

On approval of the standard of state service "Execution of the certificate of return"

Invalidated Unofficial translation

Order of the Minister of Foreign Affairs of the Republic of Kazakhstan dated September 15, 2017 No. 11-1-2 / 422. Registered in the Ministry of Justice of the Republic of Kazakhstan on October 16, 2017 No. 15899. Abolished by Order of the Minister of Foreign Affairs of the Republic of Kazakhstan dated May 14, 2020 No. 11-1-4/155.

Unofficial translation

Footnote. Abolished by the Order of the Minister of Foreign Affairs of the Republic of Kazakhstan dated May 14, 2020 No. 11-1-4/155 (effective ten calendar days after the date of its first official publication).

In accordance with subparagraph 1) of Article 10 of the Law of the Republic of Kazakhstan dated April 15, 2013 "On State Services" I hereby ORDER:

1. To approve the attached standard of the state service "Registration of the certificate of return".

2. The Department of Consular Service of the Ministry of Foreign Affairs of the Republic of Kazakhstan shall:

1) provide the state registration of this order with the Ministry of Justice of the Republic of Kazakhstan in accordance with the procedure established by the legislation of the Republic of Kazakhstan;

2) within ten calendar days from the date of state registration of this order with the Ministry of Justice of the Republic of Kazakhstan, direct its copy in paper and electronic forms in the Kazakh and Russian languages to the Republican State Enterprise with the Right of Economic Management "Republican Center of Legal Information" for official publication and inclusion in the Reference Control Bank of Regulatory Legal Acts of the Republic of Kazakhstan;

3) within ten calendar days after the state registration of this order, direct a copy of it for official publication in periodicals;

4) place this order on the official Internet resource of the Ministry of Foreign Affairs of the Republic of Kazakhstan;

5) within ten working days after the state registration of this order with the Ministry of Justice of the Republic of Kazakhstan, report to the Department of Legal

Expertise of the Ministry of Foreign Affairs of the Republic of Kazakhstan on performance of the actions provided for in subparagraphs 1), 2), 3), 4) of this paragraph.

3. Control over the execution of this order shall be entrusted to the First Deputy Minister of Foreign Affairs of the Republic of Kazakhstan, M. Tleuberdi.

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

*Minister of Foreign Affairs
of the Republic of Kazakhstan*

K. Abdrakhmanov

"AGREED by"

Minister of National Economy
of the Republic of Kazakhstan

_____ T. Suleimenov

September 22, 2017

"AGREED by"

Minister of Internal Affairs
of the Republic of Kazakhstan

_____ K. Kassymov

September 29, 2017

Approved
by order No. 11-1-2 / 422
of the Minister of Foreign Affairs
of the Republic of Kazakhstan
dated September 15, 2017

Standard of state service "Execution of the certificate of return"

Chapter 1. General Provisions

1. The state service "Execution of the certificate of return" (hereinafter - the state service).

2. The standard of the state service (hereinafter - the Standard) is developed by the Ministry of Foreign Affairs of the Republic of Kazakhstan (hereinafter - the Ministry).

3. The state service is provided by the foreign institutions of the Republic of Kazakhstan (hereinafter - the service provider).

Acceptance of documents and issuance of the result of the provided state service are carried out through the service provider.

Chapter 2. The procedure for provision of the state service

4. The term of the state service provision:

1) from the date of submitting the package of documents to the service provider - 2 (two) working days, in the presence of the original of one of the identification

documents, 10 (ten) working days, in the absence of the original of one of the identification documents;

2) maximum allowable waiting time in the queue to submit a package of documents is 60 (sixty) minutes;

3) maximum allowed service time is 10 (ten) minutes.

5. The form of rendering the state service - on paper.

6. The result of the state service provision – a certificate of return in the form established by order No. 926 of the Government of the Republic of Kazakhstan dated September 5, 2013 "On approval of the Rules of registration, issue, replacement, delivery, withdrawal and destruction of the certificate of return and a sample certificate of return and requirements to its protection "(hereinafter - the Rules), or a reasoned response on refusal in provision of the state service in accordance with paragraph 10 of this Standard.

The form of presenting the result of the provided state service: paper form.

7. The state service is provided to individuals (hereinafter - the service recipient) for a fee in accordance with the size of the consular fee rates established by the Code of the Republic of Kazakhstan of December 10, 2008 “On taxes and other obligatory payments to the budget (Tax Code)”.

Consular fees are paid in cash or cashless form through second-tier banks and organizations that carry out certain types of banking operations.

8. Schedule of the service provider:

from Monday to Friday inclusive, from 9:00 to 18:30 with a lunch break from 13:00 to 14:30, except weekends and holidays, according to the labor legislation of the Republic of Kazakhstan.

Acceptance of documents is carried out by the service provider from 09:30 to 12:30, and issuance of the results of the provided state service from 16:00 to 17:00. Wednesday is a non-visiting day.

The state service is rendered in the order of arrival, without a prior appointment and expedited service.

9. The list of documents required for the provision of the state service in the case of a personal application of the service recipient or his legal representative with provision of documents confirming the proxyship authority, to the service provider:

1) an application in any form or a petition of the competent authority of a foreign state (in the events of expulsion to the Republic of Kazakhstan or extradition to the Republic of Kazakhstan of a national of the Republic of Kazakhstan or a stateless person permanently residing in the Republic of Kazakhstan);

2) a document issued by a competent authority of a foreign state confirming the fact of filing an application on the loss of an identity document;

3) two 3.5x4.5 cm color photographs;

- 4) the original document confirming payment of the consular fee;
- 5) the original of one of the documents proving the identity (in its existence), and in case of its absence, an application filled out in the form established by the Rules;
- 6) a corresponding document issued by a medical institution of a foreign state confirming the fact of gender change.

When the service recipient delivers all the required documents to the service provider, the confirmation of acceptance of the application in paper form is a mark on its copy with indication of the date of its receipt, the name, first name and patronymic (if any) of the recipient and the time of the documents acceptance.

10. The service provider refuses to provide the public service on the following grounds:

- 1) established inaccuracy of the documents submitted by the service recipient to obtain the state service, and (or) of data (information) contained in them;

- 2) non-compliance of the service recipient and (or) submitted data and information necessary for the provision of the public service, with the requirements of the Rules;

- 3) negative response of the Ministry of Internal Affairs of the Republic of Kazakhstan to the request for approval, which is required for the provision of the public service.

In the event that a service recipient delivers an incomplete package of documents as required by the list provided for in paragraph 9 of this Standard, and (or) expired documents, the service provider refuses to accept the application and issues an appropriate receipt (in any form).

Chapter 3. Procedure for appealing decisions, actions (inaction) of the service provider and (or) its officials on the state service provision

11. Appeal of decisions, actions (inaction) of the service provider and (or) its officials regarding the state service provision: the complaint is lodged with the service provider's supervisor or the Ministry to the address specified in paragraph 13 of this Standard.

The complaint is filed through the office of the service provider, in writing by mail or via the "electronic government" web portal.

Confirmation of acceptance of the complaint is its registration (stamp, incoming number and date) in the office of the service provider with the name and initials of the person who accepted the complaint, the date and place of receipt of the response to the complaint.

The complaint of the service recipient shall include his last name, first name, patronymic (if any), mailing address, outgoing number and date. The complaint shall be signed by the service recipient.

The complaint of the service recipient, which came to the address of the service provider or the Ministry, shall be considered within five working days from the date of its registration.

In case of disagreement with the results of the public service provided, the service recipient may complain to the authorized body for evaluation and control of the quality of public services.

The complaint of the service recipient, received by the authorized body for evaluation and control of the public services quality, shall be considered within fifteen working days from the date of its registration.

12. In cases of disagreement with the results of the provided state service, the service recipient has the right to appeal to the court in accordance with the procedure established by the legislation of the Republic of Kazakhstan.

Chapter 4. Other requirements with regard to specifics of the state service provision

13. Addresses of the places rendering state services are posted on the Ministry's Internet resource: www.mfa.gov.kz.

14. Contact phone numbers of information services on state services provision are listed on the Internet resource www.mfa.gov.kz., section "Public services", of the Single Contact Center for the provision of public services: 1414, 8 800 080 7777.