



On the approval of the rules for the formation, processing, as well as the centralized collection and storage of information in electronic form, including the functioning of objects of informatization in the field of housing relations and HCS

Unofficial translation

Order of the acting Minister of Industry and Infrastructure Development of the Republic of Kazakhstan dated March 31, 2020 № 172. Registered with the Ministry of Justice of the Republic of Kazakhstan on April 1, 2020 № 20245.

Unofficial translation

In accordance with subparagraph 10-24) of Article 10-2 of the Law of the Republic of Kazakhstan "On housing relations" **I HEREBY ORDER:**

Footnote. The preamble as amended by the order of the Minister of Industry and Construction of the Republic of Kazakhstan dated 05.02.2024 № 43 (shall come into force ten calendar days after the date of its first official publication).

1. Approve the attached regulations formation, processing, as well as centralized collection and storage of information in electronic form, including the functioning of objects of informatization in the field of housing relations and HCS.

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

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

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

3. Control over the execution of this order shall be entrusted to the supervising First Vice Minister of Industry and Infrastructure Development of the Republic of Kazakhstan.

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

Acting

Minister of Industry and

infrastructure development

Republic of Kazakhstan

K. Uskenbaev

"AGREED"

Ministry of Digital Development,

innovative and aerospace

industry of the Republic of Kazakhstan

Rules

**formation, processing as well as centralized collection and storage of information in electronic form, including
the functioning of informatization facilities in the field of housing relations and housing and communal services**

Footnote. The rules as amended by the order of the Minister of Industry and Construction of the Republic of Kazakhstan dated 05.02.2024 № 43 (shall come into force ten calendar days after the date of its first official publication).

Chapter 1. General provisions

1. These rules for the formation, processing, as well as centralized collection and storage of information in electronic form, including the functioning of informatization facilities in the field of housing relations and housing and communal services (hereinafter – the Rules) are developed in accordance with subparagraph 10-24) of Article 10-2 of the Law of the Republic of Kazakhstan "On housing relations" (hereinafter – the Law) and determine the procedure for :

formation, processing of information in electronic form in informatization facilities in the field of housing relations and housing and communal services;

centralized collection and storage of information in electronic form from informatization facilities in the field of housing relations and housing and communal services;

functioning of informatization facilities in the field of housing relations and housing and communal services.

2. The following basic concepts are used in these Rules:

1) communal services – services provided to the consumer, including water supply, wastewater disposal, gas supply, electricity supply, heat supply, waste removal, elevator maintenance, aimed at ensuring safe and comfortable living (residential) conditions);

2) informatization facilities in the field of housing relations and housing and communal services (hereinafter – HCS informatization facilities) - electronic information resources and information systems in the field of housing relations and housing and communal services;

3) information system of centralized collection and storage of electronic information resources in the field of housing relations and housing and communal services (hereinafter IS of centralized collection) is a state information system that ensures the consolidation of electronic information resources from housing and communal services IT facilities for the analysis of housing stock and housing and communal services and the implementation of state regulation in the sphere of housing relations and housing and communal services;

4) entities engaged in the field of informatization of housing relations and housing and communal services (hereinafter - entities engaged in HCS informatization) - authorized body, local executive bodies, development center HCS, natural monopoly entities, amalgamation property owners, simple partnerships, managing directors apartment building, management companies, entities engaged in service activities, owners of apartments, non-residential premises and other entities in the field of housing relations and housing and communal services;

5) authorized body is the central executive body in charge of management and intersectoral coordination in the field of housing relations and housing and communal services.

Chapter 2. Procedure for formation, processing of information in electronic form in HCS informatization facilities

3. For the purposes of formation, processing of information in electronic form, HCS informatization facilities shall ensure automatization of processes between the entities engaged in HCS informatization within the framework of their competence.

4. Created and (or) developed HCS informatization facilities shall ensure maintenance of information depending on the competence of the entity engaged in HCS informatization and the functional of the HCS informatization facility:

in the field of housing relations and housing services:

- 1) on the registration of multi-apartment residential buildings;
- 2) information about a multi-apartment residential building, filled out by an association of property owners or a simple partnership, or by the manager of a multi-apartment residential building, or by a management company, or by a single representative of the owners of apartments and non-residential premises, in the case of direct joint management in accordance with Annex 1, 2 of the Rules for the management of the condominium object and the maintenance of the common property of the condominium object approved by the order of the Minister of National Economy of the Republic of Kazakhstan dated February 19, 2015 № 108 (registered in the Register of State Registration of Regulatory Legal Acts under № 10528);
- 3) on accounting for contributions from owners of apartments and non-residential premises for capital repairs to the condominium property;
- 4) on planned measures for the maintenance and repair of common property in multi-apartment residential buildings;
- 5) reports on the results of the activities of the property owners' association or simple partnership, or the manager of a multi-apartment residential building, or the management company responsible for the maintenance of a multi-apartment residential building;
- 6) on meetings owners of apartments, non-residential premises of an apartment building, as well as minutes of the results of the meeting and voting;

- 7) on the submission, processing and execution of applications for the management and maintenance of multi-apartment residential buildings;
- 8) on contracts concluded between the entities engaged in HCS informatization; in the field of communal services;
- 9) passport of the provider of communal services;
- 10) on accounting of providers of communal services;
- 11) on personal accounts of consumers of communal services;
- 12) on the accounting of common house and individual utility metering devices;
- 13) on the readings of utility metering devices;
- 14) on the tariffing, billing, and payment of utility services;
- 15) on utility networks: heat supply, water supply, water disposal, sewage treatment facilities, electricity supply, gas supply.

5. The formation, processing, including ensuring the updating, completeness, and reliability of information in electronic form in HCS informatization facilities is carried out by entities engaged in HCS informatization, in accordance with legislation in the field of housing relations and housing and communal services through a personal account..

A monthly report on the management of the condominium property and the maintenance of the common property of the condominium property shall be submitted by the chairperson of the property owners' association or a representative of the simple partnership, or the manager of the apartment building or the management company, or a temporary management company appointed by the housing inspectorate to the owners of apartments and of non-residential premises by the tenth day of the month following the reporting period, through information technology systems in the field of housing relations and housing and communal services, and shall be posted in publicly accessible places.

Monthly reports are filled out in computerized form in accordance with the standard form of the contract for the provision of services for the management of condominium property and the maintenance of common property of the condominium, as well as the forms of monthly and annual reports on the management of condominium property and the maintenance of common property of condominium property, approved by the order of the Acting Minister of Industry and Infrastructure Development of the Republic of Kazakhstan dated March 30, 2020 № 164 (registered in the Register of State Registration of Regulatory Legal Acts under № 20247), and subsequently transferred to the centralized collection system through integration to ensure storage and access by local executive bodies, as well as at the request of the chairman of the association of property owners or the authorized representative of a simple partnership or the manager of a multi-apartment residential building or the management company or the temporary management company appointed by the housing inspection to the owners of apartments, non-residential premises.

If the entity engaged in HCS informatization does not own and/or possess an informatization object in the field of housing relations and housing and communal services,

monthly reports shall be filled out in the centralized collection information system through the personal account upon registration.

6. Access to the HCS informatization facility is provided by the entity engaged in HCS informatization that is its owner and/or possessor in accordance with the access agreement concluded between it and another entity engaged in HCS informatization.

Owners of apartments and non-residential premises do not bear the costs of accessing information, in subparagraphs 2) and 5) of paragraph 4 of these Rules, in HCS informatization facilities in the field of housing relations and housing and communal services.

7. The formation, processing, including ensuring the updating, completeness, and reliability of information entities engaged in HCS informatization is carried out on an ongoing basis, in electronic form, including with the attachment of electronic documents or copies of documents in electronic form.

Documents created on paper are placed in HCS informatization facilities in the form of copies of documents in electronic form..

8. Information under subparagraphs 5) and 6) of paragraph 4 of these Rules is posted in HCS informatization facilities after the entity engaged in HCS informatization has signed it with its electronic digital signature.

9. The processing of information containing personal data is carried out by an entity engaged in HCS informatization, taking into account the requirements of legislation in the areas of informatization and personal data protection.

10. The entity engaged in HCS informatization, which is the owner and/or proprietor of the HCS informatization facility, shall ensure the transfer of information from the HCS informatization facility to the centralized collection information system in accordance with Chapter 3 of these Rules.

Chapter 3. Centralized collection and storage of information in electronic form in the centralized collection IS

11. The authorized body shall designate the organization under its jurisdiction as the Administrator of the centralized collection of IS.

The administrator provides methodological support for the functioning and formation of electronic information resources in the field of housing relations and housing and communal services, as well as the centralized collection, analysis, and storage of electronic information resources obtained from HCS informatization facilities, ensuring their safety and confidentiality.

12. Information is entered into the centralized collection information system in the following ways:

- 1) through a personal account;
- 2) through interaction between other HCS informatization facilities and the centralized collection information system.

13. Local executive bodies conduct an inventory of the housing stock and keep records of functioning multi-apartment residential buildings, filling in the summary information in the centralized collection information system in accordance with the mandatory fields specified in Annex to these Rules. The frequency of updating and confirming the final information in the centralized collection information system is at least once a year.

14. When posting information through the interaction of other HCS informatization facilities with the centralized collection IS, the entity engaged in HCS informatization, which is the owner and/or proprietor of the HCS informatization facility, submits an application to the centralized collection IS for the registration and integration of the HCS informatization facility (hereinafter referred to as the application).

15. Entities engaged in HCS informatization indicate their functions (competencies) in the centralized collection IS by selecting them from the reference book contained in the centralized collection IS. At the same time, if an entity engaged in HCS informatization carries out several types of activities related to different functions listed in the specified reference book, the entity engaged in HCS informatization shall indicate several functions in the centralized collection information system.

16. The administrator of the centralized collection IS shall review the application within 5 working days and notify the entity engaged in HCS informatization, which is the owner and/or proprietor of the HCS informatization facility, of the approval or rejection of the application to the email address specified in the application.

The administrator of the centralized collection information system shall reject the application if the information provided in the application is incomplete.

17. Upon approval by the Administrator of the centralized collection IS, the authorized body shall enter into an agreement with the entity engaged in HCS informatization, which is the owner and/or proprietor of the HCS informatization facility, on the integration of the HCS informatization facility with the centralized collection system and shall conduct testing of the HCS informatization facility.

18. When integrating the HCS informatization facility or the centralized collection IS with the informatization objects of the “electronic government” of a state body, the integration is carried out in accordance with the legislation on informatization of the Republic of Kazakhstan.

19. Access to information and placement of information in the IS of centralized collection is provided to central state bodies, local executive bodies, other state bodies and utility providers through a personal account, in accordance with an agreement concluded with the authorized body.

Entities engaged in informatization in the field of communal services that do not own and/or possess an HCS informatization facility shall keep records of the information specified in subparagraphs 9), 10), 12), 14) and 15) of paragraph 4 of these Rules in the centralized collection IS via personal account upon registration in accordance with the agreement.

20. The access rights of entities engaged in HCS informatization shall be terminated in the centralized collection IS in the following cases:

- 1) expiration of the term for which access rights were granted in accordance with the agreement concluded with the authorized body;
- 2) placement in the centralized collection IS of information about the revocation of access rights;
- 3) placement in the centralized collection IS of information about the refusal of access rights by a person who was granted access rights to perform actions in the centralized collection IS on behalf of an entity engaged in HCS informatization;
- 4) termination of the user's access rights to the centralized collection IS, who has granted authority to perform actions in the centralized collection IS on his behalf to another person;
- 5) termination or identification of the absence of grounds on which a person was granted access rights;
- 6) identification of the fact that an entity engaged in HCS informatization submitted inaccurate information in an application to the centralized collection IS;
- 7) in other cases provided for by the legislation of the Republic of Kazakhstan.

21. Entities engaged in HCS informatization have access to the open part of the centralized collection IS and to the information stored therein without undergoing registration procedures.

22. Access to the closed part of the system and to the information stored therein is provided by granting functional capabilities in personal accounts designed for working in the centralized collection IS, and (or) using other informatization objects after completing the registration procedure and concluding an agreement with the authorized body.

23. The storage of information in HCS informatization facilities is provided by entities engaged in HCS informatization and in the centralized collection IS by the authorized body.

24. Entities engaged in HCS informatization shall transfer information to the centralized collection IS in compliance with the requirements of the legislation of the Republic of Kazakhstan in the areas of informatization, information security, and personal data protection.

25. The authorized body or Administrator shall provide or disseminate, including transfer, information about entities engaged in HCS informatization, in compliance with the requirements of the legislation of the Republic of Kazakhstan in the areas of informatization, information security, and personal data protection.

Chapter 4. Functioning of HCS informatization facilities

26. To ensure the reliability and security of the functioning of HCS informatization facilities, the technical means used for storing, processing, and transmitting information are implemented in accordance with the legislation of the Republic of Kazakhstan in the areas of informatization, information security, and personal data protection, as well as the standards in force in the Republic of Kazakhstan.

27. Voting by the owner of an apartment or non-residential premises is carried out through informatization facilities in the field of housing relations and housing and communal services, a cellular subscriber device, and using other methods not prohibited by the legislation of the Republic of Kazakhstan, with mandatory identification of the owner of the apartment or non-residential premises.

The results of electronic voting are recorded using information technology in the field of housing relations and housing and communal services.

When summarizing the results of the vote, the votes of the owners of apartments and non-residential premises at the meeting held on a roll-call basis and through an information technology object in the field of housing relations and housing and communal services, by means of a written survey and through an information technology object in the field of housing relations and housing and communal services, are taken into account.

When creating an electronic document, the minutes of the meetings are stored in accordance with the Law of the Republic of Kazakhstan “On Electronic Documents and Electronic Digital Signatures.”

28. The informatization facility in the field of housing relations and housing stock provides access to an information resource for verifying electronic digital signatures in electronic documents, including those printed on paper.

29. HCS informatization facilities are provided with the function of receiving and transmitting applications from consumers of utility services to utility service providers through integration with the centralized collection IS.

30. An entity engaged in HCS informatization that has posted information through its personal account in the housing and utilities informatization facility receives an automatic notification confirming the posting of the information, with the date of receipt and transfer of the information recorded.

31. The use of functionality in HCS informatization facilities is carried out in accordance with the access rights granted to subjects of informatization of housing and communal services.

32. The centralized collection IS provide information to subjects of informatization of housing and communal services through integration, in accordance with the agreement concluded with the authorized body.

33. HCS informatization facilities are ensured to operate continuously.

34. The authorized body and the owner or possessor of the informatization facility shall ensure:

1) uninterrupted year-round and round-the-clock operation of HCS informatization facilities;

2) rapid (no more than one hour) restoration of the operability of HCS informatization facilities in the event of their failure;

3) Continuous monitoring of events and the current status of the centralized collection IS and HCS informatization facilities, allowing for continuous tracking of the availability of the centralized collection IS hardware and software complex and the current status of equipment use, as well as immediate notification of owners and/or proprietors of HCS informatization facilities regarding the failure of the centralized collection IS.

Annex
to the Rules for formation, processing
as well as centralized collection and
storage
of information in electronic form,
including
the functioning of informatization
facilities
in the field of housing relations and
housing
and communal services

List

of mandatory fields of the Table for entering final data into the information system for centralized collection and storage of electronic information resources in the field of housing relations and housing and communal services (Centralized Collection IS), based on the results of accounting for the functioning of multi-apartment residential buildings

Item №	Name of filed	Description	Data type
1	2	3	4
1	Cadastral number of the house	Selection, entry, and/or modification of the cadastral number of the house.	Line, 200 characters
2	Classifier code	Code of the classifier of administrative-territorial objects from the Address Register.	Line, 500 characters
3	Registration code	Registration code of the house address	Line, 16 characters, leading zeros are possible.
4	Targeted purpose (letter on the plan)	Provide the ability to change the intended use (letters according to the plan) of the house. Selection of a value from the reference book.	Value from the “Target Uses” reference book: for the construction and use of a multi-apartment residential building (hereinafter referred to as MAB)
5	Fund category	Provide the ability to change the fund category.	Value from the “Fund Categories” reference book :

		Select a value from the reference book.	Residential Non-residential
6	Presence of condominium registration	Indication of the availability of state registration of the condominium object.	Values: Yes No
7	Presence of technical passport	Indication of the availability of the technical passport of the house.	Values: Yes No
8	Balance sheet attribution	Provide the ability to change the balance sheet ownership. Select a value from the reference book.	Values from the reference book "Balance sheet ownership": - Private (if there is common property in the condominium) - Private (all apartments and non-residential premises belong to a single owner) - State (state-owned enterprises); - State (state institutions)
9	Number of elevators	Indication of the presence of elevators in the MRB.	A non-negative integer or zero if none exists.
10	Availability of electricity	Indication of the presence of electricity connection in the MRB.	Values: Yes No
11	Year of construction	Provide the ability to change the year of construction of the house. If different from the year of commissioning.	An integer, year of commissioning.
12	Major repairs	Provide the ability to change the <date.month.year> of the last major repair.	Date <date.month.year>
13	Total number of rooms in the building	Total number of premises in the house from the Address Register: Residential Non-residential Parking spaces.	A non-negative integer
14	Number of floors	Provide the ability to change the number of floors in a building.	A non-negative integer
15	Number of apartments	Number of rooms with the type "Apartment" in a building from the Address Register.	A non-negative integer

16	Number of non-residential premises	Number of rooms with the type “Non-residential premises” in a building from the Address Register.	A non-negative integer
17	Heat supply type	Provide the ability to change the type of heat supply. Select a value from the reference book.	Value from the reference book "Heat supply type": - central - autonomous - individual units - none
18	Heat supply type	Provide the ability to change the type of heat supply. If the type of heat supply is central, select a value from the reference book.	Value from the reference book "Heat supply type": - open - closed
19	Gas supply type	Provide the ability to change the type of gas supply. Select a value from the reference book.	Value from the reference book "Heat supply type":- network (natural) - liquefied (gas tanks) - liquefied (cylinders) - none
20	Presence of gas pipeline	Provide the ability to change the availability of a gas pipeline in MRB.	Values: Yes No
21	Hot water supply type	Provide the ability to change the type of hot water supply. Select a value from the reference book.	Values from the reference book “Type of hot water supply”: - central - autonomous - individual installations - none
22	Water supply type	Provide the ability to change the type of water supply. Select a value from the reference book.	Value from the reference book “Type of hot water supply”: - centralized (network or pump) - decentralized (wells, boreholes)
23	Presence of water supply	Provide the ability to change the availability of water supply in MRB.	Values: Yes No
24	Type of water drainage	Provide the ability to change the type of water drainage. Select a value from the reference book.	Meaning from the reference book "Type of water disposal": - centralized - septic tank (cesspool) - outdoor toilet
			Values:

25	Presence of sewerage	Provide the ability to change the availability of sewage in MRB.	Yes No
26	Number of common house meters	Provide the ability to change the number of common house metering devices in the house.	A non-negative integer
27	House situation	Provide the ability to change the situation in the house. Select a value from the reference book.	Meaning from the reference book "House Situation": - functioning - functioning (requires major repairs) - functioning (included in the renovation program) - not functioning (abandoned, empty, disconnected from infrastructure) - recognized as emergency
28	Reason for leaving home	Provide the ability to change the reason for leaving the house. If there is data in the field, display the value when using the passport data change function.	line, 500 characters
29	Presence of a barrier-free environment		Values: Yes No