



## On approval of the rules for the provision of public services on enforcement proceedings

### *Unofficial translation*

Order of the Minister of Justice of the Republic of Kazakhstan dated May 29, 2020 No. 69.  
Registered with the Ministry of Justice of the Republic of Kazakhstan on June 8, 2020 No. 20836.

### Unofficial translation

In accordance with subparagraph 1) of Article 10 of the Law of the Republic of Kazakhstan "On State Services", **I HEREBY ORDER:**

**Footnote. Preamble - as amended by the Order of the Acting Minister of Science and Higher Education of the Republic of Kazakhstan dated 24.04.2024 № 188 (shall come into effect upon expiry of ten calendar days after the day of its first official publication).**

1. Approve the attached:

1) Rules for the provision of the public service "Conducting certification of persons applying to engage in the activities of a private enforcement agent" in accordance with Appendix 1 to this order;

2) Rules for the provision of the public service "Issuance of a license to engage in the activities of a private enforcement agent" in accordance with Appendix 2 to this order;

3) Rules for the provision of the public service "Initiation of enforcement proceedings on the basis of an executive document at the request of the claimant" according to Appendix 3 to this order.

2. To recognize as invalid some orders of the Minister of Justice of the Republic of Kazakhstan according to the list in Appendix 4 to this order.

3. The Department for the Execution of Judicial Acts of the Ministry of Justice of the Republic of Kazakhstan shall ensure:

1) state registration of this order;

2) posting this order on the Internet resource of the Ministry of Justice of the Republic of Kazakhstan.

4. Control over the execution of this order shall be entrusted to the supervising Vice Minister of Justice of the Republic of Kazakhstan.

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

*Minister of Justice of the  
Republic of Kazakhstan*

*M. Beketaev*

"AGREED"

Ministry of Digital Development, Innovation

## **Rules for the provision of the public service "Certification of persons applying to engage in the activities of a private enforcement agent"**

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

1. These Rules for the provision of public services "Attestation of persons applying to engage in the activities of a private enforcement agent" (hereinafter - the Rules) are developed in accordance with subparagraph 1) Article 10 Of the Law of the Republic of Kazakhstan dated April 15, 2013 "On public services" and determine the procedure for the provision of public services "Conducting certification of persons applying to engage in activities private bailiff" (hereinafter referred to as a public service).

2. The state service is provided territorial bodies justice of regions, cities of republican significance and the capital (hereinafter - the service provider).

3. The principle of "one application" - form of rendering public service, which provides a combination of several public services provided to based on one application.

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

4. The service provider shall post on its Internet resource an announcement about the date, time and place of the certification of persons applying to engage in the activities of a private enforcement agent (hereinafter referred to as the Certification).

An individual (hereinafter referred to as the Service recipient) to receive a public service no later than five working days before the day of certification shall send an application to the service provider through the e-government web portal [www.egov.kz](http://www.egov.kz).

The list of basic requirements for the provision of public services (hereinafter referred to as the List), including the name of the public service, the name of the service provider, the methods of providing the public service, the period for providing the public service, the form of providing the public service, the result of providing the public service, the amount of the fee charged from the service recipient when providing the public service, and the methods of collecting it in cases stipulated by the legislation of the Republic of Kazakhstan, the work schedule of the service provider, the list of documents and information requested from the service recipient for the provision of the public service and the grounds for refusal to provide the public service established by the laws of the Republic of Kazakhstan, as well as other information taking into account the specifics of providing the public service are set out in the List in accordance with Annex 1 to these Rules.

Footnote. Paragraph 4 - as amended by the Order of the Minister of Justice of the Republic of Kazakhstan dated 06.12.2024 № 1007 (shall come into effect upon expiry of ten calendar days after the day of its first official publication).

5. The service recipient consents to the use of the information constituting legally protected secrets contained in information systems, in the provision of public services, unless otherwise provided by the laws of the Republic of Kazakhstan.

When the service recipient submits the application through the portal, the status of acceptance of the request for the provision of public services is sent to the "personal account", as well as a notification indicating the date and time of receipt of the result of the provision of public services.

6. Data on the service recipient's identity document, registration/non-registration with organisations providing medical care in the area of mental health, mental and behavioural disorders (illnesses), including those related to the use of psychoactive substances, shall be obtained by the service provider from state information systems via the e-government gateway.

The service provider shall register the application on the day it is received and submit it for processing.

When a service recipient applies after working hours, on weekends and public holidays, under the Labour Code of the Republic of Kazakhstan and the Law of the Republic of Kazakhstan "On Holidays in the Republic of Kazakhstan", an application for a public service shall be registered on the following working day.

Footnote. Paragraph 6 - as reworded by Order № 905 of the Minister of Justice of the Republic of Kazakhstan dated 20.10.2021 (shall be enacted ten calendar days after the date of its first official publication).

7. The Service Provider verifies the completeness of the submitted documents within two working days from the date of receipt of the service recipient's documents.

In case of incompleteness of the information in the application, the service provider, no later than two working days from the date of their receipt, gives a reasoned refusal to further consider the application. The refusal is issued in the form of an electronic document, signed by an electronic digital signature (hereinafter - EDS) of the authorized person of the service provider and is sent to the "personal account" of the service recipient.

8. The following shall be the grounds for refusal to provide public service:

1) establishing the inaccuracy of documents submitted by the service recipient to receive a public service, and (or) data (information) contained therein;

2) the presence of restrictions established by paragraph 2 of Article 140 of the Law of the Republic of Kazakhstan "On Enforcement Proceedings and the Status of Enforcement Agents";

3) non-compliance of the service recipient and (or) the submitted materials, objects, data and information necessary for the provision of the public service with the requirements

established in the Order of the Minister of Justice of the Republic of Kazakhstan dated November 26, 2019 № 561 "On approval of the Rules for completing an internship with a private enforcement agent" (registered in the State Register of Normative Legal Acts under № 19669).

**Footnote. Paragraph 8 - as amended by the Order of the Minister of Justice of the Republic of Kazakhstan dated 06.12.2024 № 1007 (shall come into effect upon expiry of ten calendar days after the day of its first official publication).**

9. In the absence of grounds for return, the documents are transferred by the contractor to Commission for attestation of persons applying for the activity of a private bailiff, created at the territorial bodies of justice of regions, the city of republican significance and the capital ( hereinafter - the Commission).

When conducting certification, the minutes of the meeting of the Commission for the certification of persons applying to engage in the activities of a private enforcement agent are kept in the form in accordance with Appendix 4 to these Rules.

10. When passing the certification, it is not allowed to use reference, special and other literature, communication means, as well as any records on paper, electronic media.

In case of non-observance of these requirements, the service recipient is suspended from certification, about which a corresponding entry is made in the minutes of the meeting of the Commission.

The service recipient, suspended from certification, re-submits the application after three months from the date of the decision by the Commission.

11. Certification consists of two stages:

- 1) testing for knowledge of the legislation of the Republic of Kazakhstan in the field of enforcement proceedings;
- 2) testing of knowledge in the form of an oral interview.

The service recipient, at his choice, undergoes certification in the Kazakh or Russian languages.

The list of questions for certification is formed by the Department for the Execution of Judicial Acts of the Ministry of Justice of the Republic of Kazakhstan.

The time allotted for testing is ninety minutes.

12. The total number of questions for passing the tests is 100.

The service recipient is considered to have passed the test if the number of correct answers is 70 or more of the total number of questions, and is admitted to the second stage.

Testing results are printed in duplicate and provided to the service recipient for review by affixing a personal signature at the end of testing. One copy of the test results sheet is handed over to the service recipient, the second is handed over to the Commission.

During the oral interview, the members of the Commission ask the service recipient at least three questions corresponding to the subject of legal disciplines, knowledge of which is necessary to engage in the activities of a private enforcement agent.

13. Based on the results of attestation, the members of the Commission make an appropriate decision by a majority of votes, which is drawn up in a protocol.

The members of the commission do not abstain from voting. In case of disagreement with the decision taken, a member of the Commission expresses a dissenting opinion in an arbitrary written form, which is also taken into account by the Commission when making a decision.

If the votes of the members of the Commission are divided equally, the vote of the Chairman of the Commission is decisive.

14. The service provider's authorised person shall sign the result of the public service based on the Commission's decision within 1 working day and send it to the service provider's personal account.

Should there be grounds for refusal of a public service, the service provider shall notify the service recipient of the preliminary decision to refuse the public service, as well as the time and place (manner) of the hearing to enable the service recipient to express a position on the preliminary decision.

The notification of the hearing shall be given at least 3 working days prior to the end of the public service period. The hearing shall be held no later than 2 working days from the date of notification.

Following the results of the hearing, the service provider shall issue a permit or reasoned refusal to provide a public service.

**Footnote. Paragraph 14 - as reworded by Order № 905 of the Minister of Justice of the Republic of Kazakhstan dated 20.10.2021 (shall be put into effect ten calendar days after the date of its first official publication).**

### **Chapter 3. Other requirements, taking into account the specifics of the provision of public services**

15. The service recipient for obtaining two state services "Certification of persons applying to engage in the activities of a private enforcement agent" and "Issuance of a license to engage in the activities of a private enforcement agent" sends the service provider one statement across web portal "Electronic government" [www.egov.kz](http://www.egov.kz). in the form of an electronic document according to 3 to these Rules.

Decision on the passage of certification by persons applying to engage in the activities of a private bailiff is sent to the Ministry of Justice of the Republic of Kazakhstan for the further provision of public services "Issuance of a license to engage in the activities of a private enforcement agent".

State services on the principle of "one application" are provided taking into account the requirements of these Rules and the Rules for the provision of public services "Issuance of a license to engage in the activities of a private enforcement agent".

16. The service provider shall ensure that data on the stage of provision of the public service is entered into the information system for monitoring the provision of public services.

When making amendments and/or supplements to these Rules, the Ministry of Justice shall send information about such amendments and/or supplements to the operator of the information and communication infrastructure of the "electronic government", the "Unified Contact Center", and the service provider within 3 (three) working days after state registration of the relevant regulatory legal act with the justice authorities.

Footnote. Paragraph 16 - as amended by the Order of the Minister of Justice of the Republic of Kazakhstan dated 06.12.2024 № 1007 (shall come into effect upon expiry of ten calendar days after the day of its first official publication).

17. In case of failure of the information system, the service provider notifies the authorized body and / or Joint Stock Company "National Information Technologies".

**Chapter 4. The procedure for appealing decisions, actions (inaction) of service providers, and (or) their officials on the provision of public services**

18. In the event of an appeal against decisions, actions (inaction) of the service provider and (or) its officials, the complaint is submitted to the name of the head of the service provider, to the Ministry of Justice of the Republic of Kazakhstan or to authorized body for assessing and monitoring the quality of the provision of public services in accordance with legislation Republic of Kazakhstan.

19. The service recipient's complaint received by the service provider or the Ministry of Justice of the Republic of Kazakhstan is subject to consideration within five working days from the date of its registration.

The service recipient's complaint received by the authorized body for the assessment and control over the quality of the provision of public services is subject to consideration within fifteen working days from the date of its registration.

20. In case of disagreement with the decision made based on the results of the appeal against the provision of public services, the service recipient applies to the court in the established legislation Of the Republic of Kazakhstan.

Appendix 1  
to the Terms of Service public service  
"Carrying out certification of persons,  
applying for a lesson activities of private  
bailiff"

Footnote. Annex 1 as amended by Order № 905 of the Minister of Justice of the Republic of Kazakhstan dated 20.10.2021 (shall be put into effect ten calendar days after the date of its first official publication).

List of basic requirements for the provision of the public service "Conducting certification of persons applying for the activities of a private enforcement agent" (hereinafter referred to as the List).	
Footnote. The title of Annex 1 - as amended by the Order of the Minister of Justice of the Republic of Kazakhstan dated 06.12.2024 № 1007 (shall come into effect upon expiry of ten calendar days after the day of its first official publication).	
	The public service shall be provided by the territorial judicial authorities

1	Name of the service provider	of the regions, cities of republican significance and the capital.
2	Ways of providing a public service	The e-Government web portal: <a href="http://www.egov.kz">www.egov.kz</a>
3	Duration of public service	10 working days from the closing date for the receipt of documents.
4	Form of public service delivery/form of presentation of public service result	Electronic (fully automated) delivered on a 'single application' basis.
5	Result of a public service	Decision on the assessment of persons seeking employment as a private bailiff.
6	Fees charged for the provision of a public service	Not chargeable.
7	Work schedule of the service provider	<p>Opening hours:</p> <p>1) the service provider - Monday to Friday inclusive, from 9.00 a.m. to 6.30 p.m., with a lunch break from 1.00 p.m. to 2.30 p.m., excluding weekends and public holidays;</p> <p>Acceptance of applications - from 9.00 a.m. to 5.30 p.m.</p> <p>2) portal - round the clock, except for technical breaks due to repair works (When a service recipient applies after working hours, on weekends and public holidays pursuant to the Republic of Kazakhstan Labour Code of November 23, 2015 and the Republic of Kazakhstan Law of December 13, 2001 "On Holidays in the Republic of Kazakhstan", the application for a public service shall be registered on the following working day.</p>
8	List of documents required for the provision of the public service	An application for attestation of persons seeking employment as a private bailiff in the form of an electronic document as per Annex 2 hereto.
9	Grounds for refusal of a public service	<p>1) determination that the documents submitted by the recipient of a public service and (or) the data (information) contained therein are unreliable;</p> <p>2) existence of the restrictions set out in paragraph 2 of Article 140 of the Law of the Republic of Kazakhstan</p>

		of 2 April 2010 on Enforcement Proceedings and the Status of Bailiffs”.
10	Other requirements, given the specifics of the public service	<p>The service provider's addresses shall be placed on the service provider's official website - <a href="http://www.adilet.gov.kz">www.adilet.gov.kz</a>. The service recipient may receive information on the procedure and status of the provision of the public service in the remote access mode on the portal in the “personal office” of the service recipient, as well as by phone numbers of the service recipient and the Unified Contact Center.</p> <p>Contact telephone numbers of service providers can be found on the service provider's website, the Uniform Contact Centre: 1414, 8 800 080 7777.</p> <p>To receive the two public services “Attestation of Persons Applying to be a Private Bailiff” and “Issuance of Licence to be a Private Bailiff”, the service recipient shall send one application via the e-government portal <a href="http://www.egov.kz">www.egov.kz</a>. in the form of an electronic document to the service provider.</p>

Appendix 2  
to the Terms of Service  
public service  
"Carrying out certification of persons,  
applying for a lesson  
activities of private  
bailiff"  
The form

## **Application for certification of persons applying to engage in activities private bailiff**

In \_\_\_\_\_

To the chairman of the commission for attestation of persons applying to engage in activities

private bailiff

from \_\_\_\_\_

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



1. Please admit me to the certification of persons applying to engage in the activities of a private enforcement agent

1) Information about the diploma:

1. Name of the higher educational institution \_\_\_\_\_

2. Specialty code \_\_\_\_\_

3. Diploma number \_\_\_\_\_

4. Date of issue of the diploma \_\_\_\_\_

2) A document confirming the passage of the nostrification procedure or recognition in accordance with the Law of the Republic of Kazakhstan "On Education":  
Series and number \_\_\_\_\_

3) Conclusion on the internship:

1. Date of approval of the conclusion on the internship \_\_\_\_\_

2. Regional Chamber of Private Bailiffs \_\_\_\_\_

region / city

3. Trainee supervisor \_\_\_\_\_

4. Start date of the internship \_\_\_\_\_

5. Date of completion of the internship \_\_\_\_\_

Residence address of an individual \_\_\_\_\_

e-mail \_\_\_\_\_ contact phone number \_\_\_\_\_

It is hereby confirmed that:

All specified data are official contacts and any information can be sent to them on admission or refusal to undergo certification, as well as on issues of issuing or refusing to issue a license and (or) Appendix to a license;

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

All data specified in this application correspond to reality, for the provision of which I am personally responsible;

The applicant agrees to the use of personal data of limited access, constituting a secret protected by law, contained in information systems, when issuing a license and (or) Appendix to the license.

I agree to send an electronic request to the healthcare organization for obtaining certificates from dispensary records - "Register of drug addicts" and "Register of mental patients" and sending the results to the service provider.

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

Date of filling: "\_\_\_" \_\_\_\_\_ 20\_\_ year

**Application for certification of persons applying to engage in activities  
a private enforcement agent and the issuance of a license to engage in activities  
private bailiff**

In \_\_\_\_\_

To the chairman of the commission for attestation of persons applying to engage in  
activities

private bailiff

from \_\_\_\_\_

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

1. Please admit me to the certification of persons applying to engage in the activities of a  
private enforcement agent

1) Information about the diploma:

1. Name of the higher educational institution \_\_\_\_\_

2. Specialty code \_\_\_\_\_

3. Diploma number \_\_\_\_\_

4. Date of issue of the diploma \_\_\_\_\_

2) A document confirming the passage of the nostrification or recognition procedure in  
accordance with the Law of the Republic of Kazakhstan "On Education":

Series and number \_\_\_\_\_

3) Conclusion on the internship:

1. Date of approval of the conclusion on the internship \_\_\_\_\_

2. Regional chamber of private bailiffs \_\_\_\_\_ region / city

3. Trainee supervisor \_\_\_\_\_

4. Start date of the internship \_\_\_\_\_

5. Date of completion of the internship \_\_\_\_\_

4) Payment of the license fee for the right to engage in certain types of activities \_\_\_\_\_

\_\_\_\_\_  
2. I ask you to issue a license to engage in the activities of a private enforcement agent.

Residence address of an individual \_\_\_\_\_

e-mail \_\_\_\_\_ contact phone \_\_\_\_\_

It is hereby confirmed that:

All specified data are official contacts and any information can be sent to them on  
admission or refusal to undergo certification, as well as on issues of issuing or refusing to  
issue a license and (or) Appendix to a license;

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

All data specified in this application correspond to reality, for the provision of which I am personally responsible;

The applicant agrees to the use of personal data of limited access, constituting a secret protected by law, contained in information systems, when issuing a license and (or) Appendix to the license.

I agree to send an electronic request to the healthcare organization to receive certificates from dispensary records - "Register of drug addicts" and "Register of mental patients" and send their results to the service provider.

Individual \_\_\_\_\_  
(EDS) (surname, name, patronymic (if any))

Date of filling: "\_\_\_" \_\_\_\_\_ 20\_\_ year

Appendix 4  
to the Terms of Service  
public service  
"Carrying out certification of persons,  
applying for a lesson  
activities of private  
bailiff"  
The form

**Minutes of the meeting of the Commission for the certification of persons applying for the occupation activities of a private bailiff (hereinafter - the Commission) Department of Justice \_\_\_\_\_  
\_\_\_\_\_ Ministry of Justice of the Republic of Kazakhstan**

Chaired by:

Members of the Commission:

Certification of persons applying to engage in the activities of a private enforcement agent was carried out, based on the results, a decision was made:

1. Consider passed certification: \_\_\_\_\_
2. Consider not passed certification: \_\_\_\_\_
3. Did not show up for certification: \_\_\_\_\_

Chairman of the Commission \_\_\_\_\_  
(signature, position, surname and initials)

Members of the Commission

\_\_\_\_\_  
(signature, position, surname and initials)

Secretary \_\_\_\_\_

\_\_\_\_\_  
(signature, position, surname and initials)

"\_\_\_" \_\_\_\_\_ 20\_\_ year

## **Rules for the provision of the public service "Issuance of a license to engage in the activities of a private enforcement agent"**

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

1. The rules for the provision of the public service "Issuance of a license to engage in the activities of a private enforcement agent" (hereinafter - the Rules) are developed in accordance with subparagraph 1) Article 10 Of the Law of the Republic of Kazakhstan dated April 15, 2013 "On public services" and determine the procedure for the provision of public services "Issuance licenses to engage in the activities of a private enforcement agent" (hereinafter - the state service).

2. The public service is provided by the Ministry of Justice of the Republic of Kazakhstan (hereinafter referred to as the service provider).

3. The principle of "one application" - form of rendering public service, providing a combination of several public services provided on the basis of one application.

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

4. An individual (hereinafter referred to as the service recipient) sends to the service provider to obtain a license to engage in the activities of a private enforcement agent statement across web portal "Electronic government" [www.egov.kz](http://www.egov.kz).

5. When the service recipient submits the application, the status of acceptance of the request for the provision of public services is sent to the "personal account", as well as a notification indicating the date and time of receipt of the result of the provision of public services.

6. The list of basic requirements for the provision of public services (hereinafter referred to as the List), including the name of the public service, the name of the service provider, the methods of providing the public service, the period for providing the public service, the form of providing the public service, the result of providing the public service, the amount of the fee charged from the service recipient when providing the public service, and the methods of collecting it in cases stipulated by the legislation of the Republic of Kazakhstan, the work schedule of the service provider, the list of documents and information requested from the service recipient for the provision of the public service and the grounds for refusal to provide the public service established by the laws of the Republic of Kazakhstan, as well as other information taking into account the specifics of providing the public service are set out in the List in accordance with Annex 1 to these Rules.

**Footnote. Paragraph 6 - as amended by the Order of the Minister of Justice of the Republic of Kazakhstan dated 06.12.2024 № 1007 (shall come into effect upon expiry of ten**

calendar days after the day of its first official publication).

7. Excluded by Order № 905 of the Minister of Justice of the Republic of Kazakhstan dated 20.10.2021 (shall come into effect ten calendar days after the date of its first official publication).

8. The Service Provider shall obtain from the state information systems via the E-Government gateway data on the identity document, on corruption offences and crimes committed, on criminal record, on absence of data on those previously dismissed for negative reasons from state, military service, from law enforcement and special state bodies, courts and justice bodies, on deprivation of the person's license to practice as a private bailiff, on registration/non-registration with mental health care providers for mental and behavioural disorders (illnesses), including those related to substance use.

The service recipient shall consent to the use of information constituting a legally protected secret contained in information systems in the provision of public services, unless otherwise provided for by the laws of the Republic of Kazakhstan.

Footnote. Paragraph 8 - as reworded by Order № 905 of the Minister of Justice of the Republic of Kazakhstan dated 20.10.2021 (shall be enacted ten calendar days after the date of its first official publication).

9. On the day of receipt of documents for receiving public services, the Service Provider registers them and submits them for execution.

When the service recipient applies after the end of working hours, on weekends and holidays according to Labor Code Of the Republic of Kazakhstan dated November 23, 2015 and Of the law Of the Republic of Kazakhstan dated December 13, 2001 "On Holidays in the Republic of Kazakhstan", registration of an application for receiving a public service is carried out on the next working day.

10. The Service Provider verifies the completeness of the submitted documents within two working days from the date of receipt of the service recipient's documents.

In case of incompleteness of the submitted documents and (or) documents with an expired validity period, the service provider within the specified timeframe refuses to further consider the application.

11. Should the response of the consenting public authority be negative or other grounds for refusal of a public service be identified, the service provider shall notify the service recipient of the preliminary decision to refuse the provision of the public service, as well as the time and place (manner) of the hearing to enable the service recipient to express a position on the preliminary decision.

The notification of the hearing shall be sent at least 3 working days prior to the end of the public service period. The hearing shall be held no later than 2 working days from the date of notification.

Based on the results of the hearing, the service provider shall issue a licence or a reasoned refusal to provide a public service.

Footnote. Paragraph 11 - as reworded by Order № 905 of the Minister of Justice of the Republic of Kazakhstan dated 20.10.2021 (shall come into force ten calendar days after the day of its first official publication).

12. Refusal to issue a license is carried out in cases where:

- 1) taking up the view activities prohibited laws The Republic of Kazakhstan for this category of individuals or legal entities;
- 2) not included license fee;
- 3) the applicant does not comply qualification requirements;
- 4) the licensor has received a response from the relevant approving state body about the applicant's non-compliance with the requirements for licensing;
- 5) in relation to the applicant, there is a final decision (verdict) of the court on suspension or prohibition of activities or certain types of activities subject to licensing;
- 6) the court, on the basis of the submission of the bailiff, is temporarily prohibited from issuing a license to the applicant-debtor;
- 7) the inaccuracy of the documents submitted by the applicant for obtaining a license and (or) the data (information) contained in them has been established.

### **Chapter 3. The procedure for reissuing a license to engage in the activities of a private enforcement agent**

13. An application from an individual for renewal of a license in the form in accordance with Annex 4 to these Rules shall be submitted through the "electronic government" web portal in the form of an electronic document signed with an electronic digital signature within 30 (thirty) calendar days from the date of replacement of the identity document of the service recipient.

The service provider shall receive information about the change of surname, first name, patronymic (if any) from the state database "Individuals" through the "electronic government" gateway.

If there is no information about the change of surname, first name, patronymic (if any), the process of generating an electronic application shall be completed.

The "electronic government" web portal shall fully automatically process and generate the result of the provision of a public service upon the application of the service recipient on a working day within 20 (twenty) minutes without the participation of the service provider by signing the result of the provision of a public service with the transport signature of the "electronic government" web portal.

The result of the provision of the public service shall be sent to the service recipient in the "personal account" in the form of an electronic document certified by the transport signature of the "electronic government" web portal in the form according to Annex 5 to the Rules.

Footnote. Paragraph 13 - as amended by the Order of the Minister of Justice of the Republic of Kazakhstan dated 06.12.2024 № 1007 (shall come into effect upon expiry of ten calendar days after the date of its first official publication).

14. Excluded by the Order of the Minister of Justice of the Republic of Kazakhstan dated 06.12.2024 № 1007 (shall come into effect upon expiry of ten calendar days after the date of its first official publication).

15. The Service Provider registers them and submits them for execution on the day of receipt of documents for renewal of the license.

When the service recipient applies after the end of working hours, on weekends and holidays according to Labor Code Of the Republic of Kazakhstan dated November 23, 2015 and Of the law Of the Republic of Kazakhstan dated December 13, 2001 "On Holidays in the Republic of Kazakhstan", registration of an application for receiving a public service is carried out on the next working day.

16. The Service Provider verifies the completeness of the submitted documents within two working days from the date of receipt of documents for renewal of the license.

In case of incompleteness of the submitted documents, the service provider refuses to further consider the application within the specified time frame.

In case of completeness of the documents provided, the authorized person of the service provider signs the reissued license by means of an EDS and sends it to the "personal account" of the service recipient.

#### **Chapter 4. Other requirements taking into account the specifics of the provision of public services**

17. The recipient for receiving two public services "Conducting certification of persons claiming to engage in the activities of a private enforcement agent and the issuance of a license to engage in the activities of a private enforcement agent" sends the service provider one application for the provision of two public services through web portal "Electronic government" [www.egov.kz](http://www.egov.kz).

The result of the public service "Decision on the attestation by persons applying to engage in the activities of a private bailiff "and documents for a license are sent to the Ministry of Justice of the Republic of Kazakhstan for further provision of the state service" Issuance of a license to engage in the activities of a private bailiff ".

State services on the principle of "one application" are provided taking into account the requirements of these Rules and Of the Rules provision of state services "Conducting certification of persons applying to engage in the activities of a private enforcement agent."

18. The service provider shall ensure that data on the stage of provision of the public service is entered into the information system for monitoring the provision of public services.

When making amendments and/or supplements to these Rules, the Ministry of Justice shall send information about such amendments and/or supplements to the operator of the information and communication infrastructure of the "electronic government", the "Unified Contact Center", within 3 (three) working days after state registration with the justice authorities of the relevant regulatory legal act.

Footnote. Paragraph 18 - as amended by the Order of the Minister of Justice of the Republic of Kazakhstan dated 06.12.2024 № 1007 (shall come into effect upon expiry of ten calendar days after the day of its first official publication).

19. In case of failure of the information system, the service provider notifies the authorized body and / or Joint Stock Company "National Information Technologies".

**Chapter 5. The procedure for appealing decisions, actions (inaction) of service providers, and (or) their officials on the provision of public services**

20. In the event of an appeal against decisions, actions (inaction) of the service provider and (or) its officials, the complaint is submitted to the head of the service provider or to authorized body for assessing and monitoring the quality of the provision of public services in accordance with legislation Republic of Kazakhstan.

21. The service recipient's complaint received by the service provider is subject to consideration within five working days from the date of its registration.

The service recipient's complaint received by the authorized body for the assessment and control over the quality of the provision of public services is subject to consideration within fifteen working days from the date of its registration.

22. In case of disagreement with the decision made based on the results of the appeal against the provision of public services, the service recipient applies to the court in the established legislation Of the Republic of Kazakhstan.

Appendix 1 to the Rules  
provision of public services  
"Issuance of a license to practice  
activities of private  
bailiff"

Footnote. Annex 1 as amended by Order № 905 of the Minister of Justice of the Republic of Kazakhstan dated 20.10.2021 (shall come into force ten calendar days after the date of its first official publication); dated 06.12.2024 № 1007 (shall come into effect upon expiry of ten calendar days after the day of its first official publication).

List of basic requirements for the provision of the public service "Issuance of a license for the activity of a private enforcement agent" (hereinafter referred to as the List).		
Footnote. The title of Annex 1 - as amended by the Order of the Minister of Justice of the Republic of Kazakhstan dated 06.12.2024 № 1007 (shall come into effect upon expiry of ten calendar days after the day of its first official publication).		
1	Name of the service provider	Ministry of Justice of the Republic of Kazakhstan.
2	Ways of providing a public service	The e-Government web portal: www.egov.kz
3	Term for the provision of public service	From the moment of application to the portal, taking into account the work schedule and time of acceptance of documents: 10 (ten) working days when issuing a license;



		20 (twenty) minutes when reissuing a license.
4	Form of public service delivery/form of presentation of public service result	Electronic (fully automated) /serviced on a 'single application' basis
5	Result of a public service	<p>Issuance, reissuance of a licence to engage in private bailiff activity or a reasoned refusal to provide a public service.</p> <p>The form of delivery of the result of a public service shall be electronic.</p> <p>The result of the public service shall be submitted and stored in the service recipient's "personal office" in the form of an electronic document signed with an electronic signature of the service provider's authorised person.</p>
6	Fees charged for the provision of a public service	<p>The issuance/renewal of a licence to engage in private bailiff activities shall be subject to a licence fee for the right to engage in certain activities, which under Article 554 of the Code of the Republic of Kazakhstan "On Taxes and Other Obligatory Payments to the Budget (Tax Code)" of December 25, 2017 shall be:</p> <p>1) issuing a licence - 6 monthly calculation indices;</p> <p>2) reissuance of a licence - 10% of the rate at the time of issuance of the licence.</p> <p>Payment for the provision of the public service shall be made by cash and/or non-cash payment via second-tier banks and organisations engaged in certain types of banking operations, which shall issue a document (receipt) confirming the amount and date of payment, or the e-government payment gateway.</p>
		<p>Working hours:</p> <p>1) the service provider's working hours from Monday to Friday from 9 a.m. to 6.30 p.m., with a lunch break from 1 to 2.30 p.m., excluding weekends and public holidays; acceptance of applications - from 9.00 a.m. to 5.30 p.m.</p> <p>2) the portal - round the clock, excluding breaks related to technical</p>

7	Service provider's working hours	work (when the service recipient applies after working hours, on weekends and public holidays as per the Labour Code of the Republic of Kazakhstan of November 23, 2015 and the Law of the Republic of Kazakhstan of December 13, 2001 "On public holidays in the Republic of Kazakhstan", acceptance of applications and delivery of results of public services shall be performed on the following working day).
8	List of documents for the provision of public services	<p>To obtain a license:</p> <ol style="list-style-type: none"> <li>1) application from an individual for a license and (or) an annex to the license in the form in accordance with Annex 2 to the Rules;</li> <li>2) form of information on compliance with the requirements for carrying out activities of a private enforcement agent, in accordance with Annex 3 to the Rules;</li> <li>3) copy of a document confirming payment of a license fee for the right to engage in certain types of activities, except for cases of payment through the payment gateway of the "electronic government";</li> <li>4) electronic copy of a document confirming work experience in the prosecutor's office or investigative bodies in accordance with Article 35 of the Labor Code of the Republic of Kazakhstan shall be required for persons dismissed from the prosecutor's office and investigative bodies, if they have at least five years of work experience as a prosecutor or investigator, except for those dismissed for negative reasons.</li> <li>5) electronic copy of the document confirming the length of service in government agencies in the field of ensuring the execution of enforcement documents in accordance with Article 35 of the Labor Code of the Republic of Kazakhstan shall be required for persons dismissed, if they have at least two years of work experience in government agencies in the field of</li> </ol>

		<p>ensuring the execution of enforcement documents, except for those dismissed for negative reasons.</p> <p>To reissue a license:</p> <ol style="list-style-type: none"> <li>1) application in the form in accordance with Annex 4 to the Rules;</li> <li>2) information confirming the payment of the license fee for the right to engage in certain types of activities and the amendments that served as the basis for reissuing the license and (or) annex to the license, are pulled from state information systems.</li> </ol>
9	Grounds for refusal of a public service	<p>Grounds for refusal:</p> <ol style="list-style-type: none"> <li>1) engaging in an activity is prohibited by the laws of the Republic of Kazakhstan for this category of natural or legal persons;</li> <li>2) no licence fee has been paid;</li> <li>3) the applicant does not meet the eligibility requirements;</li> <li>4) the licensor has received a response from the relevant approving authority that the applicant does not meet the licensing requirements;</li> <li>5) there is an enforceable court decision (sentence) to suspend or ban activities or certain activities subject to licensing against the applicant;</li> <li>6) the court is temporarily prohibited from issuing a licence to the applicant debtor on the basis of a bailiff's submission;</li> <li>7) it has been established that the documents submitted by the applicant to obtain a licence and (or) the data (information) contained therein are unreliable.</li> </ol>
		<p>The service recipient can obtain information on the procedure and status of the provision of the public service in the remote access mode on the portal in the service recipient's "personal office" as well as via the telephone numbers of the service provider and the Unified Contact Centre for the provision of public services.</p> <p>Contact telephone numbers of the service provider for public services 8</p>

10	Other requirements, subject to the specifics of the public service	(7172) 74-06-23. Unified contact centre for the provision of public services: 1414, 8 800 080 7777. To receive two public services “Certification of Persons Applying for Private Bailiff Activity and Issuance of Licence for Private Bailiff Activity”, the service recipient shall send one application for two public services to the service provider via the e-government web portal www.egov.kz.
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Appendix 2 to the Rules  
provision of public services  
"Issuance of a license to practice  
activities of private  
bailiff"  
The form

### **An individual's application for obtaining a license and (or) Appendix es to the license**

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

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

I ask to issue a license and (or) Appendix to the license to implement

\_\_\_\_\_  
(indicate the full name of the type of activity and (or) subtype (s) of the activity)  
on paper \_\_\_\_\_ (put an X sign if it is necessary to obtain a license on paper)  
Residence address of an individual

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

Email \_\_\_\_\_

Phones \_\_\_\_\_

Fax machine \_\_\_\_\_

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

Address of the object of the activity or actions (operations)

\_\_\_\_\_  
(postal code, region, city, district, locality, street name, number)

houses / buildings (stationary premises)

Attached are \_\_\_\_\_ sheets.

It is hereby confirmed that:

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

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

all attached documents are true and valid;

the applicant agrees to the use of personal data of limited access, constituting a secret protected by law, contained in information systems, when issuing a license and (or) Appendix to the license;

the applicant agrees to the certification of the application with the electronic digital signature of the employee of the public service center (in case of applying through the public service center).

Individual

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

Date of filling: "\_\_\_" \_\_\_\_\_ 20\_\_

Appendix 3 to the Rules  
provision of public services  
"Issuance of a license to practice  
activities of private  
bailiff"  
The form

### **Form of information on compliance with the requirements for the implementation of the activities of a private enforcement agent**

Service recipient information	
Education (name of higher education institution, year of graduation, diploma number, qualification and specialty according to the diploma).	Required field
Information about the document confirming the passage of the procedure for nostrification of a diploma or recognition	In accordance with the Law "On Education"

It is necessary to select only one basis for obtaining a license and fill it out:

1) labor activity;

2) the decision to undergo certification to engage in the activities of a private enforcement agent.

Labor activity of the service recipient (indicate only the position and place of work provided for paragraph 5 Article 142 of the Law "On Enforcement Proceedings and the Status of Bailiffs")			
Date, month, year			

Receipts	Care	Position with an indication of the organization	Basic functional (job) responsibilities	Reason for dismissal
Required field	Required field	Required field	Required field	Required field
If necessary, these lines are supplemented by the service recipient				
Number of the decision on passing certification to engage in the activities of a private enforcement agent				Required field
Date, month, year, region, number				Required field

Annex 4  
to the Rules for the provision of public  
services "Issuance of a license for the  
activities of a private enforcement agent"  
Form

### Application of an individual for reissuance of a license

Footnote. Annex 4 - as amended by the Order of the Minister of Justice of the Republic of Kazakhstan dated 06.12.2024 № 1007 (shall come into effect upon expiry of ten calendar days after the date of its first official publication).

To \_\_\_\_\_

(full name of the licensor)

from \_\_\_\_\_

(last name, first name, patronymic (if any) of an individual, individual identification number)

I hereby request to reissue the license due to a change in the last name, first name, patronymic

(if any)

№ \_\_\_\_\_ dated \_\_\_\_\_ 20 \_\_, issued to \_\_\_\_\_

(license number(s), date of issue, name of the licensor who issued the license

\_\_\_\_\_ to carry out the activities of a private enforcement agent.

I hereby consent to the use of information constituting a secret protected by law, contained in

information systems, in the provision of public services, unless otherwise provided by the laws of the Republic of Kazakhstan.

Individual

\_\_\_\_\_  
(signature) (last name, first name, patronymic (if any))

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

Annex 5  
to the Rules for the provision of public  
services "Issuance of a license for the  
activities of a private enforcement agent"

Footnote. The Rules are supplemented by Annex 5 in accordance with the Order of the Minister of Justice of the Republic of Kazakhstan dated 06.12.2024 № 1007 (shall come into effect upon expiry of ten calendar days after the day of its first official publication).



### License

" \_\_\_\_ " \_\_\_\_\_ 20 \_\_\_\_ № \_\_\_\_\_

Issued by \_\_\_\_\_

— (full name, location, last name, first name, patronymic (if any), individual identification number of an individual)

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

(name of the licensed type of activity in accordance with the Law of the Republic of Kazakhstan "On Permits and Notifications") Special conditions

\_\_\_\_\_ (in accordance with Article 36 of the Law of the Republic of Kazakhstan "On Permits and Notifications")

Note: \_\_\_\_\_

(alienability, class of permit)

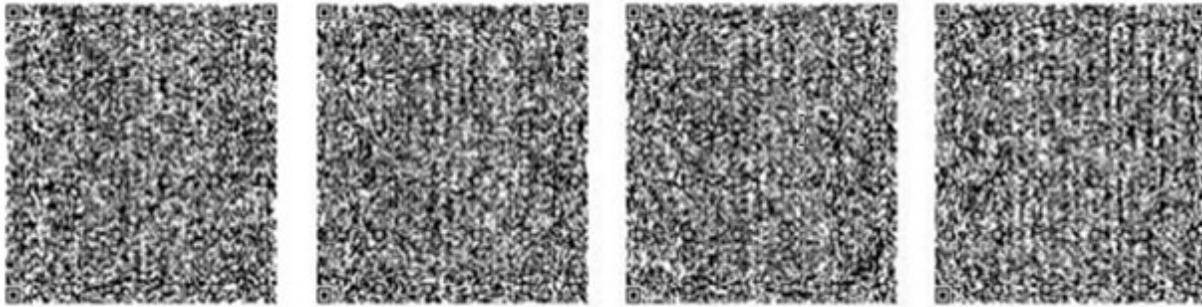
Licensor \_\_\_\_\_

(full name of the licensor)

Manager (authorized person) \_\_\_\_\_

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

Place of issue \_\_\_\_\_



This document, in accordance with paragraph 1 of Article 7 of the Law of the Republic of Kazakhstan dated January 7, 2003

"On Electronic Document and Electronic Digital Signature", is equivalent to a document on paper medium.

Appendix 3 to the order  
Minister of Justice  
Republic of Kazakhstan  
dated May 29, 2020 № 69

## **Rules for the provision of the public service "Initiation of enforcement proceedings on the basis of an executive document at the request of the claimant" Chapter 1. General Provisions**

1. These Rules for the provision of public services "Initiation of enforcement proceedings on the basis of an executive document at the request of the claimant" (hereinafter - the Rules) are developed in accordance with subparagraph 1) Article 10 The Law of the Republic of Kazakhstan dated April 15, 2013 "On public services" and determine the procedure for the provision of public services "Excitation enforcement proceedings based on executive document by a statement recoverer" (hereinafter - the state service).

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

1) Single contact center - a legal entity, determined by the Government of the Republic of Kazakhstan, performing the functions of an information and reference service for providing service recipients with information on the provision of state and other services, as well as for state bodies - information on the provision of information and communication services;

2) public service - one of the forms of implementation of certain state functions, carried out on an individual basis upon request or without the request of service recipients and aimed at realizing their rights, freedoms and legitimate interests, providing them with the corresponding material or intangible benefits;

3) The list of basic requirements for the provision of public services (hereinafter referred to as the List), including the name of the public service, the name of the service provider, the methods of providing the public service, the period for providing the public service, the form of providing the public service, the result of providing the public service, the amount of the fee charged from the service recipient when providing the public service, and the methods of collecting it in cases stipulated by the legislation of the Republic of Kazakhstan, the work



schedule of the service provider, the list of documents and information requested from the service recipient for the provision of the public service and the grounds for refusal to provide the public service established by the laws of the Republic of Kazakhstan, as well as other information taking into account the specifics of providing the public service are set out in the List in accordance with Annex 1 to these Rules.

4) web portal "Electronic government" [www.egov.kz](http://www.egov.kz), (hereinafter referred to as the portal) - an information system, which is a single window of access to all consolidated government information, including the regulatory legal framework, and to public services, services for issuing technical conditions for connecting to networks of entities natural monopolies and services of subjects of the quasi-public sector, provided in electronic form;

5) electronic digital signature (hereinafter referred to as EDS) - a set of electronic digital symbols created by means of an electronic digital signature and confirming the authenticity of an electronic document, its ownership and the invariability of its content.

**Footnote. Paragraph 2 as amended by the Order of the Minister of Justice of the Republic of Kazakhstan dated 06.12.2024 № 1007 (shall come into effect upon expiry of ten calendar days after the date of its first official publication).**

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

3. The state service is provided by the territorial bodies of justice (hereinafter referred to as the service provider) at the place where the enforcement actions were performed.

4. An individual or legal entity (hereinafter referred to as the Service recipient) to receive a public service shall submit an application and documents specified in paragraph 8 of the List of Basic Requirements for the Provision of a Public Service through:

1) service provider;

2) non-profit joint-stock company "State Corporation "Government for Citizens" (hereinafter referred to as the State corporation);

3) portal.

**Footnote. Paragraph 4 - as amended by the Order of the Minister of Justice of the Republic of Kazakhstan dated 06.12.2024 № 1007 (shall come into effect upon expiry of ten calendar days after the day of its first official publication).**

5. Description of the procedure for the provision of public services through the service provider:

1) the service recipient sends the documents to the service provider;

2) the service provider, on the day of receipt of the documents, registers them in the Automated Information System of the enforcement bodies (hereinafter - AISOEB) and transfers them to the state bailiff;

3) the state bailiff, within 3 (three) working days from the date of receipt of the documents, makes decree about arousal or about refusal in initiation of enforcement proceedings, which is sent to the service recipient.

6. Description of the procedure for the provision of public services through a public corporation:

1) the service recipient submits documents to the State Corporation, which are forwarded to the service provider;

2) the service provider, on the day of receipt of the documents, registers them with AISOEB and transfers them to the state bailiff;

3) the state bailiff, within 3 (three) working days from the date of receipt of the documents, makes decree about arousal or about refusal in the initiation of enforcement proceedings, which is sent to the State Corporation and the service recipient.

7. Description of the procedure for the provision of public services through the portal:

1) the service recipient sends the documents through the portal.

When the service recipient applies after the end of working hours, on weekends and holidays according to Labor Code Of the Republic of Kazakhstan and The law "On Holidays in the Republic of Kazakhstan", registration of an application for receiving a public service is carried out on the next working day;

2) the service provider, on the day of receipt of the documents, registers them with AISOEB and transfers them to the state bailiff;

3) the state bailiff, within 3 (three) working days from the date of receipt of the documents, makes decree about arousal or about refusal in initiation of enforcement proceedings, which is sent to the service recipient.

8. If the service recipient provides an incomplete package of documents, the State Corporation or the service provider refuses to accept the application and issues a receipt to this effect in the form, in accordance with Appendix 4 to these Rules.

9. The service provider shall ensure that data on the stage of provision of the public service is entered into the information system for monitoring the provision of public services.

When making amendments and/or supplements to these Rules, the Ministry of Justice shall send information about such amendments and/or supplements to the operator of the information and communication infrastructure of the "electronic government", the "Unified Contact Center", and the service provider within 3 (three) working days after state registration of the relevant regulatory legal act with the justice authorities.

**Footnote. Paragraph 9 - as amended by the Order of the Minister of Justice of the Republic of Kazakhstan dated 06.12.2024 № 1007 (shall come into effect upon expiry of ten calendar days after the day of its first official publication).**

10. In case of failure of the information system, the service provider notifies the authorized body and / or Joint Stock Company "National Information Technologies".

**Chapter 3. The procedure for appealing decisions, actions (inaction) of service providers, state corporations and (or) their officials on the provision of public services**

11. In the event of an appeal against decisions, actions (inaction) of a service provider, a state corporation and (or) their officials, the complaint is submitted to the name of the head of the service provider, a state corporation, to the Ministry of Justice of the Republic of Kazakhstan or to authorized body for assessing and monitoring the quality of the provision of public services in accordance with legislation Republic of Kazakhstan.

12. The service recipient's complaint received by the service provider, state corporation or the Ministry of Justice of the Republic of Kazakhstan is subject to consideration within five working days from the date of its registration.

The service recipient's complaint received by the authorized body for the assessment and control over the quality of the provision of public services is subject to consideration within fifteen working days from the date of its registration.

13. In case of disagreement with the results of the provision of public services, the service recipient applies to the court in the established legislation Of the Republic of Kazakhstan.

Appendix 1  
to the Terms of Service  
public service  
"Excitement of the executive  
production based on  
executive document  
at the request of the claimant"

Footnote. Annex 1 as amended by Order № 905 of the Minister of Justice of the Republic of Kazakhstan dated 20.10.2021 (shall be enacted ten calendar days after the date of its first official publication); dated 06.12.2024 № 1007 (shall come into effect upon expiry of ten calendar days after the day of its first official publication).

List of basic requirements for the provision of the public service "Initiation of enforcement proceedings based on an enforcement document at the request of the claimant" (hereinafter referred to as the List).		
Footnote. The title of Annex 1 - as amended by the Order of the Minister of Justice of the Republic of Kazakhstan dated 06.12.2024 № 1007 (shall come into effect upon expiry of ten calendar days after the day of its first official publication).		
1	Name of the service provider	This public service shall be provided by the territorial bodies of justice at the place of execution.
2	Ways of providing a public service	The application shall be accepted and the result of the public service shall be issued via: 1) the service provider; 2) Government for Citizens State Corporation, Non-Commercial Joint-Stock Company; 3) e-Government web portal: www.egov.kz.
3	Duration of public service	3 (three) working days.

4	Form of public service delivery/form of presentation of public service result	Electronic (partly automated) / paper .
5	Result of a public service	Decision by a court bailiff to initiate enforcement proceedings or to refuse to initiate enforcement proceedings.
6	The amount of the fee charged to the service recipient for the provision of a public service.	The public service shall be provided free of charge - to natural persons and legal entities.
7	Service provider's working hours	<p>Working hours:</p> <p>1) the service provider - from Monday to Friday inclusive, from 9.00 am to 6.30 pm, with a lunch break from 1.00 pm to 2.30 pm, except for weekends and holidays, in accordance with the labor legislation of the Republic of Kazakhstan.</p> <p>Acceptance of applications and issuance of the result of the provision of public services - from 9.00 am to 5.30 pm with a lunch break from 1.00 pm to 2.30 pm. The public service shall be provided in turn, without prior registration and expedited service;</p> <p>2) the State Corporation - from Monday to Friday inclusive from 9.00 am to 6.00 pm without a break, duty departments of public service of the State Corporation from Monday to Friday inclusive from 9.00 am to 8.00 pm and on Saturday from 9.00 am to 1.00 pm, except for holidays and weekends in accordance with the Labor Code of the Republic of Kazakhstan.</p> <p>Reception shall be carried out in the order of the "electronic" queue, at the place of execution of enforcement actions without accelerated service, it shall be possible to book an electronic queue through the portal, the registration time is no more than 15 minutes, the waiting time is no more than 15 minutes;</p> <p>3) the portal - around the clock, except for technical breaks due to repair work (if the service recipient applies after the end of working hours, on weekends and holidays, in accordance with the Labor Code of the Republic of Kazakhstan and the</p>

		<p>Law "On Holidays in the Republic of Kazakhstan", the application shall be accepted and the result of the provision of the state service shall be issued on the next working day).</p>
8	List of documents required for the provision of the public service	<p>An application for issuance, submission of an execution document for enforcement, initiation of enforcement proceedings in the form as per Annexes 2, 3 hereto.</p> <p>Executive document.</p> <p>An identity card, or an electronic document from the digital document service (to verify personal identity).</p> <p>Service providers shall receive digital documents from the digital document service via the implemented integration, subject to the consent of the document owner provided through the user's cellular subscriber number registered on the e-government web portal by sending a one-time password or by sending a short text message as a response to the notification of the e-government web portal.</p>
9	Grounds for refusal of a public service established by the legislation of the Republic of Kazakhstan	<p>1) determination that the documents submitted by the recipient of a public service and (or) the data (information) contained therein are unreliable;</p> <p>2) the non-compliance of the submitted materials, objects, data and information required for the provision of a public service with the requirements set out in Article 38 of the Law of the Republic of Kazakhstan "On Enforcement Proceedings and the Status of Bailiffs".</p>
		<p>In case of the need to receive documents for the provision of a public service for those recipients who have health problems with an enduring disorder of the organism function limiting their abilities to live, the documents shall be received by an employee of the State Corporation at the place of residence by applying via the unified contact centre 1414, 8 800 080 7777.</p> <p>The service recipient of a public service may receive the service</p>

10	Other requirements, subject to the specifics of the public service	<p>electronically via the portal, provided that an electronic digital signature is available.</p> <p>The addresses of the locations where the public service is provided shall be available on the websites of the Service Provider and the State Corporation: <a href="http://www.gov4c.kz">www.gov4c.kz</a>.</p> <p>The service recipient shall obtain information on the procedure and status of the public service by remote access via the Unified Contact Centre 1414, 8 800 080 7777.</p> <p>The digital document service shall be available to users authorised in the mobile app.</p> <p>For using a digital document, it shall be required to authorise in the mobile app using a digital signature or one-time password, then go to “Digital Documents” and select the required document.</p>
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Appendix 2  
to the Terms of Service  
public service  
"Excitement of the executive  
production based on  
executive document  
at the request of the claimant "  
The form

## Application for initiation of enforcement proceedings

In \_\_\_\_\_  
(full name of the service provider)

from \_\_\_\_\_

\_\_\_\_\_  
(name of the legal entity and BIN, full name (if any)  
individual and IIN)

I ask to initiate enforcement proceedings on the basis of the executive document attached to this application.

Address of the place of residence of an individual, location of a legal entity

\_\_\_\_\_  
(postal code, region, city, district, settlement,  
\_\_\_\_\_  
\_\_\_\_\_

street name, house / building number)

Email \_\_\_\_\_.

Phones \_\_\_\_\_.

It is hereby confirmed that: all the specified data are official contacts, and any information on the execution of the executive document can be sent to them; all attached documents are true and valid.

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

I agree to the use of information constituting a secret protected by law contained in the information systems "\_\_\_" \_\_\_ 20\_\_\_. (signature)

Appendix 3  
to the Terms of Service  
public service  
"Excitement of the executive  
production based on  
executive document  
at the request of the claimant"  
The form

**Statement of discharge, direction of a writ of execution  
for compulsory execution and initiation of enforcement proceedings**

In \_\_\_\_\_

(full name of the service provider)

from \_\_\_\_\_

\_\_\_\_\_  
(name of a legal entity and BIN / full name (if any) of an individual and IIN)

I ask you to write out and / or send a writ of execution for compulsory execution and initiate enforcement proceedings on the basis of the executive document attached to this application.

Address of the place of residence of an individual, location of a legal entity

\_\_\_\_\_  
(postal code, region, city, district, settlement,  
\_\_\_\_\_  
\_\_\_\_\_.

\_\_\_\_\_  
street name, house / building number)

Email \_\_\_\_\_.

Phones \_\_\_\_\_.

It is hereby confirmed that: all the specified data are official contacts, and any information on the execution of the executive document can be sent to them; all attached documents are true and valid.

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

I agree to the use of information constituting a secret protected by law contained in information systems

\_\_\_\_\_ (signature) "\_\_\_" \_\_\_ 20\_\_

Appendix 4  
to the Terms of Service  
public service  
"Excitement of the executive  
production based on  
executive document  
at the request of the claimant"  
The form

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**Surname, name, patronymic (if any), or the name of the organization  
service recipient)**

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**(address of the service recipient) Receipt of refusal to accept documents**

Guided by article 19, paragraph 2 Article 20 of the Law of the Republic of Kazakhstan dated April 15, 2013 "

On public services", you are refused to accept documents for the provision of the state service "Initiation of

enforcement proceedings on the basis of an executive document at the request of a claimant" due to your

submission of an incomplete package of documents:

- 1) \_\_\_\_\_;
- 2) \_\_\_\_\_;
- 3) ....

and / or expired documents.

This receipt is made in 2 copies, one for each party.

FULL NAME. (employee) (signature).

Executor: Full name (if available).

Telephone:

Received: Full name (if any) / signature of the service recipient.

"\_\_\_" \_\_\_\_\_ 20\_\_ year.

Appendix 4 to the order  
Minister of Justice  
Republic of Kazakhstan  
dated May 29, 2020 № 69



## **List of some orders of the Ministry of Justice of the Republic of Kazakhstan that have become invalid**

1. Order Of the Minister of Justice of the Republic of Kazakhstan dated April 20, 2015 № 221 "On approval of the standard of the public service" Initiation of enforcement proceedings on the basis of an executive document at the request of a claimant "(registered in the Register of State Registration of Normative Legal Acts № 10963, published on May 13, 2015 in Information legal system "Әділет");

2. Order Acting Minister of Justice of the Republic of Kazakhstan dated May 29, 2015 № 307 "On approval of the regulations of the public service" Initiation of enforcement proceedings on the basis of an executive document at the request of a claimant "(registered in the Register of State Registration of Normative Legal Acts № 11287, published on June 12, 2015 in Information and legal system "Әділет");

3. Order Of the Minister of Justice of the Republic of Kazakhstan dated November 30, 2015 № 605 "On some issues of testing and certification of persons who have undergone an internship and apply to engage in the activities of a private enforcement agent" (registered in the Register of State Registration of Normative Legal Acts № 12588, published on January 13, 2016 in Information and legal system "Әділет");

4. Order Of the Minister of Justice of the Republic of Kazakhstan dated January 11, 2018 № 61 "On the approval of the standards of public services" Conducting certification of persons who have undergone training and applying for the right to engage in the activities of a private enforcement agent "and" Issuance of a license to engage in the activities of a private enforcement agent "(registered in the Register of State registration of regulatory legal acts № 16309, published on February 15, 2018 in the Reference Control Bank of regulatory legal acts of the Republic of Kazakhstan);

5. Order Of the Minister of Justice of the Republic of Kazakhstan dated February 1, 2018 № 170 "On Amendments to the Order of the Minister of Justice of the Republic of Kazakhstan dated November 30, 2015 № 605" On Certain Issues of Testing and Certification of Persons Who Underwent Training and Applying to Become a Private Bailiff "(registered in the Register of State Registration of Regulatory Legal Acts № 16372, published on February 26, 2018 in the Reference Control Bank of Regulatory Legal Acts of the Republic of Kazakhstan);

6. Order Of the Minister of Justice of the Republic of Kazakhstan dated March 20, 2018 № 446 "On approval of the regulations of public services" Conducting certification of persons who have undergone training and applying for the right to engage in the activities of a private enforcement agent "and" Issuance of a license to engage in the activities of a private enforcement agent "(registered in the Register of state registration of regulatory legal acts № 16976, published on June 8, 2018 in the Reference Control Bank of regulatory legal acts of the Republic of Kazakhstan);

7. Order Of the Minister of Justice of the Republic of Kazakhstan dated April 17, 2019 № 211 "On amendments to the order of the Minister of Justice of the Republic of Kazakhstan dated April 20, 2015 № 221" On approval of the standard of the public service "Initiation of enforcement proceedings on the basis of an executive document at the request of the claimant " (registered in the Register state registration of regulatory legal acts № 18571, published on May 3, 2019 in the Reference Control Bank of regulatory legal acts of the Republic of Kazakhstan);

8. Order Of the Minister of Justice of the Republic of Kazakhstan dated July 9, 2019 № 385 "On Amendments to the Order of the Acting Minister of Justice of the Republic of Kazakhstan dated May 29, 2015 № 307" On Approval of the Regulations for the State Service "Initiation of Enforcement Proceedings on the Basis of an Execution Document at the Request of a Recoverer" (registered in the Register of State Registration of Regulatory Legal Acts № 19053, published on July 29, 2019 in the Reference Control Bank of Regulatory Legal Acts of the Republic of Kazakhstan).