal items shall include registered items and of declared value, regular parcels and of declared value, postal money orders.

33. Registered mail items include letters, postcards, parcels, packages, small packages, bags "M", registered notifications of receipt. Hybrid shipments are sent in the form of a registered letter at separate stages of shipment. In electronic form, registered letters, postcards and registered receipt notifications are sent using electronic subscriber mailboxes.

Footnote. Paragraph 33 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 26.09.2022 № 345/NK (shall be enforced ten calendar days after the date of its first official publication).

34. In registered internal and international mail, in addition to the attachments specified in paragraphs 28, 29 of these Rules, the following are sent:

- 1) by civil registration authorities - documents on the registration of acts of civil status;
- 2) by judicial and law enforcement agencies, as well as local military administration bodies - summonses and notices that are accepted with a registered notification of receipt with appropriate marks on the package of a registered letter;
- 3) in custom-made parcels - fiction, art literature, court cases and control papers of part-time students;
- 4) in bags "M" - periodicals (newspapers and magazines), books and brochures sent to the same recipient and to the same destination;
- 5) in small packages - small unbreakable gift items and single samples of goods. The cost of the forwarded attachment does not exceed the amount of compensation for the loss of a small package established by the acts of the UPU;

6) in registered mail items with an inventory of the attachment and declared value - banknotes (banknotes and coins) of the national currency of the Republic of Kazakhstan and foreign currency. When sending postal items, the sender fills out an application in accordance with Appendix 3.1 to these Rules.

The transfer of coins classified as cultural values is carried out taking into account subparagraph 1) of paragraph 150 of these Rules.

Footnote. Paragraph 34 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

35. Postal item containing securities, documents or valuable items shall be sent as an item of declared value.

The sender shall declare the value of the contents of the declared postal item in the national currency of the Republic of Kazakhstan, confirm it with relevant documents (receipt, invoice, sales contract, and/or documents confirming the purchase of the mailing item), and select packaging that ensures the safety of the contents during transportation, in accordance with these Rules. In the absence of relevant documents (receipts, invoices, sales contracts, and/or documents confirming the purchase of the mailing item), the sender shall submit a written statement determining the value of the declared postal item in the national currency of the Republic of Kazakhstan.

Footnote. Paragraph 35 as amended by Order № 265/HK of the Minister of Digital Development, Innovation, and Aerospace Industry of the Republic of Kazakhstan dated May 28, 2025 (shall enter into force ten calendar days after its first official publication).

36. In the internal mailings with the declared value the following are sent:

1) in letters - documents and securities (certificates, passports, birth certificates, death certificates, marriage and divorce certificates, on the right to real estate, diplomas and certificates, pension and court cases, government loan bonds, lottery tickets and financial, banking and accounting documents), title documents for immovable and movable property, as well as dilapidated banknotes and defective (damaged) coins, doubtful banknotes and coins of the national currency of the Republic of Kazakhstan, sent in accordance with the Rules for the exchange of banknotes and coins of the national currency of the Republic of Kazakhstan, being withdrawn and withdrawn from circulation, as well as dilapidated and damaged banknotes and coins of the national currency of the Republic of Kazakhstan, approved by the resolution of the Board of the National Bank of the Republic of Kazakhstan dated August 24, 2012 № 253 (registered in the Register of state registration of regulatory legal acts under № 7926);

2) in parcels - printed publications, fiction, art literature, business papers, medicines, confectionery and long-term food products, the safety of which will be ensured in the packaging provided for this type of mail;

3) consumer goods, long-term food products, books, medicines, medical preparations and attachments that are not prohibited for shipment by these Rules are sent in parcels.

4) in letters and parcels - banknotes, coins and valuables sent by the National Bank of the Republic of Kazakhstan and legal entities entitled to carry out cash transactions provided for in subparagraph 5) of paragraph 2 of Article 30 of the Law of the Republic of Kazakhstan "On banks and banking activities in the Republic of Kazakhstan" through the special postal service of the National Postal Operator.

Footnote. Paragraph 36 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

37. Items and things provided for in the Internal Regulations of the institutions of the penal system approved by Order of the Minister of Internal Affairs of the Republic of Kazakhstan dated November 17, 2014 № 819 shall be sent in the domestic postal items sent to the addresses of persons serving sentences in penitentiary institutions (registered in the State Register of Normative Legal Acts under the number 9984).

38. Internal and international parcels with bees, leeches, silkworms, plants, seedlings, fresh fruits and vegetables, radio tubes and precision instruments with glass or easily damaged parts (except household appliances and household devices) are accepted for shipment without declaring the value of the attachment.

In international letters with declared value, securities, identity documents, copies of documents and certificates certified by a notary are sent.

In international parcels, consumer goods are sent that are allowed for shipment in accordance with the acts of the UPU.

Footnote. Paragraph 38 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

39. The declared value shall not exceed the actual value of the postal item enclosure.

40. The declared value of postal items with the attachment of documents does not exceed the amount of possible expenses for restoration of documents in case of their loss.

Footnote. Paragraph 40 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

41. International letters of declared value, parcels and small packages shall only be accepted in the countries and territories where certain types and categories of international postal are allowed to be received. The list of countries shall be compiled by the postal operator based on the information of the UPU International Bureau.

42. The declared value of international postal shall not exceed the maximum amount declared by the country of destination, information on which is contained in the UPU Acts.

43. The services of grouped items, consignment and mailing direct postal containers shall be contractual services.

44. In express and courier postal items (with and without declared value), the enclosure provided for mailing in international and domestic postal items are sent, taking into account the prohibitions and restrictions for mailing defined by these Rules.

45. The amount of a postal transfer of money sent within the Republic of Kazakhstan is not limited, unless otherwise provided by the legislation of the Republic of Kazakhstan in the field of counteracting the legalization (laundering) of proceeds from crime and the financing of terrorism.

46. Postal money transfers are accepted in the national currency of the Republic of Kazakhstan and foreign currencies in accordance with Article 7 of the Law of the Republic of Kazakhstan "On currency regulation and currency control".

When making postal money transfers in foreign currency, the sender (recipient) submits additional information and documents in accordance with the requirements of Article 19 of the Law of the Republic of Kazakhstan "On currency regulation and currency control".

Footnote. Paragraph 46 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

47. Acceptance of money for the implementation of postal transfers shall be made in cash and non-cash by filling out the Form. In the non-cash way, money shall be transferred after the receipt of money and the amount of the commission to the bank account of the postal operator.

48. Postal transfers of money outside the Republic of Kazakhstan shall be accepted by the designated operator on the basis of the UPU Acts and relevant international treaties, taking into account the maximum amount of one postal transfer, the procedure for processing, the method of transfer, payment, conversion and mutual settlements.

49. The provision of a hybrid postal items by the postal operator shall be carried out by mailing the item at the initial stage in the form of an e-postal (message) to postal service users, registrable in the information system, Internet resource or via the use of electronic media, and delivered at the next stages to in the form of a registrable or non-registrable letter (postcard), or mailing at the initial stage of a letter (postcard) and delivered at subsequent stages in the form of an electronic letter (message) by using information systems, Internet resources, to e-postal or an electronic subscription mailbox.

50. Registered or unregistered letters (postcards) sent at the initial stage in the form of an electronic letter (message) using the mail operator's information system are signed by the user of the mail operator's services with an electronic digital signature received at the certification center, in accordance with Article 21 of the Law of the Republic of Kazakhstan "On electronic document and electronic digital signature" and forwarded in compliance with information protection measures.

Footnote. Paragraph 50 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

51. An e-mail (message) sent to the information system of the postal operator for further delivery in the form of postal shall be printed on paper, which displays the content of the received e-mail (message) in a readable form without the use of additional tools and methods.

When printing an e-mail (message), additional information shall be displayed on paper indicating that the source document is the sender's e-mail (message) and/or information about the result of the verification of the electronic digital signature.

The postal operator, under the terms of the contract with the user of the services of the postal operator, shall affix a print of the postmark of the postal operator on paper.

52. Registrable or non-registrable letters (postcards) sent in the form of an electronic document shall contain the following information: postal code of the sender and addressee, address data of the sender and addressee.

53. The information system of the postal operator shall send to the sender a notification in electronic form about the receipt, delivery, hand delivery or return of the registrable letter (postcard), or about the reception of a non-registrable letter (postcard) sent in the form of an electronic letter (message).

54. Letters (postcards) sent at the initial stage and delivered at a subsequent stage in the form of an electronic letter (message) by using information systems, Internet resources by computer mail or electronic mailbox shall be considered to be handed to the addressee upon receipt of a delivery or reading notice the addressee of the letter (postcard).

55. Registrable letters (postcards), sent at the initial stage in the form of an electronic document, shall be considered to be handed (delivered) to the addressee if:

1) a receipt has been received from the addressee (or his/her authorized representative or a third party, if the addressee has consented, confirmed by entering a PIN code or scanning a barcode) regarding the delivery of a registered letter (postcard);

2) delivered to the subscription box of the addressee.

Footnote. Paragraph 55 as amended by Order № 265/HK of the Minister of Digital Development, Innovation, and Aerospace Industry of the Republic of Kazakhstan dated May 28, 2025 (shall enter into force ten calendar days after its first official publication).

56. Notification of receipt by the addressee or his/her legal representative, or attorney acting based on a power of attorney, or a third party in the presence of the addressee's consent, confirmed by entering a PIN code or scanning the barcode of a registered letter (postcard) shall be generated in electronic form and sent to the information system or to the electronic subscriber mailbox of the user of the postal operator's services, after the corresponding status of delivery/delivery appears in the postal operator's information system.

Footnote. Paragraph 56 - as amended by Order № 265/HK of the Minister of Digital Development, Innovation, and Aerospace Industry of the Republic of Kazakhstan dated May 28, 2025 (shall enter into force ten calendar days after its first official publication).

57. Upon return, hybrid shipments are subject to destruction after receiving confirmation of acceptance of the status of return to the information system of the user of the mail operator's services, unless another condition is stipulated in the concluded contract.

Footnote. Paragraph 57 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/NK (shall be enforced ten calendar days after the date of its first official publication).

Paragraph 3. Technical characteristics of postal items (packaging, dimensions and masses)

58. The packaging of postal items corresponds to the nature of the attachment, the conditions of shipment and the duration of the journey, excludes the possibility of damage to the attachment during processing and forwarding, access to it without breaking the shell, seals, bandages, ribbons, as well as causing damage to postal items and any harm to the employees of the mail operator.

Footnote. Paragraph 58 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/NK (shall be enforced ten calendar days after the date of its first official publication).

59. Excluded by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 28.12.2022 № 516/NK (shall be enforced ten calendar days after the date of its first official publication).

60. Excluded by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 28.12.2022 № 516/NK (shall be enforced ten calendar days after the date of its first official publication).

61. The attachment of the parcel, at the direction of the sender, is rolled up with a tube and additionally fastened with a paper, fabric or plastic tape, with an object length of more than forty-five centimeters, it is screwed onto a solid base.

Footnote. Paragraph 61 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/NK (shall be enforced ten calendar days after the date of its first official publication).

62. Depending on the specifics of the attachment of parcels, the following conditions are observed during their packaging, the need for which is notified to the sender:

1) fragile and breakable items are packed in solid containers and poured with sawdust or lined with shavings, cotton wool or filler;

2) films, source materials of films and film chronicles, magnetic tapes, compact cassettes, compact discs are packed in special containers;

- 3) seeds, food in bulk form are packed separately in bags of dense fabric, films, durable paper bags and put in boxes or cardboard boxes;
- 4) seedlings are packed in baskets lined with fabric on top, or boxes with holes for ventilation. A thick plastic film is placed on the bottom of the basket (box);
- 5) coloring dry powders (such as aniline blue), fatty, fluid substances that pass into a liquid state (cosmetics, perfume, food) are sealed in closed internal non-glass vessels, which are then placed in a second strong box with an appropriate protective and absorbent material between both packages, preventing leakage of the contents;
- 6) live bees, leeches and parasites are placed in boxes with holes with a grid, the device of which prevents the possibility of release. Parcels with bees are stored in a darkened place with free air access. New containers and packaging materials are used for shipment. Before settling bumblebees, honey bees and queens, leafcutter bees in the packaging material for transportation, it is subjected to preventive disinfection and deacarization;
- 7) parcels with the attachment of furs and rodent skins that have not been subjected to factory processing, as well as wool, bristles, hair, feathers and down are pre-packed in fabric (burlap, plastic wrap), and then put into boxes or cardboard boxes;
- 8) radio tubes, precision and measuring instruments are packed in strong containers with soft filler or in boxes with a special fastening system;
- 9) live plants (vines, seedlings), as well as large-sized unbreakable objects that do not have sharp protrusions and burrs, which, due to their size, do not fit into the package container of the specified size, are accepted for shipment packed in burlap (fabric);
- 10) solid and unbreakable, as well as non-disassembled objects that do not have sharp protrusions, the dimensions and weight of which do not exceed those specified in Appendix 4 to these Rules, are sent openly without packaging in boxes or in fabrics. Tires are accepted only in clean form. The fabric used for the packaging of postal items is plain in light tones, consisting of a single piece;
- 11) parcels with hard varieties of fresh vegetables and fruits are accepted in wooden or plywood boxes, the end and side walls of which have ventilation holes or vertical gaps;
- 12) precious metals packaging consists of a strong metal box or a wooden box with a minimum wall thickness of one centimeter for parcels weighing up to ten kilograms, and one and a half centimeters for parcels weighing over ten kilograms. The package consists of two bags without seams, forming a double package. If wooden boxes made of plywood are used, their thickness is at least five millimeters, provided that the edges of these boxes are reinforced with squares;
- 13) indivisible items in factory packaging (in wooden or durable cardboard boxes) that meet the established dimensions and ensure the safety of the attachment are accepted for shipment by land transport without additional packaging.

Footnote. Paragraph 62 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

63. The sizes and maximum mass of domestic postal are given in Annex 4 to the Rules for provision of postal services.

64. The sizes and maximum mass of international postal are given in Annex 2 to the Rules for provision of postal services.

Chapter 5. The procedure for the reception, processing, transportation and (or) transfer, delivery and (or) hand delivery of postal items and (or) postal money orders Paragraph 1.
Reception, processing of postal items and (or) postal money orders

65. A postal item shall belong to the sender until the moment of delivery and (or) its delivery by the postal operator to the addressee or his/her legal representative, or an agent acting based on a power of attorney, or to third parties by obtaining the consent of the addressee or sender through the process of confirming the right by entering a password (PIN code) or scanning a barcode.

A postal money order shall belong to the sender until it is delivered and/or handed over to the addressee by the postal operator.

If delivery of a postal item is impossible due to the recipient's death, absence from the address, or refusal to accept the postal item, the item shall be returned to the sender from the moment the postal operator becomes aware of this. The postal operator will forward the returned item according to the postal item's forwarding timeframe.

Footnote. Paragraph 65 - as amended by Order № 265/HK of the Minister of Digital Development, Innovation, and Aerospace Industry of the Republic of Kazakhstan dated May 28, 2025 (shall enter into force ten calendar days after its first official publication).

66. When submitting mail, users of the mail operator's services observe the following:

- 1) postage stamps, including electronic ones, are placed in the upper right corner of a postal envelope, postal card, parcel, small package;
- 2) the postage stamps are pasted next to each other;
- 3) postage stamps withdrawn from circulation, damaged (contaminated, damaged, sealed, redeemed in any way) are invalid for payment;
- 4) foreign postage stamps for forwarding internal and international correspondence are invalid;
- 5) the list is not compiled for batch sending of unregistered letters;
- 6) a duplicate receipt for the receipt of postal items, postal money transfer, expedited and courier mail is not issued;
- 7) letters in large postal envelopes shall be dropped into boxes installed in the operating rooms or delivered to the operating window of the postal operator's production facility;
- 8) a list of items and substances prohibited and restricted for shipment in postal items.

Footnote. Paragraph 66 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication); as amended by the order of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan dated May 28, 2025, № 265/HK (shall come into effect upon expiry of ten calendar days after the date of its first official publication).

67. When receiving postal items of expedited and courier mail, operators determine the places and times of receiving postal items outside their production facilities (by courier at the place of residence or location specified in the contract with the user of the mail operator's services).

Footnote. Paragraph 67 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

68. When submitting registered mail items, the sender:

1) selects the packaging of the postal item in accordance with the requirements of these Rules;

2) fills in the accompanying form, and for international shipments additionally - customs declarations;

3) in the cases provided for by these Rules, makes an inventory of the attachment and presents the shipment in an open form for verification;

4) presents the original identity document to identify the sender, on the detachable part of the receipt, on the accompanying form or envelope of the shipment confirms the text with his signature "There are no attachments prohibited for forwarding. I am familiar with the packaging requirements", while after filling out the tear-off part of the receipt, it is stored within the prescribed period provided for in paragraph 136 of these Rules;

5) presents a veterinary certificate (for internal mailings) or a veterinary certificate (for international mailings) when delivering parcels:

with bees;

furs and rodent skins that have not been subjected to factory processing;

with wool, bristles, hair, feather, down;

6) when sending internal mail with quarantined products, according to paragraph 4 of Article 13 of the Law of the Republic of Kazakhstan "On plant quarantine", the sender presents a quarantine certificate, when sending international mail, the sender presents a phytosanitary certificate;

7) confirms the acceptance of possible losses when sending mail with the attachment of hard varieties of fresh vegetables and fruits, provided that the shipment period exceeds seven calendar days;

8) presents attachments of parcels, small packages in order to verify the absence of items prohibited for shipment;

9) submits an order in writing to the mail operator about the need to take measures with respect to the postal item if it is impossible to deliver and (or) hand it over to the addressee;

10) to the institutions of the penal enforcement system, fills out a receipt in one copy, in accordance with Appendix 5 to these Rules. A copy of the receipt is enclosed in the mail, and the original is stored in the production facility of the mail operator.

Footnote. Paragraph 68 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

69. Before accepting or delivering a postal item, postal operators shall be required to obtain a statement (consent) from the user of the postal operator's services for the collection, accumulation, use, and storage of personal data. Such consent shall be obtained electronically using a digital signature or other means that confirms receipt of consent, using automated (electronic) devices, equipment, or through information systems through the state service for access control to personal data in accordance with the Law of the Republic of Kazakhstan "On personal data and its protection" on paper and against signature.

If the sender refuses to provide consent to the collection, accumulation, use and storage of personal data, the mail operator refuses to send the registered mail to the service user.

When receiving registered mail, the mail operator collects, accumulates, uses and stores the recipient's personal data without his consent.

Footnote. Paragraph 69 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 26.09.2022 № 345/ NK (shall be enforced ten calendar days after the date of its first official publication); as amended by the order of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan dated May 28, 2025, № 265/HK (shall come into effect upon expiry of ten calendar days after the date of its first official publication).

70. The following items shall be accepted in open form:

- 1) domestic postal items of declared value and an inventory of enclosure, and international postal items with a customs declaration;
- 2) parcels sent on behalf of third parties, with the mandatory compilation of an inventory of the enclosure;
- 3) registrable postal items sent by air;
- 4) registrable postal items sent by individuals.

The employee of the postal operator shall carefully examine the internal enclosure of the postal item in order to prevent the delivery of prohibited and restricted items and substances via postal networks in the postal item.

71. The following items shall be accepted in closed form:

- 1) from individuals, domestic postal without declared value and international registered postal items, subject to the conditions of subparagraph 4) of paragraph 68 of these Rules;

2) from legal entities, domestic and international letters, parcels and small parcels of declared value, sealed with a wax seal of the company seal (or sealed with a stamp), with the certified inscription “No enclosure forbidden to be sent.”

The effect of subparagraph 8) of paragraph 68 of these Rules shall not apply to this paragraph.

72. With the mark “Hand in person”, domestic registered letters and postcards with registered notifications of receipt, letters of declared value addressed to individuals (at the location indicated on the postal item) shall be accepted.

International postal with the mark “Hand in person” shall be accepted in countries that provide this type of service.

73. From representatives of the persons referred to in paragraph 181 of these Rules, letters, postcards, parcels and small parcels marked “Ukimettik” - “Governmental” and not containing state secrets shall be accepted at any production facility of the postal operator with payment at current rates.

74. When sending postal items and (or) postal money transfers to the addresses of military units and institutions, it is necessary to be guided by the following:

1) all types of postal items, expedited and courier mail and postal money transfers are accepted to military units and institutions with an indication of the destination;

2) registered mail items on the instructions of the sender are accepted with a notification of receipt;

3) postal items with cash on delivery are not accepted;

4) with the address "Field Mail", only unregistered and registered letters and postcards, letters with declared value, as well as postal money transfers are accepted.

Unregistered and registered parcels are accepted from legal entities, as well as parcels to the addresses of commanders of military units.

Postal items from persons serving sentences in institutions of the penal enforcement system are handed over by authorized persons of these institutions directly to the production facility serving them.

Footnote. Paragraph 74 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

75. Legal entities using franking machines shall hand over written correspondence to the postal operator serving their production facility.

76. Upon delivery of a registrable postal item, postal money order in the amount of five or more items to one or more addresses, the sender shall draw up lists of the form specified by the postal operator and provide them in electronic form or on paper.

77. At the request of the postal operator user, postal items of declared value shall be accepted with payment on delivery. Therein, the postal operator shall undertake to receive the amount of payment on delivery agreed upon by the sender from the addressee upon delivery

of the postal item and send it to the address indicated by the sender. Payment on delivery items shall be accepted for shipment throughout the territory of the Republic of Kazakhstan and to those countries with the relevant postal operators.

78. Payment for postal transfer of payment on delivery shall be made in accordance with paragraph 158 of these Rules. The addressee shall pay the total amount of payment on delivery (including transfer fee) before hand delivery of the postal item with payment on delivery.

79. When submitting domestic and international registered mail and postal money orders, the sender may request notification of receipt of the mail. A notification fee shall be charged upon submission of mail and postal money orders.

Footnote. Paragraph 79 - as amended by Order № 265/HK of the Minister of Digital Development, Innovation, and Aerospace Industry of the Republic of Kazakhstan dated May 28, 2025 (shall enter into force ten calendar days after its first official publication).

80. A notice of receipt of domestic postal shall be sent in the form of a non-registrable or registrable postal item, international postal - in the form of a non-registrable postal item, which shall be sent on paper or in electronic form by using e-mail, electronic mailbox, telecommunications, cellular communication.

81. Packing and sealing (stamping) by the employee of the postal operator of letters and parcels of declared value, regular parcels and of declared value, shall be carried out in the presence of the sender in the process of receiving postal item.

82. Employees of the postal operator shall ensure the safety of postal item in industrial facilities in the process of transferring them to subsequent processing, sorting and transportation operations.

83. In order to ensure veterinary and sanitary safety, domestic and international postal with bees, furs and rodent skins that have not undergone factory processing, wool, bristles, hair, feathers, down, shall be accompanied by veterinary documents issued in accordance with the Rules for the issuance of veterinary documents and requirements to their forms approved by Order of the Minister of Agriculture of the Republic of Kazakhstan dated May 21, 2015 № 7-1/453 (registered in the State Register of Normative Legal Acts under the number 11898).

Paragraph 2. Transportation and (or) transfer of postal items

84. Excluded by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 28.12.2022 № 516/NK (shall be enforced ten calendar days after the date of its first official publication).

85. Excluded by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 28.12.2022 № 516/NK (shall be enforced ten calendar days after the date of its first official publication).

86. The route and traffic timetables shall be compiled by the postal operator in accordance with the quality indicators of universal postal services, internal standards and the time for processing, transportation and delivery of postal item.

87. The process of transportation and (or) transfer shall be carried out with the drawing up (registration) by name of the transported registrable postal items, on invoices and by the employees in receipt at the sorting, mailing, destination points.

The postal operator shall provide support and safety of all types of postal items during their transportation and (or) transfer, as well as compliance with the route and transportation schedule.

Paragraph 3. Delivery and (or) hand delivery of postal items and (or) postal money orders

88. Excluded by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 28.12.2022 № 516/NK (shall be enforced ten calendar days after the date of its first official publication).

89. Excluded by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 28.12.2022 № 516/NK (shall be enforced ten calendar days after the date of its first official publication).

90. The use of subscription boxes in the mail operator's production facility is carried out for a fee upon written application of the user of the mail operator's services. During the subscription period, one user of the mail operator's services uses the subscription box without the right to transfer it to another person.

If the user of the mail operator's services refuses to continue using the mailbox, this number is provided for use to another user of the mail operator's services no earlier than one month after the application is submitted or the subscription period expires. Correspondence received after the expiration of the subscription period or the date specified in the application for termination of the subscription is returned or transferred to the group of non-issued ones in the absence of a return address.

Footnote. Paragraph 90 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

91. The following postal items shall be delivered via subscription boxes and post office boxes:

- 1) non-registrable letters;
- 2) non-registrable postcards;
- 3) non-registrable small parcels;
- 4) notifications of receipt of postal items and postal money orders;
- 5) initial notifications of registrable postal items and postal money orders;

6) initial notifications of non-registrable postal items, the sizes of which do not allow them to be lowered into subscription boxes or post office boxes;

7) registered letters, small parcels, postcards, if the addressee has a statement of consent to receive without a receipt;

8) periodicals by subscription.

92. The following items are subject to delivery to the addressee or his/her legal representative, or attorney acting based on a power of attorney, or to third parties, subject to the addressee's consent, confirmed by entering a PIN code or scanning a barcode, at the location indicated on the postal item:

1) registered mail items weighing up to five hundred grams (except for "M" bags and small packages);

2) registered notifications of receipt of postal items;

3) express and courier mail.

Registered notifications of receipt of postal money orders are subject to delivery to the addressee at the location indicated on the postal item.

Footnote. Paragraph 92 - as amended by Order № 265/HK of the Minister of Digital Development, Innovation, and Aerospace Industry of the Republic of Kazakhstan dated May 28, 2025 (shall enter into force ten calendar days after its first official publication).

93. The postal operator shall change the technology of hand delivery (delivery) of postal item, if this entails an improvement in quality and minimization of risks.

94. Excluded by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 28.12.2022 № 516/NK (shall be enforced ten calendar days after the date of its first official publication).

95. The mail operator notifies the addressee of the receipt of the registered postal item at the destination by sending a message in the form of a notification electronically to the electronic subscriber mailbox of the recipient of the postal item, in the absence of an electronic subscriber mailbox, the notification is sent to the subscriber's cellular number, if available, or delivered on paper to the subscriber mailbox and (or) subscription box.

Footnote. Paragraph 95 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 26.09.2022 № 345/NK (shall be enforced ten calendar days after the date of its first official publication).

96. Unregistered correspondence, notifications (on paper) about the receipt of postal items, notifications (on paper) of registered mail items to the address of a legal entity are issued at the production facilities of the mail operator, or delivered by the postman to the subscriber mailbox of the legal entity. The order of delivery of registered mail is determined by the contract concluded between the mail operator and the legal entity.

Footnote. Paragraph 96 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 26.09.2022 № 345/NK (shall be enforced ten calendar days after the date of its first official publication).

97. Legal entities - addressees of registrable postal item, shall draw up a power of attorney for the right to receive postal in the name of an authorized person. The power of attorney shall remain with the authorized person and shall be presented upon each receipt of registrable postal items, and a copy of the power of attorney shall remain in the production facility of the postal operator.

When delivering registrable items under a postal operator agreement with a legal entity, the procedure for issuing items to its authorized person by proxy shall be determined by the terms of this agreement.

98. To individuals residing in buildings, premises belonging to legal entities (in dormitories, boarding schools, orphanages, hotels, health and medical institutions), delivery of unregistered mail, notifications of receipt of mail, notices of registered mail and postal money transfers is carried out in accordance with the procedure specified in paragraph 96 of these Rules.

Footnote. Paragraph 98 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

99. Delivery of unregistered postal items, notifications of receipt of postal items, notifications of registered postal items and postal money orders outside populated areas shall be carried out:

shepherds at distant pastures, workers of agricultural organizations located on farms, production sites and brigades;

fishermen at the place of fishing;

employees of forest sites, geological parties (expeditions);

employees of railway sidings;

persons serving a sentence in institutions of the penal enforcement system;

to the legal entities in which the addressees work (are kept).

Footnote. Paragraph 99 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication); as amended by the order of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan dated May 28, 2025, № 265/HK (shall come into effect upon expiry of ten calendar days after the date of its first official publication).

100. Mail addressed to summer cottages outside of populated areas will be forwarded by the postal operator to the nearest postal facility. Such mail shall be delivered to the addressee or their legal representative, or an attorney acting under a power of attorney, or to third parties with the addressee's consent, confirmed by entering a PIN code or scanning a barcode at the postal operator's facilities.

Footnote. Paragraph 100 - as amended by Order № 265/HK of the Minister of Digital Development, Innovation, and Aerospace Industry of the Republic of Kazakhstan dated May 28, 2025 (shall enter into force ten calendar days after its first official publication).

101. Postal items, including express and courier postal item, addressed to the personnel, military units shall be issued both personally to the addressees, and to military postmen or authorized persons of units, institutions, and only to authorized persons in penitentiary institutions specified institutions.

102. At the production facilities of the postal operator the following items shall be issued:

- 1) letters and small parcels of declared value;
- 2) payment on delivery items;
- 3) parcels;
- 4) postal money orders;
- 5) postal items and postal money orders addressed to persons located in military units and institutions of the penal system;
- 6) small packages regardless of mass;
- 7) e-mail messages in electronic form or printed on paper in open form;
- 8) open facsimile sending;
- 9) defective postal items;
- 10) "M" bags;
- 11) registrable postal item, not handed over during the initial delivery due to the absence of the addressee, as well as weighing more than 500 grams.

International postal items shall be issued by the postal operator to its addressees, subject to payment of customs duties and taxes in respect of goods sent in these international postal items and received permission from the customs authority.

Issuance of international postal containing regulated products included in the List of regulated products (regulated cargo, regulated materials, regulated goods) subject to quarantine phytosanitary control (supervision) at the customs border of the Eurasian Economic Union and the customs territory of the Eurasian Economic Union, approved by the Decision of the Customs Union Commission dated June 18, 2010 № 318, shall be carried out after inspection by the state inspectors of the authorized body for plant quarantine.

Postal operator at the direction of a postal service user via a network of automated parcel terminals, shall issue registrable postal item (including with payment on delivery ones).

103. Registered postal items and postal money orders shall be issued to the addressee his/her legal representative or attorney upon presentation of one of the following documents certifying the identity of the addressee or his/her representative:

- 1) passport of a citizen of the Republic of Kazakhstan;
- 2) identity card of a citizen of the Republic of Kazakhstan;
- 3) residence permit for a foreigner in the Republic of Kazakhstan;
- 4) certificate of a stateless person;

- 5) foreign passport;
- 6) birth certificates.

An identity document shall be presented by the user of the postal operator's services on paper or in electronic form via a digital document service.

The attorney-in-fact shall additionally present the original power of attorney and (or) the electronic form in accordance with Article 44-1 of the Law of the Republic of Kazakhstan “On Notaries” to the postal operator to confirm the relevant powers.

A postal item, except for postal money orders and cash-on-delivery items, may be delivered to a third party with the recipient's consent. Such consent is confirmed by entering a password (PIN) or scanning a barcode.

The user of the postal operator's services shall indicate the details of the presented document upon receipt of the postal item.

Issuance of postal money orders shall be carried out upon completion of a Form.

Footnote. Paragraph 103 - as amended by Order № 265/HK of the Minister of Digital Development, Innovation, and Aerospace Industry of the Republic of Kazakhstan dated May 28, 2025 (shall enter into force ten calendar days after its first official publication).

104. Upon receipt of a registered postal item, the user of the postal operator's services shall provide a receipt for the item, except for the cases provided for in part six of paragraph 31 of these Rules.

Before delivering a postal item, postal operators shall be required to obtain a statement (consent) from the user of the postal operator's services for the collection, accumulation, use, and storage of personal data. Such consent shall be obtained electronically using a digital signature or other means that confirms receipt of consent, using automated (electronic) devices, equipment, or information systems through the state service for access control to personal data in accordance with the Law of the Republic of Kazakhstan "On Personal Data and Their Protection," or on paper with a signature.

The issuance or delivery of a registered postal item shall be carried out directly to the addressee (recipient) or his/her legal representative, or an attorney acting based on a power of attorney, or a third party, subject to the consent of the addressee, confirmed by entering a PIN code or scanning a barcode.

A registered postal item shall not be issued or delivered to a person not indicated on the postal item, except for:

- 1) presentation of a power of attorney on paper or in electronic form with an electronic digital signature to receive postal items from recipients;
- 2) the recipient's consent confirmed by entering a PIN code or scanning a barcode.

If the sender refuses to consent to the collection, accumulation, use and storage of personal data, the postal operator shall not deliver the postal item to the user of the service.

Footnote. Paragraph 104 - as amended by Order № 265/HK of the Minister of Digital Development, Innovation, and Aerospace Industry of the Republic of Kazakhstan dated May 28, 2025 (shall enter into force ten calendar days after its first official publication).

105. At the direction of the addressee - an individual and if the postal operator has the capabilities listed in paragraph 102 of these Rules, postal item, except for subparagraphs 4), 9) and 10) for an additional fee shall be delivered to the addressee at the location of the address indicated on the postal item.

106. The delivery of registered mail items is made under the signature:

1) personally, to the addressee;

2) to the bearer of the power of attorney of the addressee and equivalent to it, issued in accordance with the requirements of the legislation of the Republic of Kazakhstan, to receive postal items, expedited and courier mail items upon presentation by the attorney of one of the documents specified in paragraph 103 of these Rules;

2-1) to third parties, with the consent of the addressee, confirmed by entering a PIN code or scanning a barcode;

3) parents (adoptive parents, guardians) of minors under the age of sixteen without a power of attorney, upon presentation of one of the documents listed in paragraph 103 of these Rules and documents confirming their relationship to the addressee;

4) parents (adoptive parents, guardians) of incapacitated persons without a power of attorney, upon presentation of one of the documents listed in paragraph 103 of these Rules and confirming their relationship to the addressee;

5) an authorized person of a legal entity - schools, boarding schools, orphanages, nursing homes and medical institutions for further delivery to minor addressees under the age of sixteen - by proxy, as well as to individuals specified in paragraph 99 of these Rules.

Footnote. Paragraph 106 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/NK (shall be enforced ten calendar days after the date of its first official publication); as amended by the order of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan dated May 28, 2025, № 265/HK (shall come into effect upon expiry of ten calendar days after the date of its first official publication).

107. Registered letters and registered postcards, letters of declared value marked "Hand in person" shall be handed personally to the addressee, his legal representative or attorney, against receipt on the notification form.

108. The delivery of postal items, notifications of registrable postal items and notifications of receipt of postal items delivered to the addressees specified in paragraph 99 of these Rules shall be carried out by legal entities where the addressees work (acomodate).

109. In case of non-demand of a postal item that was not delivered due to the death of the recipient, the absence of the recipient at the address specified by the sender, or the recipient's refusal to receive the postal item, the sender submits to the mail operator on paper or in

electronic form an application for refusal to return the postal item, which is subsequently placed at the disposal of the mail operator.

In case of refusal to receive the registered postal item, the addressee makes a corresponding note with a signature on the postal item or notification. If the addressee refuses to receive the registered postal item and does not make the appropriate note with the signature, the employee of the mail operator makes a note on the postal item and the notification "The addressee refused to receive the postal item and put the signature".

If the postal item is not delivered due to the recipient's death, the recipient's absence at the address, the recipient's refusal to receive the postal item, the mail operator's employee makes a note on the postal item and notification "The addressee is absent due to the recipient's death", "The recipient's absence at the address" and "The recipient's refusal to receive the postal item".

Footnote. Paragraph 109 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 26.09.2022 № 345/ NK (shall be enforced ten calendar days after the date of its first official publication).

110. Postal items with a list of contents and defective registered postal items shall be opened by a postal operator employee upon delivery to the addressee or to third parties, subject to the addressee's consent, confirmed by entering a PIN code or scanning a barcode.

If the contents of the item do not match the inventory or are damaged, a report shall be drawn up, which is signed by the manager, an employee of the postal operator's production facility, and the addressee or a third party with the addressee's consent, confirmed by entering a PIN code or scanning a barcode. One copy of the report shall be given to the addressee or third parties with the addressee's consent, confirmed by entering a PIN code or scanning a barcode containing the defective postal item.

If the addressee or third parties refuse to sign the document, provided the addressee consents by entering a PIN or scanning a barcode, the postal operator employee shall note "Addressee refused to sign." The document shall serve as the basis for an internal investigation and/or compensation. The packaging material (casing) of the postal item shall remain at the postal operator's production facility as evidence.

If the recipient refuses to open the postal item, the recipient or third parties, with the recipient's consent, confirmed by entering a PIN code or scanning a barcode, make a corresponding note on the notification, which subsequently serves as grounds for refusing to satisfy the recipient's complaint or claim.

Footnote. Paragraph 110 - as amended by Order № 265/HK of the Minister of Digital Development, Innovation, and Aerospace Industry of the Republic of Kazakhstan dated May 28, 2025 (shall enter into force ten calendar days after its first official publication).

111. A postal item with payment on delivery in good packaging shall be opened at the request of the addressee only after paying of the amount of payment on delivery. Before

paying of the amount of payment on delivery, the addressee shall receive the information about the address data of the sender from the postal operator.

After delivery of the postal item with payment on delivery in good condition in the manner specified by these Rules, the item shall not be accepted back, and complaints, claims to the postal operator by type, size and assortment of items, things and goods being sent shall not be accepted.

112. Defective mail items, including cash on delivery, are opened by an employee of the mail operator in the presence of the addressee. The amount of cash on delivery is not paid until the defective postal item with cash on delivery is opened.

If the attachment corresponds to the inventory, there is no damage or damage to the attachment, the act is not drawn up and the addressee pays the amount of cash on delivery.

In case of shortage, replacement, complete or partial damage to the attachment, an act is drawn up in two copies, the first copy of which is submitted to the addressee. The postal item with the second copy of the act is returned to the place of submission to the sender for an official inspection in the department of the mail operator.

Delivery of a defective international postal item with cash on delivery is carried out in accordance with the UPU acts and (or) agreements between the postal operators of the UPU member countries.

Footnote. Paragraph 112 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

Section 4. Delivery of registered postal items to third parties by confirming the right using a PIN code or barcode.

Footnote. Chapter 5 has been supplemented with paragraph 4 in accordance with the Order of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan dated May 28, 2025, № 265/HK (shall enter into force upon expiry of ten calendar days after the date of its first official publication).

112-1. Delivery of registered postal items, except for postal money orders and cash-on-delivery items, may be carried out to a third party by confirming the right to receive using a PIN code or barcode.

112-2. Postal operators shall ensure the possibility of transferring the right to receive a registered postal item to a third party if the appropriate technical infrastructure is available.

The PIN code and/or barcode shall be sent directly to the recipient (addressee), whose details were specified when sending the postal item.

112-3. The recipient of a registered postal item (addressee) transfers to a third party a PIN code or barcode generated and sent personally to the recipient through the postal operator's information system.

112-4. The third party voices the PIN code or presents for scanning the barcode sent to them by the recipient (addressee) in the postal operator's information system.

112-5. Delivery of a registered postal item to a third party using a PIN code or barcode shall be carried out upon presentation of the PIN code or barcode generated in the postal operator's information system for the recipient (addressee).

112-6. Delivery of registered postal items to third parties using a PIN code or barcode shall be carried out for the following categories of postal items:

- 1) regular;
- 2) registered;
- 3) with declared value.

112-7. The responsible employee at the pick-up point shall verify the recipient by entering a PIN code or scanning a barcode.

112-8. After successful verification, the delivery status of the registered postal item shall be recorded in the information system, indicating the delivery to a third party.

112-9. If verification is unsuccessful (for any reason), registered mail items shall not be delivered to a third party.

112-10. Delivery of postal items to third parties using a PIN code or barcode shall be carried out at all automated post offices where this service is provided and the corresponding infrastructure is in place.

112-11. The validity period of the generated PIN code or barcode shall be 3 (three) minutes from the moment it is opened in the postal operator's information system for presentation, after which it is automatically updated.

112-12. In the event of technical failures that prevent the delivery of registered postal items to third parties using a PIN code or barcode, the process of delivery of registered postal items to third parties using a PIN code or barcode shall be resumed after such failures have been eliminated.

112-13. Until technical failures preventing the delivery of registered postal items to third parties using a PIN code or barcode are eliminated, delivery of registered postal items may be carried out by the addressee or his/her legal representative, or an attorney acting based on a power of attorney.

112-14. Information about third parties shall not be stored in the postal operator's information system.

Chapter 6. The procedure for reception, processing and delivery of international postal items

113. The designated operator and the postal operator shall carry out operations for the receipt, processing, transportation and (or) transfer, delivery and (or) hand delivery of international mail in accordance with the UPU Acts.

When accepting international postal item, it is necessary additionally, apart from the prohibitions on investing in domestic postal item, be guided by the information on the

prohibitions effective in the country of destination on the basis of information or (circulars) of the UPU.

114. The designated operator and the postal operator shall ensure the mailing of international postal items with accompanying documents provided for by the UPU Acts.

Registration of such items shall be carried out in accordance with certain requirements in these Rules and acts of the UPU.

115. International postal items are inspected by the state revenue authorities at the places of international postal exchange in cases stipulated by the Code of the Republic of Kazakhstan "On customs regulation in the Republic of Kazakhstan" and the Customs Code of the Eurasian Economic Union.

Footnote. Paragraph 115 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/NK (shall be enforced ten calendar days after the date of its first official publication).

116. International written correspondence, as well as all types of postal items sent within the territory of the countries of the Eurasian Economic Union that are not subject to customs control, shall not be placed under customs procedures, customs operations shall not be inspected by state revenue authorities.

117. The following items shall be accepted from individuals and legal entities in open form:

- 1) small packages with filling in customs declarations or label;
- 2) letters of declared value, parcels with a survey of the sender on the characteristics of the enclosure, filling in the accompanying form and customs declarations.

Parcels shall be accepted from legal entities, sealed by their own seals or stamped, according to the list of the form determined by the postal operator, with the application of accompanying forms and customs declarations.

117-1. The sender of an international postal item submits an application through the designated operator and the mail operator for the return or change of the address of the postal item sent by him.

When submitting an international parcel, the sender submits an application on how to act in case of non-delivery of the parcel to the addressee, which is marked on the front side of the accompanying address.

Footnote. The Rules were supplemented by paragraph 117-1 in accordance with the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/NK (shall be enforced ten calendar days after the date of its first official publication).

118. International postal with the mark "Hand in person" shall be accepted in countries that provide this type of service. Payment on delivery international postal will be accepted to those countries with which the relevant agreements (treaties) have been concluded.

119. When mailing registrable international postal item with a notification, the sender receives a notification of receipt by the addressee of the postal item. The notice fee shall be done upon delivery of the postal item. A notification of receipt of international postal shall be is a non-registrable postal item.

Chapter 7. The procedure for receipt, processing and verification of postal items, as well as the storage period of postal items

120. Postal items received at the production facility of the mail operator are inspected for the condition of the outer shell, as well as the correctness of their sealing and route.

Upon detection of defects in the outer shell, violations of seals, bandages, locking and sealing devices and mass inconsistencies, an act is drawn up, the form of which is established by the internal documents of the mail operator, and sent to the head of the production facility from where the defective mail was received.

Footnote. Paragraph 120 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

121. On the act received in the production facility of the postal operator the inspection shall be executed. The results of the inspection and the measures taken shall be reported to the production facility compiling (sending) the act.

122. The procedure for interaction on the organization of the exchange and consideration of acts between postal operators and transport organizations (carriers) carrying out the transportation of postal items shall be determined by agreements concluded between the postal operator and the transport organization (carrier).

123. Internal and international postal items, postal money transfers at the destination, as well as those returned to the receiving places or sent to the address specified by the sender, if it is impossible to deliver them, are stored for thirty calendar days; expedited and courier mail shipments - seven calendar days, this period is extended to fourteen calendar days when contacted by the mail operator to the sender for instructions or additional information, unless otherwise stipulated in the contract.

The duration of storage of registered letters marked "Court summons. With a registered notification", "Summons. With a registered notification" is seven calendar days from the date of receipt at the production facility of the mail operator.

Footnote. Paragraph 123 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

124. For the storage of registered mail items (except registered letters, parcels and postcards), the addressee is charged according to the tariffs established by the mail operator.

The mail operator, based on the application of the user of the mail operator's services, extends the storage period of postal money transfer, postal items, except for expedited and courier mail, for an additional thirty calendar days, with a storage fee.

When extended, the total storage period does not exceed sixty calendar days.

Payment for the storage of unregistered letters addressed "On demand" is not made.

Payment for the storage of registered mail items addressed "On demand" is charged from the addressee, and upon its return - from the sender in accordance with the tariffs approved by the postal operators.

Footnote. Paragraph 124 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

Chapter 8. The procedure for reforwarding and returning postal items

125. Non-delivered mail items are returned to the return address indicated on the items in the following cases:

- 1) at the request of the sender;
- 2) if the addressee refuses to receive a postal item, a postal money transfer;
- 3) after the expiration of the storage period;
- 4) in the absence or death of the addressee;
- 5) if it is impossible to read the address of the user of the mail operator's services (washed away, torn off, dirty, erased, damaged), the absence or incorrect, incomplete indication of the addressee, address;
- 6) in the absence or incorrect indication of the addressee subscribing to the subscription box;
- 7) lack of unhindered access to subscriber mailboxes, subscriber mailbox or its malfunction.

Footnote. Paragraph 125 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

126. When submitting an application for changing the address, mailing or returning the postal item or postal money order, the postal service user shall present a genuine statement of receipt and one of the documents specified in paragraph 103 of these Rules, and for postal items received according to the list - this list. Herein, the information on the presented document shall be indicated in the application.

When submitting an application for changing the address, mailing or returning the postal item or postal money order, the postal service user shall present a genuine statement of receipt and one of the documents specified in paragraph 103 of these Rules, and for postal items received according to the list - this list. Herein, the information on the presented document shall be indicated in the application.

The postal operator, upon appeal of the addressee, shall forward (send) the postal item under the conditions if the postal item has arrived at the destination or the addressee provides information (on paper or in electronic form) on the receipt of the postal item addressed to him

127. For the return and dispatch to a new address (sending) of registered mail items, a fee is charged according to the approved tariffs in force at the time of return or dispatch from the sender or addressee. Based on a special indication in the sender's application, the fee for sending is charged from the sender or addressee.

Payment for the return of postal items due to the impossibility to read the recipient's address through no fault of the sender (washed away, torn off) is not charged.

Footnote. Paragraph 127 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/NK (shall be enforced ten calendar days after the date of its first official publication).

127-1. Unregistered letters and parcels until they are sent to their destination are returned to the senders according to their written applications, while no fee for the return is charged, and the amount paid with state postage stamps is not refunded.

The sender, upon written application, receives back the registered postal item that was not sent to its destination from the production facility for receiving the shipment, returning the original receipt to the mail operator (for batch shipments - and a list).

The received payment is returned to the sender, except for the postal payment made by state signs, and the fee for the additional services rendered.

Footnote. The Rules were supplemented by paragraph 127-1 in accordance with the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/NK (shall be enforced ten calendar days after the date of its first official publication).

128. Unpaid postal money orders shall be returned to legal entities by transfer to current accounts, to individuals - paid in cash or by transfer (upon request) to the sender, the recovered fee for mailing these transfers shall not be refundable.

129. A postal item shall be transferred to the undelivered ones in the following cases:

1) lack of necessary (or inconsistency with existing) address data of the addressee and sender;

2) refusal to receive the postal item by the addressee and the sender;

3) upon the expiration of the storage period specified in paragraph 124 of these Rules and the non-appearance of the postal service user for receiving the returned postal item.

130. Postal items with missing (damaged) addresses, no addresses, or incomplete, unclear, or abbreviated addresses that do not allow them to be sent to their destination or returned to senders, as well as postal items that have not been delivered to addressees due to refusal to receive them, shall be transferred to temporary storage as undelivered.

Documents (identities, passports, military ID cards, certificates) shall be transferred to the relevant institutions and organizations.

Postal orders unclaimed for one (1) year shall be stored by the postal operator and paid to the recipient or sender upon their request after investigating the reason for late payment. If unclaimed after one (1) year, the postal order amount shall be credited to the postal operator's budget, and production documentation for such orders shall be kept in the current archive for three (3) years. When the sender or recipient requests a postal order unclaimed after one (1) year, the postal operator, after identifying the sender or recipient, shall decide whether to issue the order.

Footnote. Paragraph 130 - as amended by Order № 265/HK of the Minister of Digital Development, Innovation, and Aerospace Industry of the Republic of Kazakhstan dated May 28, 2025 (shall enter into force ten calendar days after its first official publication).

131. Undelivered mail items, as they arrive for temporary storage, but at least once a quarter, are subject to opening in order to establish the addresses of users of the mail operator's services necessary for delivery (delivery) to their addressee or return to the sender.

If, as a result of a preliminary study, it is established that the attachments of undelivered mail items contain objects or substances that, when opening mail items, pose a danger to human life and health, then the mail items are seized and destroyed by the competent authorities without opening. The destruction of such mail is carried out in compliance with the necessary security measures.

Upon the fact of opening, seizure or destruction of undelivered mail without opening, an act is drawn up, which is signed by the head (his deputy) and an employee of the production facility of the mail operator, and, if necessary, a representative of the internal affairs bodies.

If, when opening a registered postal item from among the undelivered, it was possible to establish the addresses of users of the mail operator's services, then it, together with one copy of the act, is packed in a bag and sent to the addressee or returned to the sender, the discovered sums of money are sent in the same order (minus the forwarding fee).

For return or forwarding of mail item to the specified mailing address, the user of the mail operator's services is charged a fee, the amount of which is determined according to the tariffs in effect on the date of return (forwarding).

Footnote. Paragraph 131 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/NK (shall be enforced ten calendar days after the date of its first official publication).

132. Undelivered international parcels, upon expiration of their storage period, shall be returned to production facilities established for processing international postal (places of international postal exchange) from where they were received for further processing in accordance with paragraph 131 of these Rules.

Chapter 9. The procedure for conducting the operational day

133. The operational day shall be carried out via the operational windows, which are located in the production facilities of the postal operator.

134. The service of users of the mail operator's services is carried out during the entire working time set by the mail operator.

The procedure for conducting operations by employees of the mail operator is carried out in accordance with the documents of the mail operator.

A break in the operational day is carried out according to the established operating mode, as well as in case of technical malfunctions, failures or scheduled, unscheduled maintenance at the production facility of the mail operator.

Footnote. Paragraph 134 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

135. The end of the operational day shall be carried out at the appointed time on the basis of the approved working hours of the production facility.

136. Production documentation related to the provision of postal services and information about the personal data of users of services of the postal operator (in paper or electronic form) shall be stored by the postal operator for three years from the date of provision of postal services.

137. Documents of the postal operator establishing the procedure for conducting the operational day, as well as conducting operations at workplaces by the postal operator shall be approved by the executive body (sole, collegial) of the postal operator.

Chapter 10. The procedure for delay, inspection and seizure of postal items, as well as a list of items and substances that are prohibited and restricted to delivery via postal networks Paragraph 1. The procedure for delay, inspection and seizure of postal items

138. The delay of postal items (arrest), if necessary, is carried out in accordance with Article 246 of the Criminal Procedure Code of the Republic of Kazakhstan by the decision of the investigator authorized by the judge. The resolution is sent to the head of the production facility of the mail operator.

The opening of postal items is carried out by representatives of authorized bodies at the place of detection and in the presence of employees of the mail operator.

Footnote. Paragraph 138 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 26.09.2022 № 345/ NK (shall be enforced ten calendar days after the date of its first official publication).

139. The mail operator takes measures to detain internal mail items when there is a reasonable assumption (according to organoleptic indicators) about the presence of attachments prohibited for forwarding in them at the place of their detection, as well as after

the use of technical means and equipment. Temporary storage of such mail items is carried out in the production facility of the mail operator with the provision of public safety, safety and accounting, the possibility of access to them by unauthorized persons is excluded.

Footnote. Paragraph 139 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

140. The postal operator shall immediately notify law enforcement and special state bodies of the fact of detection among postal items of the items prohibited for mailing by postal networks and of the detention of these postal items.

The employees of these bodies, in the presence of the head of the production facility of the postal operator, shall carry out the seizure of prohibited items and substances with the preparation of the relevant act in triplicate, one copy shall be sent to the sender, the second copy shall be provided to the body that carried out the seizure and the third copy shall be attached to the production documents of the postal operator.

141. Poisonous animals and plants found in postal items are transferred by affiliation to the authorized state bodies determined in accordance with subparagraph 89) of paragraph 1 of Article 1 of the Code of the Republic of Kazakhstan "On people's health and healthcare system" and subparagraph 21) of Article 1 of the Law of the Republic of Kazakhstan "On veterinary medicine".

Footnote. Paragraph 141 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

142. The national currency of the Republic of Kazakhstan found in postal items shall be returned to the sender or sent to the addressee by postal money order, and the sum in the amount of the approved tariff for postal money order shall be charged from the discovered sum.

Foreign currency withdrawn from postal items shall be converted at the market rate on the day of conversion into the national currency of the Republic of Kazakhstan and sent to the sender or addressee by postal money order minus the sum in the amount of the approved tariff for postal money order.

143. The mail operator informs the sender of the postal item in writing or electronically within ten calendar days about the seizure of items prohibited for shipment via postal networks, if upon the discovery of these items by law enforcement and special state bodies it was decided to inform the sender about this.

The mail operator immediately notifies the state revenue authorities of the Republic of Kazakhstan about the fact of detection of items prohibited for forwarding via postal networks in international mail.

Footnote. Paragraph 143 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

Paragraph 2. The items and substances prohibited to delivery via domestic postal networks

144. The following items and substances are not sent in internal mail:

1) weapons (their main (component) parts) and cartridges for it, with the exception of the special postal service, combat hand-held small arms, civilian and service weapons, ammunition, bows and crossbows for sports, weapons designed to supply light, smoke and sound signals, electric weapons, electric shock devices and spark arresters, cold bladed weapons, flails, brass knuckles, ninja stars, boomerangs and adapted objects of impact-crushing, throwing, piercing-cutting action, except for sports equipment, special dual-use technical means and components for them;

2) narcotic drugs, psychotropic substances, precursors and their analogues;

3) nuclear materials, radioactive, potent substances, caustic and corrosive substances, explosive objects and substances, flammable liquids and substances, explosive devices, pyrotechnic substances and products with their use;

4) poisons, poisonous animals, poisonous substances, poisonous plants and seeds of poisonous plants;

5) in unregistered postal items - banknotes (banknotes and coins) of the national currency of the Republic of Kazakhstan and foreign currency;

6) printed publications, visual materials, film, photo, audio, and video materials containing propaganda or agitation of violent change of the constitutional system, violation of the integrity of the Republic of Kazakhstan, undermining the security of the state, war, social, racial, national, religious, class and clan superiority, the cult of cruelty, violence and pornography;

7) perishable food;

8) properly unpacked household, household substances in liquid and loose form, household, household items, products with sharp and cutting edges, glass and glass objects and products that are in danger of harming employees and property of the mail operator when they are sent.

Footnote. Paragraph 144 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

145. Excluded by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/NK (shall be enforced ten calendar days after the date of its first official publication).

146. Formalized postal items indicating the addresses and persons who are not the sender and addressee are not sent in internal parcels, letters with declared value and in parcels. Periodicals are not sent in parcels.

In all types of internal mail items, the mail operator does not forward attachments in the form of formalized mailings, including those grouped from one sender to different recipients.

Footnote. Paragraph 146 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/NK (shall be enforced ten calendar days after the date of its first official publication).

Paragraph 3. The items and substances prohibited to delivery via international postal networks

147. The following items and substances are not sent in international mail:

1) weapons (their main (component) parts) and cartridges for it, except for the special postal service, combat hand-held small arms, civilian and service weapons, ammunition, bows and crossbows for sports, weapons designed to supply light, smoke and sound signals, electric weapons, electric shock devices and spark arresters, cold bladed weapons, flails, brass knuckles, ninja stars, boomerangs and adapted objects of impact-crushing, throwing, piercing-cutting action, except for sports equipment, special dual-use technical means and components for them;

2) narcotic drugs, psychotropic substances and precursors;

3) nuclear materials, radioactive, potent substances, caustic and corrosive substances, explosive objects and substances, flammable liquids and substances, explosive devices, pyrotechnic substances and products with their use;

4) poisons, poisonous animals, poisonous substances, poisonous plants and seeds of poisonous plants;

5) in unregistered postal items - banknotes (banknotes and coins) of the national currency of the Republic of Kazakhstan and foreign currency;

6) horns, hooves, antlers of marals, saigas, spotted deer, as well as skins of spotted deer (when moving outside the Republic of Kazakhstan), derivatives of animals and plants listed in the Red Book of the Republic of Kazakhstan;

7) printed publications, visual materials, film, photo, audio, and video materials containing propaganda or agitation of violent change of the constitutional system, violation of the integrity of the Republic of Kazakhstan, undermining the security of the state, war, social, racial, national, religious, class and tribal superiority, the cult of cruelty, violence and pornography;

8) live animals, except bees according to a veterinary certificate (for internal mailings) or a veterinary certificate (for international mailings), leeches and silkworms, parasites and exterminators of harmful insects intended for the study of these insects and exchanged between officially recognized institutions;

9) properly unpacked household, household substances in liquid and loose form, household, household items, products with sharp and cutting edges, glass and glass objects and products that are in danger of harming employees and property of the mail operator when they are sent;

10) perishable food;

11) bank notes, credit cards or any bearer valuables, traveler's checks, precious metals and stones, as well as products made from them;

12) items whose import or handling is prohibited in the country of destination;

13) documents of the National archival fund that are in state ownership in accordance with paragraph 1 of Article 26 of the Law of the Republic of Kazakhstan "On the National archival fund and archives.

Footnote. Paragraph 147 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

148. In accordance with the Agreement on the procedure for movement of goods for personal use by individuals across the customs border of the Customs Union and performance of customs operations related to their release (St. Petersburg, June 18, 2010), the following items and substances are not sent within the countries of the Eurasian Economic Union:

1) any types of weapons and ammunition for them, as well as their components, import, export, transit of which to (from) the territory of the Eurasian Economic Union is prohibited or restricted;

2) explosives, explosive devices, means of detonation;

3) conditionally pathogenic and pathogenic organisms, biological material, pathogens of infectious and parasitic diseases;

4) goods subject to rapid deterioration;

5) alcoholic beverages and ethyl alcohol, beer;

6) any types of tobacco products and smoking mixtures;

7) precious stones in any form and condition and natural diamonds, with the exception of jewelry;

8) narcotic drugs, psychotropic substances and their precursors, as well as plants and fungi containing narcotic drugs, psychotropic substances and their precursors, in any form and condition, including their fruits, seeds and spores;

9) ozone-depleting substances;

10) hazardous waste;

11) toxic substances that are not precursors of narcotic drugs and psychotropic substances.

Footnote. Paragraph 148 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

149. In international parcels, small packages, letters with declared value and in parcels, the formalized postal items with addresses and persons who are not the sender and addressee are not sent. Periodicals are not sent in small packages and parcels.

In all types of international mailings, the mail operator does not forward attachments in the form of formalized mailings, including those grouped from one sender to different recipients.

Footnote. Paragraph 149 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

Paragraph 4. Items restricted to shipment in domestic and international postal items

150. The list of items and substances accepted for shipment via postal networks in internal and international mail items in the presence of the following certain conditions includes:

1) cultural values in accordance with paragraph 2 of Article 32 of the Law of the Republic of Kazakhstan "On culture" (when moving outside the Republic of Kazakhstan) - on the basis of a certificate for the right of temporary export of cultural values issued by local executive bodies of the region, the city of republican significance and the capital;

2) plants, products of plant origin, as well as animals, raw materials of animal origin - by permission of the authorized body in the field of agriculture;

3) radio-electronic means and high-frequency devices (when moving to the Republic of Kazakhstan) - by permission of the authorized body in the field of communications;

4) medicines not registered on the territory of the Republic of Kazakhstan (when moving to the Republic of Kazakhstan) - by permission of the authorized body in the field of healthcare;

5) urns with the ashes of the deceased on the territory of the Republic of Kazakhstan, sent in an international mail - with the following document:

a document of the established form of death issued by a medical organization, or a certificate or certificate of death issued by civil registration authorities, in the presence of consular legalization or a special stamp (apostille);

6) state awards (orders, medals, badges, personal items) are sent across the customs border of the Eurasian Economic Union only upon presentation of an award document confirming the ownership of the person moving such awards in international mail with the declared value;

7) electronic media (floppy disks, compact discs, hard disks and flash drives) sent with recording information - if there is information about the type of equipment, device or operating system used for recording. If there is no information on the carrier, a factory passport is attached, or a note is made about the absence of information.

Footnote. Paragraph 150 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

151. In accordance with the decision of the Board of the Eurasian Economic Commission dated April 21, 2015 № 30 "On non-tariff regulation measures", the forwarding of the following attachments are restricted within the countries of the Eurasian Economic Union:

1) encryption (cryptographic) means, the import of which into the customs territory of the Eurasian Economic Union and export from the customs territory of the Eurasian Economic Union is restricted;

2) radio-electronic means and (or) high-frequency devices for civil purposes, including embedded or included in the composition of goods restricted for import into the customs territory of the Eurasian Economic Union;

3) collections and collectibles on mineralogy and paleontology, bones of fossil animals restricted to movement across the customs border of the Eurasian Economic Union during export;

4) species of wild fauna and flora subject to the Convention on international trade in endangered species of wild fauna and flora dated March 3, 1973 (CITES), restricted to movement across the customs border of the Eurasian Economic Union during export;

5) rare and endangered species of wild living animals and wild plants included in the Red Books of the member states of the Eurasian Economic Union, restricted to movement across the customs border of the Eurasian Economic Union during export;

6) cultural values, documents of national archival funds, originals of archival documents restricted to movement across the customs border of the Eurasian Economic Union during export.

Footnote. Paragraph 151 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

152. In domestic postal item, parcels with solid varieties of fresh vegetables and fruits shall be accepted, taking into account the fact that they are dispatched by direct flights of aircraft within the guaranteed loading standards, and by rail, provided that such parcels are completed within seven days, if this period is exceeded, the sender shall assume possible damage to the enclosure.

Chapter 11. The procedure for consideration of applications and complaints of postal service users

153. Postal service users regarding the quality of the provision of services and the search for registrable postal item shall send the postal operator:

1) complaints and claims on the quality of service, in any form;

2) applications and requests for the services provided, the search for registrable postal items and their location, in any form.

154. Applications and requests for the search for registrable international mailing and postal money orders shall be accepted within six calendar months, for expedited and courier postal items - within four calendar months from the day following the day of mailing the items.

Complaints and claims regarding the quality of services for mailing registrable domestic postal items and money orders shall be accepted within two calendar months, and for the quality of services for mailing fast-track and courier within one calendar month from the day following the day of mailing.

Complaints and claims for untimely delivery (hand delivery) of non-registrable written items shall be accepted upon presentation of the package of the postal item with a stamp of the postmark confirming the date of its mailing and receiving.

155. Non-registrable postal items are not subject to tracing, information on the delivery of non-registrable postal items to the sender or addressee shall not be provided.

Appeals and requests for the search for registrable domestic postal items and money orders shall be accepted for consideration on the condition that the deadline for their passage and during the storage period for documents on the receipt, mailing and delivery of postal items and money orders by the postal operator provided for by these Rules is expired.

Applications for a change of address, for resending or returning a postal item or postal money order shall be accepted by the postal operator from the sender or addressee, provided that the postal item or postal money order has not actually been delivered at the time the application is submitted.

Footnote. Paragraph 155 as amended by Order № 265/HK of the Minister of Digital Development, Innovation, and Aerospace Industry of the Republic of Kazakhstan dated May 28, 2025 (shall enter into force ten calendar days after its first official publication).

156. Complaints about the quality of service of the mail operator's production facility are accepted within (seven) calendar days from the date of the user's use or intention to use the mail operator's services.

Applications are submitted by users of the mail operator's services in writing or in the form of an electronic document, are subject to mandatory registration by the mail operator and are considered within the time limits provided for by the Administrative Procedural Code of the Republic of Kazakhstan and the Law of the Republic of Kazakhstan "On consumer rights protection".

Responses to requests from users of mail operator services are provided by mail operators within the time limits established by the Administrative Procedural Code of the Republic of Kazakhstan and the Law of the Republic of Kazakhstan "On consumer rights protection", and for registered international mail items - according to the time limits provided for by the acts of the UPU.

Footnote. Paragraph 156 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

157. Applications and complaints are submitted to postal operators at the place of receiving postal items or postal money transfers, sending of expedited and courier mail. At the place of destination, the appeal is accepted if there are complete reliable data of the postal item.

In an appeal, complaint or application filed with a receipt and a copy of the list attached, and in respect of an international postal item - and a copy of the customs declaration, the following shall be indicated:

- 1) type of postal item or postal money transfer;
- 2) receipt number;
- 3) date and place of reception;
- 4) destination;
- 5) declared value;
- 6) address and full name of the addressee.

Upon receipt of the application, the mail operator returns postal receipts, copies of lists and declarations to the applicant.

In the event that the appeal, complaint or application is submitted not by the individual himself, but by his proxy, a notarized power of attorney is attached.

Footnote. Paragraph 157 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

Chapter 12. The order of payment for postal services, postal items of officials of the Republic of Kazakhstan and the actions of the postal operator in emergency situations

Footnote. The title of Chapter 12 as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/NK (shall be enforced ten calendar days after the date of its first official publication).

158. Payment for the forwarding of postal items and postal money transfers is carried out at the time of their acceptance or upon pre-payment, when this is determined by the contract concluded between the mail operator and the user of the mail operator's services.

Footnote. Paragraph 158 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

159. Postal services shall be paid in cash in the national currency of the Republic of Kazakhstan, or by bank transfer. Notes of postage, including state notes of postage, shall

confirm the fact of payment for the mailing of written correspondence, including the appointment abroad.

160. Payment for postal services for items with declared value includes a fee for forwarding, depending on the weight and the declared value of the item.

The postal operator shall be responsible for the postal item with declared value, subject to payment of the tariff for declared value in accordance with paragraph 3-1 of Article 44 of the Law of the Republic of Kazakhstan "On Post".

Payment for postal services for international parcels with declared value shall include a weight fee for forwarding, a declared value fee, and a forwarding fee.

Footnote. Paragraph 160 - as amended by Order № 265/HK of the Minister of Digital Development, Innovation, and Aerospace Industry of the Republic of Kazakhstan dated May 28, 2025 (shall enter into force ten calendar days after its first official publication).

160-1. The addressee, for an additional fee, submits a written application:

1) for the storage of postal items and postal money transfers received in his name in the production facility within sixty calendar days from the date of their receipt;

2) about the dispatch or delivery to another address of postal items and postal money transfers received in his name;

3) about the home delivery of postal items received in his name "On demand", if their home delivery is made;

4) about refusal to return undelivered items.

Footnote. The Rules were supplemented by paragraph 160-1 in accordance with the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/NK (shall be enforced ten calendar days after the date of its first official publication).

161. The amount of payment for postal services shall be determined by the postal operator also depending on the status of the sender (individual or legal entity), the method used (by air or land) for mailing postal item (except for the prices of universal postal services regulated by the authorized body in the field of post).

162. For the mailing of fragile, cumbersome, space consuming parcels, as well as parcels marked "Abailayz" - "Caution" an additional fee shall be charged in accordance with applicable tariffs.

163. Unpaid or partially paid internal unregistered letters, postcards and parcels from individuals are forwarded to the destination, but the issuance of such mailings is made only after their addressee pays up to the amount of the tariff for additional prepaid mailings. When returning these items, payment is charged from the sender.

Footnote. Paragraph 163 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/NK (shall be enforced ten calendar days after the date of its first official publication).

164. Unpaid or partially paid postal items of legal entities shall be returned to senders from the first stage of stamp cancellation processing.

165. In the absence of the sender's address on extra paid postal items and in the case the addressee refuses to receive them, such postal items shall be transferred to the number of undelivered ones.

166. Excluded by the order of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan dated 28.05.2025 № 265/HK (shall enter into force upon expiry of ten calendar days after the date of its first official publication).

167. In payment of international written correspondence, the designated operator shall accept international return coupons with a print of the postal stamp of the foreign postal administration that sold the coupon.

168. The designated operator shall sell international return coupons, the value of which is established by the UPU Acts.

169. International response coupons are exchanged at the production facility of the Designated operator for postage stamps of the Republic of Kazakhstan based on the payment rate of one unregistered international letter weighing up to twenty grams, sent by air.

Footnote. The title of paragraph 2 of Chapter 12 is excluded by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/NK (shall be enforced ten calendar days after the date of its first official publication).

170. Excluded by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 28.12.2022 № 516/NK (shall be enforced ten calendar days after the date of its first official publication).

171. The postal operator uses postal payment signs that are agreed with the authorized body in the field of mail. Postage stamps, blocks, marked envelopes and (or) postcards, impressions of franking machines, electronic signs are used as postage stamps confirming payment for postal services applied by the mail operator to the shipments of written correspondence.

Footnote. Paragraph 171 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/NK (shall be enforced ten calendar days after the date of its first official publication).

172. Postal payment signs that are contaminated, damaged, used (extinguished), withdrawn from circulation, as well as payment signs of foreign countries are not accepted to pay for postal services.

Footnote. Paragraph 172 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/NK (shall be enforced ten calendar days after the date of its first official publication).

173. Purchased postage stamps confirming payment for postal services shall be used with the postal operator that issued the stamp. Postal items containing postage stamps purchased

from the postal operator shall be submitted by the user of the postal operator's services through the postal operator's counter.

Footnote. Paragraph 173 - as amended by Order № 265/HK of the Minister of Digital Development, Innovation, and Aerospace Industry of the Republic of Kazakhstan dated May 28, 2025 (shall enter into force ten calendar days after its first official publication).

174. The issue of state postage stamps in accordance with the types and volumes regulated by the Rules "On approval of the Rules for the issue, sale of state postage stamps and philatelic products" approved by the order of the Minister of information and communications of the Republic of Kazakhstan dated September 29, 2016 № 179 (registered in the Register of state registration of regulatory legal acts under № 14377), as well as their sale is carried out by the National postal operator.

Footnote. Paragraph 174 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/NK (shall be enforced ten calendar days after the date of its first official publication).

175. Postage stamps, blocks, marked envelopes and (or) postcards, impressions of franking machines, electronic signs that confirm payment for the services of the National postal operator, put into circulation by the authorized body in the field of mail, are used as state signs of postal payment.

On the state signs of postal payment, the name of the state ("Kazakhstan" and in Latin transliteration "Kazakhstan"), as well as the name of the topic, images are indicated in the state language, the amount of the fee (nominal value) - in Arabic numerals or Latin letters, the year of issue (or registration number).

Footnote. Paragraph 175 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/NK (shall be enforced ten calendar days after the date of its first official publication).

176. The sold postage stamps, including state ones, are not accepted back and are not exchanged.

Footnote. The title of paragraph 3 of Chapter 12 is excluded by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/NK (shall be enforced ten calendar days after the date of its first official publication).

Paragraph 3. Franking machines

177. Domestic and international non-registrable and registrable postal items shall be paid for by printing franking machines on them.

Franking machines shall be used by legal entities that are postal service users, registering them with the postal operator and concluding an agreement on their use.

178. The prints of the cliché of the franking machine shall be red and include:

- 1) designation of postage stamp with the necessary inscriptions specified in the internal documents of the postal operator;
- 2) stamp of the postmark;
- 3) sender address.

179. If it is impossible to apply an impression of a franking machine cliché to a letter, paper strips with imprints of franking machine clichés applied to them are pasted on them.

Footnote. Paragraph 179 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/NK (shall be enforced ten calendar days after the date of its first official publication).

180. At the end of the operation of the franking machine, its transfer (sale) to another legal entity, the cliché of the machine is subject to transfer according to an act drawn up in any form to the appropriate subdivision of the mail operator for destruction.

Footnote. Paragraph 180 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/NK (shall be enforced ten calendar days after the date of its first official publication).

Paragraph 4. Postal items of officials of the Republic of Kazakhstan

Footnote. The title of paragraph 4 as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/NK (shall be enforced ten calendar days after the date of its first official publication).

181. Postal items with an additional inscription (mark) "Ukimettik" – "Government" are accepted from the following officials of the Republic of Kazakhstan:

- 1) The President of the Republic of Kazakhstan;
- 2) Prime Minister of the Republic of Kazakhstan;
- 3) Chairman and Deputy Chairman of the Senate of the Parliament of the Republic of Kazakhstan;
- 4) Chairman and Deputy Chairman of the Majilis of the Parliament;
- 5) Secretary of State of the Republic of Kazakhstan;
- 6) Head of the Administration of the President of the Republic of Kazakhstan;
- 7) Chairman and Deputy Chairman of the Constitutional Court of the Republic of Kazakhstan;
- 8) Chairman and Deputy Chairman of the Supreme Court of the Republic of Kazakhstan;
- 9) Chairman of the National Bank of the Republic of Kazakhstan;
- 10) Chairman of the Central Election Commission of the Republic of Kazakhstan;
- 11) Deputy Prime Ministers of the Republic of Kazakhstan;
- 12) Prosecutor General and Deputy Prosecutor General of the Republic of Kazakhstan;
- 13) Heads of bodies accountable to the President of the Republic of Kazakhstan;

14) Ministers of the Republic of Kazakhstan, heads of departments of central executive bodies;

15) Chairmen of Committees of the Parliament of the Republic of Kazakhstan;

16) Akims of Astana, Almaty, Shymkent and regions of the Republic of Kazakhstan.

Postal items in the category "Ukimettik" - "Government" are processed and delivered first

Footnote. Paragraph 181 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 28.12.2022 № 516/ NK (shall be enforced ten calendar days after the date of its first official publication).

182. Before the delivery of a registered letter or parcel, a postal item with declared value, an express or courier postal item, or a postal money order, the sender, having stated his/her wishes in writing with a receipt attached, may, for an additional fee established by the postal operator:

1) order the return of his postal item and postal money order;

2) order the issuance of a postal item, the postal money order to another person and to a different address, or its delivery to the same person, but to a different address;

3) extend the shelf life of postal item, money orders in the production facilities of the destination postal operator up to sixty calendar days from the date of receipt;

4) refuse to return the mailing.

Footnote. Paragraph 182 as amended by Order № 265/HK of the Minister of Digital Development, Innovation, and Aerospace Industry of the Republic of Kazakhstan dated May 28, 2025 (shall enter into force ten calendar days after its first official publication).

183. Excluded by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/NK (shall be enforced ten calendar days after the date of its first official publication).

184. Excluded by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/NK (shall be enforced ten calendar days after the date of its first official publication).

185. Excluded by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/NK (shall be enforced ten calendar days after the date of its first official publication).

Paragraph 5. Actions in case of emergency

Footnote. Chapter 12 supplemented with paragraph 5 in accordance with Order № 345 / HK of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan dated 23.09. 2020 (shall be enforced upon expiry of ten calendar days after the date of its first official publication).

186. Throughout the state of emergency period in the territory of the Republic of Kazakhstan, when decisions are made by authorized bodies acting in accordance with the

vested powers, suspending or restricting postal activities, the postal operators shall provide postal services in compliance with the established requirements arising from such decisions.

187. Postal operators shall take the necessary measures for rendering postal services and forwarding postal items throughout the state of emergency period in the Republic of Kazakhstan, with consideration to the safety of life and health of their employees, as well as postal services users.

Annex 1
to the Rules for
provision of postal services
Form

Postal money order form

Пошталық ақша аударымын қабылдауға (беруге) арналған бланк/Form for receiving (issuing) postal money order

Операцияның коды және код атауы/Code and name of the operation code

Пошталық ақша аударымының нөмірі/Money order number

Аударым референсі/Transfer reference

Тіркелетін пошта жөнелтілімінің ШПИ/Postal barcode of registrable postal item

Сомасы (сандармен және жазбаша)/Amount (in numbers and words):

Комиссия (сандармен және жазбаша)/Commission (in numbers and words):

Жиыны (сандармен және жазбаша)/Total (in numbers and words):

Жіберуші/Sender

ТАӘ/Атауы/Full name/Name

ЖСК/ПС

ЖСН/БСН/ПИН/BIN

АЖК/Code

Мекенжайы/Address

Пошта индексі/Postal index

Телефон нөмірі/Phone number

Құжат типі/Type of document

Құжат нөмірі/Number of document

Құжат сериясы/Series of document

Құжаттың берілген күні/Date of issue of the document

Құжатты берген орган/Document issuing authority

Алушы/Addressee

ТАӘ/Атауы/Full name/Name

Мекенжайы/Address

Поштаиндексі/Postal index _____

Телефон нөмірі/Phone number _____

Сенімхатарқылы/By power of attorney:

Сенімхатнөмірі/Number of power of attorney: _____

Сенімхаттың берілген күні/Date of power of attorney: _____

Сенімхат мерзімі/Term of power of attorney: _____

ТАӘ/Атауы/Full name/Name: _____

ЖСК/ПС _____

ЖСН/БСН/ІІН/BIN _____

Банктің атауы/Name of the bank _____

Банктің БСК/BIC of the bank _____

БЕК/Beneficiary Code _____

Құжат типі/Type of document _____

Құжат нөмірі/Number of document _____

Құжат сериясы/Series of document _____

Құжаттың берілген күні/Date of issue of the document _____

Құжатты берген орган/Document issuing authority _____

Аударымның мақсаты/Purpose of transfer Free transfer

ТТК/Payment Purpose Code _____

Пошталық ақша аударымын тағайындау/

Purpose of a postal money order _____

Қосымша қызметтер/Additional services: _____

Жазбаша хабар/Written message _____

Хабарландырудың түрі/Type of notification _____

Осы арқылы мен жасайтын операция террористік немесе экстремистік қызметті қаржыландыруға және терроризм не экстремизмге өзге де жәрдемдесуге, кәсіпкерлік қызметпен, тіркеу куәлігін, хабарландыру туралы куәлікті, келісімшарттың септік нөмірін, талап ететін валюталық операцияларды жүзеге асыруға байланысты емес екендігін растаймын. Мен жасайтын операция туралы ақпаратты құқық қорғау органдарына және Қазақстан Республикасының Ұлттық банкіне олардың талап етуі бойынша беруге операторға рұқсатымды беремін.

"Дербес деректер және оларды қорғау туралы"

Қазақстан Республикасының Заңына сәйкес операторға маған қызметтер көрсету кезінде менің дербес деректерімді қоса алғанда, мен туралы кез келген ақпаратты барлық дерек көзден жинауына және оларды өңдеуіне сөзсіз келісімді беремін.

Деректердің дұрыстығын растаймын.

Hereby I confirm that the operation I am conducting is not related to the financing of terrorist or extremist activities and other aiding terrorism or extremism, entrepreneurial activity, foreign exchange transactions requiring a registration certificate, certificate of notification, and contract account number. I authorize the operator to provide information on the operation I am conducting to the law enforcement bodies and the National Bank of the Republic of Kazakhstan at their request.

In accordance with the Law of the Republic of Kazakhstan "On personal data and their protection" I hereby give the operator unconditional consent to the collection from all sources and the processing of any information about me, including my personal data, in the provision of services to me.

Hereby I confirm the correctness of the data.

Жіберушінің (алушының) қолы/ Signature of the sender (addressee) _____ - _____

Жіберушінің (алушының) ТАӘ/Full name of the sender (addressee): _____

(жазбаша/in words)

Аударымды қабылдаған (берген) оператордың ТАӘ және қолы/

Full name and signature of the operator accepted (issued) the transfer: _____

Қабылданған (берілген) күні мен уақыты/Date, time of reception (issue)

ОПШ/МВР

Аударымды қабылдаған (берген) өндірістік объектінің коды, атауы/

Code, name of the production facility that accepted (issued) the transfer: _____

Annex 2
to the Rules for
provision of postal services

Sizes and maximum mass of international postal items

№	Type of item	Maximum mass (gr. and kg)	Dimensions in the package (mm. and sm.)
1	2	3	4
1	Postcard	-	Minimum size: 90x140 mm.; Maximum size: 120x235 mm.
2	Small format letter	Maximum mass: 100 gr.	Minimum size: 90x140 mm; Maximum size: 165x245 mm. Maximum thickness: 5 mm
3	Large format letter	Maximum mass: 500 gr.	Minimum size: 90x140 mm; Maximum size: 305x381 mm. Maximum thickness: 20 mm.
4	Small parcel with items for the blind (secograms)	5 kg 7 kg	Maximum size: The sum of three measurements (length, width, height) shall not exceed 90 cm; the largest dimension shall be 60 cm. For a roll, the sum of the length and double diameter shall not be more than 104 cm; the largest dimension shall be 90 cm. Minimum size: 14x9 cm., For a roll, the sum of the length and double diameter shall be 17 cm.

			The largest measurement shall not be more than 10 cm.
5	Small package	2 kg	Maximum size: the sum of three measurements (length , width, height) does not exceed 90 cm.; the largest dimension shall be 60 cm. For a roll, the sum of the length and double diameter shall not be more than 104 cm; the largest dimension shall be 90 cm. Minimum size: 14x9 cm. for a roll, the sum of the length and double diameter shall be 17 cm. The largest dimension shall be no more than 10 cm.
6	Special bag ("M" bag) with printed media for one addressee and one address	30 kg	
7	Parcel	20 kg	- 1.50 meters for one of the measurements or 3 meters for the sum of the length and the largest circumference taken in a direction other than the length - 1.05 meters for one of the measurements or 2 meters for the sum of the length and the largest circumference taken in a direction other than the length
8	Expedited postal service package	2 kg	The minimum size shall be 165x220 mm. The maximum size shall be 395x475 mm.
9	Expedited postal service parcel	30 kg	Max size: 150 cm. For one of several measurements or 300 cm. For the sum of the length and the largest circumference taken in the opposite direction to the length.
10	Type of item	31.5 kg	Max size: 150 cm. For one of several measurements or 300 cm. For the sum of the length and the largest

		circumference taken in the opposite direction to the length.
--	--	--

Annex 3
to the Rules for
provision of postal services
Form

Postal item form Address label

Sender _____			
Mobile phone number _____		Amount of declared value	
From _____		Amount of payment on delivery	
Index			
✕ ✕		Postal registration №	
Order of the sender in the case of non-delivery			
		Addressee	
		return to the sender after the first delivery	
		Mobile phone number	
		return to the sender upon expiry of the term of shelf-life	
		To _____	
		do not return	
No items prohibited for mailing			
ID number			
Sender signature			
Hereby I consent to the collection and processing of personal data		Index ✕ ✕	
Reason of non-delivery		addressee's absence	
	upon shelf-life expiration		incorrect indication of the address
	on sender's application		other
	addressee's refusal of reception		operator signature

Appendix 3.1
to the Rules for provision of
postal services

Form _____
(name of the mail operator)

APPLICATION

Footnote. Appendix 3.1 - as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

I, _____,

(surname, first name, patronymic (if available) (readably)

residing at: _____

I hereby declare that the _____,

sent to recipient's address (specify the type and category of postal item)

(surname, first name, patronymic (if available) (readably)

contain coins, banknotes in registered mail.

The registered mail item with an inventory of the attachment and the declared

value for the amount of _____ (_____) tenge,

contains _____ in the amount of _____ pieces:

(specify coins or banknotes)

1) _____

(specify the manufacturer's country, year of manufacture, nominal value);

(to be filled in for each coin or banknote separately)

2) _____

(specify the manufacturer's country, year of manufacture, nominal value);

(to be filled in for each coin or banknote separately)

3) _____

(specify the manufacturer's country, year of issue, nominal value).

(to be filled in for each coin or banknote separately)

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

(date)

Annex 4
to the Rules for
provision of postal services

Dimensions and maximum weight of internal mail

Footnote. Appendix 4 as amended by the order of the Minister of digital development, innovation and aerospace industry of the Republic of Kazakhstan dated 17.08.2022 № 282/ NK (shall be enforced ten calendar days after the date of its first official publication).

№	Type of item	Maximum weight (gr., kg.)	Dimensions in the package (mm. and cm.)
1	2	3	4
1	Postcard	-	105x148 mm.

2	Letter	250 gr.	Minimum size 110x220 mm. Maximum size 229 x324 mm.
3	Package of expedited and courier mail	2000 gr.	Minimum size 229x324 mm. Maximum size 395x475 mm.
4	Parcel Except for parcels	2000 gr.	Maximum size: 35 cm. in one of three dimensions (length, width, height). The sum of the three dimensions does not exceed 65 cm. For a rolled-up parcel, 70 cm in length and 15 cm in diameter. In some cases, a wrapped parcel can be accepted up to 150 cm, when the attachment cannot be bent (maps, diagrams, etc.). The minimum size: 10 cm in one dimension and at least 5 cm in another dimension (with any minimum thickness), and rolled up tubes 10 cm in length and 5 cm in diameter.
	a) with seeds	1 kg.	
	b) with the attachment of one book	3 kg.	
	c) with paper and books having convex signs for the blind	5 kg. It is allowed to exceed the maximum weight of up to 100 grams.	
5	Parcel	20 kg.	Maximum size: 80x80x50 cm. Minimum size (except for packages with bees): 10 cm in one of the dimensions and at least 5 cm. in each of the other dimensions. One of the sides of a parcel with bees sent by aircraft is at least 30 cm.
6	Direct mail containers	500 kg.	
7	Expedited and courier mail delivery	14 kg.	Maximum size: 150 cm for one of several dimensions or 300 cm for the sum of the length and the largest circle taken in the direction opposite to the length.

Note:

Dimensions and weight of standard letters: 114x162x5 mm., 110x220x5 mm., 162x229 mm. and weighing up to 20 grams.

The mass of small parcels: up to 3 kg., whose largest side is no more than 35 cm, and the sum of three measurements does not exceed 65 cm.

Bulky parcels: parcels, one of the sides of which exceeds 80x80x50 cm. Maximum size: 230x180x110cm.

Acceptance of large-sized parcels is made only under the condition of their delivery and receipt through the dedicated production facilities of the mail operator.

Annex 5
to the Rules for
provision of postal services
Form

RECEIPT

Hereby I, citizen _____,

Resident of: _____

I sign this receipt is that in _____ sent

(indicate in the package, parcels)

to the convicted _____

(last name, first name, middle name (if any))

enclosed things (legible) and objects,

specified in the list of things and objects that convicts are allowed to

carry, receive by mail, in accordance with the Internal Rules of the Institutions of the Penal System,

approved by Order of the Minister of Internal Affairs of the Republic of Kazakhstan

dated November 17, 2014 № 819 (registered in the State Register of Normative Legal Acts № 9984).

I have read and understood the criminal and administrative

responsibility for attempting delivery to institutions of

penal system of items not specified in the Rules for

internal regulations of penitentiary institutions,

approved by Order of the Minister of Internal Affairs of the Republic of Kazakhstan

dated November 17, 2014 № 819 (registered in the State Register of Normative Legal Acts № 9984).

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

(date)

