

## On approval of the Rules for the provision of state services in the field of gambling industry

### *Unofficial translation*

Order of the Minister of Culture and Sports of the Republic of Kazakhstan dated July 8, 2020 № 195. Registered with the Ministry of Justice of the Republic of Kazakhstan on July 10, 2020 № 20947.

### Unofficial translation

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

**Footnote. The Preamble as amended by the order of the Acting Minister of Culture and Sports of the Republic of Kazakhstan dated 22.12.2022 No. 383 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication).**

#### 1. To approve:

1) rules for the provision of a state service "Issuance of a license to engage in the activities of a casino" according to Appendix 1 to this order;

2) rules for the provision of a state service "Issuance of a license to engage in the activities of a gaming machine hall" according to Appendix 2 to this order;

3) rules for the provision of a state service "Issuance of a license to engage in the activities of a bookmaker office" according to Appendix 3 to this order;

4) rules for the provision of a state service "Issuance of a license to engage in the activities of a betting house" according to Appendix 4 to this order.

2. To recognize as invalid certain orders of the Minister of Culture and Sports of the Republic of Kazakhstan according to Appendix 5 to this order.

3. the Committee of Tourism Industry of the Ministry of Culture and Sports of the Republic of Kazakhstan in accordance with the procedure, established by the legislation of the Republic of Kazakhstan, shall ensure:

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

2) placement of this order on the Internet resource of the Ministry of Culture and Sports of the Republic of Kazakhstan;

3) within two working days after execution of measures, stipulated by this order, submission to the Department of Legal Service of the Ministry of Culture and Sports of the Republic of Kazakhstan of information about execution of measures.

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

5. This order shall come into force upon expiry of twenty-one calendar days after the day of its first official publication.

*Minister of Culture and Sports  
of the Republic of Kazakhstan*

*A. Raimkulova*

**"AGREED"**

Ministry of Digital Development,  
Innovations and Aerospace  
Industry of the Republic of Kazakhstan

Appendix 1  
to the order of the  
Minister of Culture and Sports  
of the Republic of Kazakhstan  
dated July 8, 2020 No. 195

## **Rules for the provision of a state service "Issuance of a license to engage in the activities of a casino" Chapter 1. General Provisions**

1. These Rules for the provision of a state service "Issuance of a license to engage in the activities of a casino" (hereinafter referred to as the Rules) have been developed in accordance with subclause 1) of article 10 of the Law of the Republic of Kazakhstan "On State Services" (hereinafter referred to as the Law) and shall determine the procedure for the provision of a state service "Issuance of a license to engage in the activities of a casino" (hereinafter referred to as the state service).

**Footnote. Clause 1 as amended by the order of the Acting Minister of Culture and Sports of the Republic of Kazakhstan dated 22.12.2022 No. 383 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication).**

2. The state service shall be provided by the Committee of Tourism Industry of the Ministry of Tourism and Sports of the Republic of Kazakhstan (hereinafter referred to as the service provider) to legal entities (hereinafter referred to as the service recipient) in accordance with these Rules.

**Footnote. Clause 2 as amended by the order of the Acting Minister of Tourism and Sports of the Republic of Kazakhstan dated 26.12.2023 No. 342 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication).**

3. To obtain a license, the service recipient shall be subject to qualification requirements, stipulated by article 13 of the Law of the Republic of Kazakhstan "On Gambling Industry".

**Footnote. Clause 3 as amended by the order of the Acting Minister of Culture and Sports of the Republic of Kazakhstan dated 22.12.2022 No. 383 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication).**

## **Chapter 2. Procedure for the provision of a state service**

4. To receive a state service, the service recipient shall submit an application to the service provider via the web-portal of "e-government" [www.egov.kz](http://www.egov.kz), [www.elicense.kz](http://www.elicense.kz) (hereinafter referred to as the portal).

5. A list of basic requirements for the provision of a state service and result for the provision of a state service, as well as other information, taking into account the specifics for the provision of a state service, are set out in Appendix 1 to these Rules.

The service provider obtains information about the state registration (re-registration) of a legal entity from the relevant information systems through the "e-government" gateway.

**Footnote. Clause 5 as amended by the order of the Minister of Tourism and Sports of the Republic of Kazakhstan dated 10.10.2024 No. 178 (shall be enforced upon expiry of ten calendar days after the date of its first official publication).**

6. The service provider, within two working days from the date of receipt of the documents, shall verify the completeness of the submitted documents specified in clause 8 of the list of basic requirements for the provision of a state service according to Appendix 1 to these Rules, in the event of provision of an incomplete package of documents and (or) documents with expired validity by the service recipient, shall prepare a reasoned refusal to further consider the application.

If the service recipient provides a full package of documents, the service provider shall prepare, endorse / sign an order for issuing a license within 10 (ten) working days, renewal of a license - 3 (three) working days.

When identifying grounds for refusal to provide a state service, the service provider shall notify the service recipient of the preliminary decision to refuse to provide the state service, as well as the time and place (method) of the hearing to allow the service recipient to express a position on the preliminary decision.

Notice of the hearing shall be sent at least 3 (three) working days before the end of the period for providing the state service. The hearing shall be held no later than 2 (two) working days from the date of notification.

Based on the results of the hearing, the service provider shall issue the result of the provision of the state service or a reasoned response about the refusal to provide the state service.

**Footnote. Clause 6 as amended by the order of the Acting Minister of Culture and Sports of the Republic of Kazakhstan dated 22.12.2022 No. 383 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication).**

7. The service provider shall ensure data entry on the stage of provision of a state service into the information monitoring system of provision of state services in accordance with subclause 11) of clause 2 of article 5 of the Law.

The authorized body in the field of gambling industry shall send information about amendments and (or) additions to these Rules, defining the procedure for providing public services to the Unified Contact Center and the operator of the information and communication

infrastructure of “electronic government” within 3 (three) working days after state registration of the relevant regulatory legal act with the justice authorities.

**Footnote. Clause 7 as amended by the order of the Acting Minister of Culture and Sports of the Republic of Kazakhstan dated 22.12.2022 No. 383 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication).**

### **Chapter 3. The procedure for appealing decisions, actions (inaction) of the service provider on the provision of public services**

8. Consideration of a complaint regarding the provision of state services shall be carried out by a higher administrative body, official, authorized body for assessing and monitoring the quality of provision of state services (hereinafter referred to as the body considering the complaint).

The complaint shall be submitted to the service provider and (or) an official, whose decision, action (inaction) is appealed.

The service provider and (or) an official, whose decision, action (inaction) is appealed, shall, no later than three working days from the date of receipt of the complaint, send it and the administrative case to the body considering the complaint.

In this case, the service provider, official, whose decision, action (inaction) is being appealed, shall have the right not to forward the complaint to the body considering the complaint if, within three working days, he makes a decision or other administrative action that fully satisfies the requirements specified in the complaint.

Unless otherwise provided by the laws of the Republic of Kazakhstan, legal recourse shall be allowed after appealing in a pre-trial manner.

The complaint of a service recipient received by the service provider shall be subject to consideration within five working days from the date of its registration.

The complaint of a service recipient received by the body considering the complaint shall be subject to consideration within fifteen working days from the date of its registration.

In case of disagreement with the results of the state service received, the service recipient shall have the right to appeal to court in accordance with legislation.

**Footnote. Clause 8 as amended by the order of the Acting Minister of Culture and Sports of the Republic of Kazakhstan dated 22.12.2022 No. 383 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication).**

9. In case of disagreement with the results of the provided state service, the service recipient shall file a complaint with the court in accordance with the procedure established by the legislation of the Republic of Kazakhstan or to the authorized body for assessment and control over the quality of provision of state services.

The complaint of the service recipient to the authorized body for assessment and control over the quality of provision of state services shall be subject to consideration within 15 (fifteen) working days from the date of its registration.

Appendix 1  
to the Rules for provision  
of state service  
"Issuance of a license to engage  
in the activities of casino"

Footnote. Appendix 1 as amended by the order of the Acting Minister of Culture and Sports of the Republic of Kazakhstan dated 22.12.2022 No. 383 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication); as amended by the order of the Acting Minister of Tourism and Sports of the Republic of Kazakhstan dated 26.12.2023 No. 342 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication) ; dated 10.10.2024 No. 178 (shall be enforced upon expiry of ten calendar days after the date of its first official publication).

List of basic requirements for the provision of the state service "Issuance of a license to engage in the activities of casino"		
1	Name of the service provider	Committee of Tourism Industry of the Ministry of Tourism and Sports of the Republic of Kazakhstan.
2	Methods of provision of the state service	web-portal of "electronic government" <a href="http://www.egov.kz">www.egov.kz</a> , <a href="http://www.elicense.kz">www.elicense.kz</a>
3	Period for the provision of the state service	<p>Period for the provision of the state service from the time of submission of a package of documents to the portal:</p> <p>1) issuance of a license - 10 (ten) working days;</p> <p>2) reissuance of a license - 3 (three) working days.</p> <p>In the event of incomplete documents and/or documents that have expired, a written reasoned refusal by the service provider to accept the application – 2 (two) working days.</p> <p>If the service recipient has a valid license to operate in the gambling business, they must submit an application for a new license for the same type of activity 90 calendar days before the expiration of the current license. In this case, the start date of the new license is considered to be the day following the expiration date of the current license.</p>
4	Form for the provision of the state service	Electronic (partially automated).
		License, reissued license for the right to engage in the activities of a bookmaker office, or a substantiated

5	Result of the provision of the state service	<p>refusal to provide the state service based on the grounds, stipulated by clause 9 of this list of the basic requirements to the provision of the state service.</p> <p>Form of provision of the result of provision of the state service: electronic.</p>
6	The amount of payment collected from the service recipient for the provision of state services, and the methods of collecting it in cases stipulated by the legislation of the Republic of Kazakhstan	<p>The state service shall be provided to legal entities on a paid basis.</p> <p>Annual rate for the issuing a licence for the right to engage in the activities of a casino in accordance with clause 4 of article 554 of the Code the Republic of Kazakhstan "</p> <p>On taxes and other obligatory payments to the budget" (Tax Code) shall be:</p> <p>the fee for issuing a license amounts to 3845 monthly calculation indices ( hereinafter referred to as the MCI);</p> <p>the fee for reissuing a license amounts to 10 % of the rate when issuing a license.</p> <p>Payment is made in cash and non-cash through second-tier banks and organizations, that carry out certain types of banking operations, as well as via the payment gateway of "e-government" (hereinafter referred to as the PGEG).</p>
7	Work schedule of the service provider and the information object	<p>Of the Service Provider - from Monday to Friday, from 9.00 to 18.30 with a lunch break from 13.00 to 14.30, except for weekends and holidays, in accordance with the labor legislation of the Republic of Kazakhstan;</p> <p>Of the portal – 24 hours, except for technical breaks associated with repair work (when the service recipient applies after the end of working hours, on weekends and holidays according to the labor legislation of the Republic of Kazakhstan, acceptance of the application and the issuance of the result for the provision of a state service shall be carried out on the next working day).</p>
		<p>To obtain a license:</p> <p>1) application of a legal entity for a license in the form of an electronic</p>

request certified by an electronic digital signature (hereinafter referred to as the EDS) of the service recipient, according to Appendix 2 to these Rules.

The service provider obtains information about the state registration (re-registration) of a legal entity from the relevant information systems through the “e-government” gateway;

2) document of payment to the budget of a license fee (except for the cases of payment via the PGEG) in the form of an electronic document;

3) information on the ownership or other legal basis for the existence of a building (part of a building, structure, facility) in a hotel complex with a rating of at least three stars (if no data is available in the information system [www.elicense.kz](http://www.elicense.kz), provide supporting documents): certificate or accreditation certificate for a hotel complex of at least three stars), complying with the sanitary, epidemiological, and fire safety standards established by the legislation of the Republic of Kazakhstan, in the form, according to Appendix 3 to these Rules with the provision of copies of permits in the areas of sanitary and epidemiological welfare of the population in accordance with paragraph 4 of Article 94 of the Code of the Republic of Kazakhstan "On Public Health and Healthcare System" (for facilities of high epidemiological significance - obtaining a sanitary and epidemiological conclusion, for facilities of minor epidemiological significance - notification of the start of activities) and in the field of fire safety in accordance with paragraph 2 of Article 61 of the Law of the Republic of Kazakhstan “On Civil Protection”;

4) information on the availability of gambling equipment owned (with supporting documents: goods declaration, inventory list, invoices,

List of documents and information required from the service recipient for the provision of the state service

purchase agreement for the acquisition of inventory), in the form specified in Appendix 4 to these Rules;

5) information on the existence of contracts with legal entities that have obtained a license to carry out security activities in accordance with the procedure established by the legislation of the Republic of Kazakhstan in accordance with paragraph 1 of Article 5 of the Law of the Republic of Kazakhstan "On Security Activity" (with provision of supporting documents) in the form according to Appendix 5 to these Rules;

6) availability of samples and nominations, applicable legitimization marks in Kazakh and Russian languages, in the form of an electronic copy of the document;

7) rules for the operation of gambling establishments in accordance with the Standard Rules for the Operation of Gambling Establishments, the Acceptance of Bets, and the Conduct of Gambling and/or Betting, approved in the gambling business sector in accordance with paragraph 2-1 of Article 15 of the Law of the Republic of Kazakhstan "On Gambling Industry" in Kazakh and Russian languages in the form of an electronic copy of the document;

8) an agreement with a second-tier bank in the Republic of Kazakhstan to open a deposit in the amount of 60,000 MCI, as established by the law on the republican budget for the relevant financial year, subject to the deposit being issued on demand (demand deposit) in the form of an electronic copy of the document;

for reissuance of the license:

1) an application from a legal entity for the renewal of a license in the form of an electronic request certified by the service recipient's electronic digital signature, in accordance with Appendix 6 to these Rules;



		<p>2) a document confirming payment of the license fee to the budget ( except in cases of payment via the PGEG) in the form of an electronic document;</p> <p>3) electronic copies of documents containing information about changes that served as the basis for reissuing the license and/or annexes to the license, except for documents whose information is contained in state information systems. Information about the state registration (re-registration) of a legal entity, a document confirming ownership or other legal right to real estate, a document confirming payment by the service recipient to the budget of the amount of the fee ( in the case of payment via the PGEG ), the service provider obtains from the relevant state information systems through the “e-government” gateway. When submitting an application through the portal, the status of acceptance of the request for state services is sent to the service recipient's “personal account ”.</p>
9	<p>Grounds for refusal to provide the state service, set forth by the legislation of the Republic of Kazakhstan</p>	<p>1) carrying out the activities in the field of gambling industry is prohibited by the laws of the Republic of Kazakhstan for this category of service recipient;</p> <p>2) a license fee was not paid;</p> <p>3) The service recipient of the state service does not meet the qualifications established by article 13 of the Law of the Republic of Kazakhstan "On Gambling Industry" ;</p> <p>4) establishing the unreliability of the documents submitted by the service recipient to obtain the state service, and (or) the data ( information) contained in them;</p> <p>5) non-compliance of the service recipient and (or) submitted materials, objects, data and information necessary for the provision of the state service with the requirements established by the Rules;</p>

		<p>6) There is a court decision (verdict) that has entered into legal force on the suspension or prohibition of activities in the field of gambling industry in relation to the service recipient;</p> <p>7) the court, based on the representation of the enforcement agent, is temporarily prohibited from issuing a license to the service recipient-debtor;</p> <p>8) lack of consent of the service recipient provided in accordance with article 8 of the Law of the Republic of Kazakhstan “On personal data and their protection”, on access to limited access personal data required for the provision of the state service.</p>
10	Other requirements, taking into account the particularities of the provision of a state service, including those provided in electronic form	<p>A service recipient has an opportunity to receive information about the procedure and status for the provision of a state service in the remote access mode via the "personal account" of the portal, as well as the Uniform Contact Center. Information about the procedure for the provision of a state service can be obtained by the phone number of the service provider: 8 (7172) 741680 or by the phone number of the Uniform Contact Center: 1414, 8 800 080 7777.</p>

Appendix 2  
to the Rules for the provision of  
state service "Issuance of a license  
to engage in the activities of a  
casino"  
Form

### **Application of a legal entity for obtaining a license**

To \_\_\_\_\_  
(full name of a licensor)  
from \_\_\_\_\_  
(full name, business identification number of a legal entity  
(including a foreign legal entity), business identification  
number of a branch or representative office of a foreign legal entity - in case  
if the legal entity does not have a business identification number)

I hereby request to issue a license to carry out \_\_\_\_\_

(specify the full name of the activity type)

Address of the legal entity \_\_\_\_\_

(postal code, country (for a foreign legal entity),  
region, city, district, locality, street name, house / building number  
(stationary premise)

E-mail \_\_\_\_\_

Phone numbers \_\_\_\_\_

Fax \_\_\_\_\_

Bank account \_\_\_\_\_

(account number, name and location of the bank)

The address of the object of the activity or actions (operations)

(postal code, region, city, district, locality, street name,  
house/building number (stationary premise)

\_\_\_\_\_ sheets are attached.

Hereby it is certified that the applicant is not prohibited by the court to engage  
in the licensed type and (or) subtype of activities; all attached documents  
are true and valid.

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

Head \_\_\_\_\_

(surname, name, patronymic (if any))

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

Appendix 3  
to the Rules for provision of state service  
"Issuance of a license to engage  
in activities of casino"

Form

**Information on the availability of a building (part of a building, structure, facility)  
on the basis of ownership or other legal grounds in a hotel complex of at least three stars,  
in which a casino is operated, complying with the sanitary,  
epidemiological, and fire safety standards established by the legislation  
of the Republic of Kazakhstan**

**Footnote. Appendix 3 as amended by the order of the Minister of Tourism and Sports of  
the Republic of Kazakhstan dated 10.10.2024 No. 178 (shall be enforced upon expiry of ten  
calendar days after the date of its first official publication).**

No.	Cadastral number of the real estate facility	Address of the building	Name, date, and number of the title document for real estate	Information about cash registers (number, location address, electronic cash register address (if available))	Availability of permits in the areas of sanitary and epidemiological welfare of the population* and fire safety	* Note (for facilities of high epidemiological significance – obtaining a sanitary and epidemiological conclusion; for facilities of minor epidemiological significance – notification of the start of operations)
1	2	3	4	5	6	7

Appendix 4  
to the Rules for provision  
of state service  
"Issuance of a license to engage  
in the activities of casino"

Form

**Information about availability of gambling equipment on the right of ownership**

**Footnote. The information as amended by the order of the Acting Minister of Tourism and Sports of the Republic of Kazakhstan dated 26.12.2023 No. 342 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication).**

Item No.	Name of the gambling equipment	Type of the gambling equipment	Number and date of the agreement for the purchased equipment	Number and date of the transfer-acceptance certificate for the equipment	Purpose (for a bookmaker office or a betting house or a casino or a gaming machine hall)	Quantity
1	2	3	4	5	6	7

Table continued

Serial or inventory number	Manufacturer	Technical condition (new, used)	Number, date, the body, issued the certificate of compliance (for new gaming machines)	Date of testing the equipment (for new gaming machines)	Cash register (fiscalizer) number (if any)	The established coefficient of winning technologically incorporated into the gaming machine (for gaming machines)

8	9	10	11	12	13	14
---	---	----	----	----	----	----

Appendix 5 to the Rules  
for the provision of the state service  
"Issuance of a license  
to engage in the activities of casino"

Form

**Information about availability of agreements with legal entities, received a license to engage in security guard services in accordance with the procedure established by the legislation of the Republic of Kazakhstan**

**Footnote. Information as amended by the order of the Minister of Culture and Sports of the Republic of Kazakhstan dated 18.01.2021 No. 9 (shall be enforced upon expiry of twenty-one calendar days after the date of its first official publication).**

Item No.	Number and date of agreement to provide security guard services	Name of the legal entity with whom the agreement for the provision of security guard services is concluded	Business identification number of the entity, providing the security guard services	Number and date of a license to engage in security guard activities
1	2	3	4	5

Appendix 6  
to the Rules for the provision of  
state service "Issuance of a license  
to engage in the activities of a  
casino"  
Form

**Application of a legal entity to reissuance of a license**

To \_\_\_\_\_  
(full name of a licensor)

from \_\_\_\_\_

(full name, business identification number of a legal entity (including a foreign legal entity), business identification number of a branch or representative office of a foreign legal entity - in case if the legal entity does not have a business identification number)

I hereby request to reissue a license No. \_\_\_\_\_ dated "\_\_\_" \_\_\_\_\_ 20\_\_\_\_,  
issued by \_\_\_\_\_

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

To carry out

\_\_\_\_\_  
(full name of the type of activities and (or) subtype(s) of activities)

according to the following ground(s) (indicate "X" in the appropriate box):

1) reorganization of a legal entity - licensee, in accordance with the procedure,

specified by article 34 of the Law of the Republic of Kazakhstan "On permits and notifications" through (indicate "X" in the appropriate box):

consolidation \_\_\_\_\_

transformation \_\_\_\_\_

merger \_\_\_\_\_

spin-off \_\_\_\_\_

split-up \_\_\_\_\_

2) change of the name of the legal entity-licensee \_\_\_\_\_

3) change of the location of the legal entity-licensee \_\_\_\_\_

4) alienation by the licensee of a license issued under the class of "permissions issued for objects", together with the object in favor of third parties in cases where the alienation of the license provided for by Appendix 1 to the Law of the Republic of Kazakhstan "On Permissions and Notifications" \_\_\_\_\_

5) change of the address of the location of an object without physically moving it for a license issued under the class "permits issued to objects" or for annexes to a license indicating the objects \_\_\_\_\_

6) existence of the requirement on the reissuance in the laws of the Republic of Kazakhstan

7) change of the name of the type of activities \_\_\_\_\_

8) change of the name of the subtype of activities \_\_\_\_\_

Address of the legal entity \_\_\_\_\_

(country - for a foreign legal entity, postal code, region, city, district, settlement, street name, house / building number (stationary premise)

E-mail \_\_\_\_\_

Phone numbers \_\_\_\_\_

Fax \_\_\_\_\_

Bank account \_\_\_\_\_

(account number, name and location of the bank)

The address of the object of the activity or actions (operations)

(postal code, region, city, district, locality, street name, house/building number (stationary premise)

\_\_\_\_\_ sheets are attached.

Hereby it is certified that the applicant is not prohibited by the court to engage in the licensed type and (or) subtype of activities; all attached documents are true and valid.

I agree to the use of information, constituting the secret, protected by the law,

contained in the information systems.

Head \_\_\_\_\_

(surname, name, patronymic (if any))

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

Appendix 2  
to the order of the  
Minister of Culture and Sports  
of the Republic of Kazakhstan  
dated July 8, 2020 No. 195

## **Rules for the provision of a state service "Issuance of a license to engage in the activities of a gaming machine hall" Chapter 1. General Provisions**

1. These Rules for the provision of a state service "Issuance of a license to engage in the activities of a gaming machine hall" (hereinafter referred to as the Rules) have been developed in accordance with subclause 1) of article 10 of the Law of the Republic of Kazakhstan "On State Services" (hereinafter referred to as the Law) and shall determine the procedure for the provision of a state service "Issuance of a license to engage in the activities of a gaming machine hall" (hereinafter referred to as the state service).

**Footnote. Clause 1 as amended by the order of the Acting Minister of Culture and Sports of the Republic of Kazakhstan dated 22.12.2022 No. 383 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication).**

2. The state service shall be provided by the Committee of Tourism Industry of the Ministry of Tourism and Sports of the Republic of Kazakhstan (hereinafter referred to as the service provider) to legal entities (hereinafter referred to as the service recipient) in accordance with these Rules.

**Footnote. Clause 2 as amended by the order of the Acting Minister of Tourism and Sports of the Republic of Kazakhstan dated 26.12.2023 No. 342 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication).**

3. To obtain a license, the service recipient shall be subject to qualification requirements, stipulated by article 13 of the Law of the Republic of Kazakhstan "On Gambling Industry".

**Footnote. Clause 3 as amended by the order of the Acting Minister of Culture and Sports of the Republic of Kazakhstan dated 22.12.2022 No. 383 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication).**

## **Chapter 2. Procedure for the provision of a state service**

4. To receive a state service, the service recipient shall submit an application to the service provider via the web portal of "e-government" [www.egov.kz](http://www.egov.kz), [www.elicense.kz](http://www.elicense.kz) (hereinafter referred to as the portal)

5. list of basic requirements for the provision of a state service, including the characteristics of the process, form, content and result for the provision of a state service, as

well as other information, taking into account the specifics for the provision of a state service, are set out in Appendix 1 to these Rules.

The service provider obtains information about the state registration (re-registration) of a legal entity from the relevant information systems through the “e-government” gateway.

**Footnote. Clause 5 as amended by the order of the Minister of Tourism and Sports of the Republic of Kazakhstan dated 10.10.2024 No. 178 (shall be enforced upon expiry of ten calendar days after the date of its first official publication).**

6. The service provider, within two working days from the date of receipt of the documents, shall verify the completeness of the submitted documents specified in clause 8 of the list of basic requirements for the provision of a state service according to Appendix 1 to these Rules, in the event of provision of an incomplete package of documents and (or) documents with expired validity by the service recipient, shall prepare a reasoned refusal to further consider the application.

If the service recipient provides a full package of documents, the service provider shall prepare, endorse / sign an order for issuing a license within 10 (ten) working days, renewal of a license - 3 (three) working days.

When identifying grounds for refusal to provide a state service, the service provider shall notify the service recipient of the preliminary decision to refuse to provide the state service, as well as the time and place (method) of the hearing to allow the service recipient to express a position on the preliminary decision.

Notice of the hearing shall be sent at least 3 (three) working days before the end of the period for providing the state service. The hearing shall be held no later than 2 (two) working days from the date of notification.

Based on the results of the hearing, the service provider shall issue the result of the provision of the state service or a reasoned response about the refusal to provide the state service.

**Footnote. Clause 6 as amended by the order of the Acting Minister of Culture and Sports of the Republic of Kazakhstan dated 22.12.2022 No. 383 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication).**

7. The service provider shall ensure data entry on the stage of provision of a state service into the information monitoring system of provision of state services in accordance with subclause 11) of clause 2 of article 5 of the Law.

The authorized body in the field of gambling industry shall send information about amendments and (or) additions to these Rules, defining the procedure for providing public services to the Unified Contact Center and the operator of the information and communication infrastructure of “electronic government” within 3 (three) working days after state registration of the relevant regulatory legal act with the justice authorities.



Footnote. Clause 7 as amended by the order of the Acting Minister of Culture and Sports of the Republic of Kazakhstan dated 22.12.2022 No. 383 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication).

### **Chapter 3. The procedure for appealing decisions, actions (inaction) of the service provider on the provision of public services**

8. Consideration of a complaint regarding the provision of state services shall be carried out by a higher administrative body, official, authorized body for assessing and monitoring the quality of provision of state services (hereinafter referred to as the body considering the complaint).

The complaint shall be submitted to the service provider and (or) an official, whose decision, action (inaction) is appealed.

The service provider and (or) an official, whose decision, action (inaction) is appealed, shall, no later than three working days from the date of receipt of the complaint, send it and the administrative case to the body considering the complaint.

In this case, the service provider, official, whose decision, action (inaction) is being appealed, shall have the right not to forward the complaint to the body considering the complaint if, within three working days, he makes a decision or other administrative action that fully satisfies the requirements specified in the complaint.

Unless otherwise provided by the laws of the Republic of Kazakhstan, legal recourse shall be allowed after appealing in a pre-trial manner.

The complaint of a service recipient received by the service provider shall be subject to consideration within five working days from the date of its registration.

The complaint of a service recipient received by the body considering the complaint shall be subject to consideration within fifteen working days from the date of its registration.

In case of disagreement with the results of the state service received, the service recipient shall have the right to appeal to court in accordance with legislation.

Footnote. Clause 8 as amended by the order of the Acting Minister of Culture and Sports of the Republic of Kazakhstan dated 22.12.2022 No. 383 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication).

9. In case of disagreement with the results of the provided state service, the service recipient shall file a complaint with the court in accordance with the procedure established by the legislation of the Republic of Kazakhstan or to the authorized body for assessment and control over the quality of provision of state services.

The complaint of the service recipient to the authorized body for assessment and control over the quality of provision of state services shall be subject to consideration within 15 (fifteen) working days from the date of its registration.

for the provision of state  
service "Issuance of a license  
to engage in the activities  
of a gaming machine hall"

Footnote. Appendix 1 as amended by the order of the Acting Minister of Culture and Sports of the Republic of Kazakhstan dated 22.12.2022 No. 383 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication); as amended by the order of the Acting Minister of Tourism and Sports of the Republic of Kazakhstan dated 26.12.2023 No. 342 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication); dated 10.10.2024 No. 178 (shall be enforced upon expiry of ten calendar days after the date of its first official publication).

List of basic requirements for the provision of the state service "Issuance of a license to engage in the activities of a gaming machine hall"		
1	Name of the service provider	Committee of Tourism Industry of the Ministry of Tourism and Sports of the Republic of Kazakhstan.
2	Methods of provision of the state service	web-portal of "electronic government" <a href="http://www.egov.kz">www.egov.kz</a> , <a href="http://www.elicense.kz">www.elicense.kz</a>
3	Period for the provision of the state service	<p>Period for the provision of the state service from the time of submission of a package of documents to the portal:</p> <p>1) issuance of a license - 10 (ten) working days;</p> <p>2) reissuance of a license - 3 (three) working days.</p> <p>In the event of incomplete documents and/or documents that have expired, a written reasoned refusal by the service provider to accept the application – 2 (two) working days.</p> <p>If the service recipient has a valid license to operate in the gambling business, they must submit an application for a new license for the same type of activity 90 calendar days before the expiration of the current license. In this case, the start date of the new license is considered to be the day following the expiration date of the current license.</p>
4	Form for the provision of the state service	Electronic (partially automated).
		License, reissued license for the right to engage in the activities of a gaming machine halls, or a reasoned refusal to provide the state service

5	Result of the provision of the state service	<p>based on the grounds stipulated in clause 9 of the list of basic requirements to the provision of a state service.</p> <p>Form of provision of the result of provision of the state service: electronic.</p>
6	The amount of payment collected from the service recipient for the provision of state services, and the methods of collecting it in cases stipulated by the legislation of the Republic of Kazakhstan	<p>The state service shall be provided to legal entities on a paid basis.</p> <p>Rates of the annual license fee for the right to engage in the activities of machine gaming hall in accordance with clause 4 of Article 554 of the Code of the Republic of Kazakhstan "On taxes and other obligatory payments to the budget" (Tax Code) shall be:</p> <p>the fee for issuing a license amounts to 3845 monthly calculation indices (hereinafter referred to as the MCI);</p> <p>the fee for reissuing a license amounts to 10 % of the rate when issuing a license.</p> <p>Payment is made in cash and non-cash through second-tier banks and organizations, that carry out certain types of banking operations, as well as via the payment gateway of "e-government" (hereinafter referred to as the PGEG).</p>
7	Work schedule of the service provider and the information object	<p>Of the Service Provider - from Monday to Friday, from 9.00 to 18.30 with a lunch break from 13.00 to 14.30, except for weekends and holidays, in accordance with the labor legislation of the Republic of Kazakhstan;</p> <p>Of the portal – 24 hours, except for technical breaks associated with repair work (when the service recipient applies after the end of working hours, on weekends and holidays according to the labor legislation of the Republic of Kazakhstan, acceptance of the application and the issuance of the result for the provision of a state service shall be carried out on the next working day).</p>
		<p>To obtain a license:</p> <p>1) application of a legal entity for a license in the form of an electronic request certified by an electronic</p>

digital signature (hereinafter referred to as the EDS) of the service recipient, according to Appendix 2 to these Rules.

The service provider obtains information about the state registration (re-registration) of a legal entity from the relevant information systems through the “e-government” gateway;

2) document of payment to the budget of a license fee (except for the cases of payment via the PGEG) in the form of an electronic document;

3) information on the ownership or other legal basis for the existence of a building (part of a building, structure, facility) in a hotel complex with a rating of at least three stars (if no data is available in the information system [www.elicense.kz](http://www.elicense.kz) , provide supporting documents: certificate or accreditation certificate for a hotel complex of at least three stars), complying with the sanitary, epidemiological, and fire safety standards established by the legislation of the Republic of Kazakhstan, in the form, according to Appendix 3 to these Rules with the provision of copies of permits in the areas of sanitary and epidemiological welfare of the population in accordance with paragraph 4 of Article 94 of the Code of the Republic of Kazakhstan "On Public Health and Healthcare System " (for facilities of high epidemiological significance - obtaining a sanitary and epidemiological conclusion, for facilities of minor epidemiological significance - notification of the start of activities) and in the field of fire safety in accordance with paragraph 2 of Article 61 of the Law of the Republic of Kazakhstan “On Civil Protection”;

4) information on the availability of gambling equipment owned (with supporting documents: goods declaration, inventory list, invoices, purchase agreement for the

List of documents and information required from the service recipient for the provision of the state service

acquisition of inventory), in the form specified in Appendix 4 to these Rules;

5) information on the existence of contracts with legal entities that have obtained a license to carry out security activities in accordance with the procedure established by the legislation of the Republic of Kazakhstan in accordance with paragraph 1 of Article 5 of the Law of the Republic of Kazakhstan "On Security Activity" (with provision of supporting documents) in the form according to Appendix 5 to these Rules;

6) availability of samples and nominations, applicable legitimization marks in Kazakh and Russian languages, in the form of an electronic copy of the document;

7) rules for the operation of gambling establishments in accordance with the Standard Rules for the Operation of Gambling Establishments, the Acceptance of Bets, and the Conduct of Gambling and/or Betting, approved in the gambling business sector in accordance with paragraph 2-1 of Article 15 of the Law of the Republic of Kazakhstan "On Gambling Industry" in Kazakh and Russian languages in the form of an electronic copy of the document;

8) an agreement with a second-tier bank in the Republic of Kazakhstan to open a deposit in the amount of 60,000 MCI, as established by the law on the republican budget for the relevant financial year, subject to the deposit being issued on demand (demand deposit) in the form of an electronic copy of the document; for reissuance of the license:

1) an application from a legal entity for the renewal of a license in the form of an electronic request certified by the service recipient's electronic digital signature, in accordance with Appendix 6 to these Rules;

2) a document confirming payment of the license fee to the budget (

		<p>except in cases of payment via the PGEG) in the form of an electronic document;</p> <p>3) electronic copies of documents containing information about changes that served as the basis for reissuing the license and/or annexes to the license, except for documents whose information is contained in state information systems. Information about the state registration (re-registration) of a legal entity, a document confirming ownership or other legal right to real estate, a document confirming payment by the service recipient to the budget of the amount of the fee ( in the case of payment via the PGEG ), the service provider obtains from the relevant state information systems through the “e-government” gateway. When submitting an application through the portal, the status of acceptance of the request for state services is sent to the service recipient's “personal account ”.</p>
9	<p>Grounds for refusal to provide the state service, set forth by the legislation of the Republic of Kazakhstan</p>	<p>1) carrying out the activities in the field of gambling industry is prohibited by the laws of the Republic of Kazakhstan for this category of service recipient;</p> <p>2) a license fee was not paid;</p> <p>3) The service recipient of the state service does not meet the qualifications established by article 13 of the Law of the Republic of Kazakhstan "On Gambling Industry" ;</p> <p>4) establishing the unreliability of the documents submitted by the service recipient to obtain the state service, and (or) the data ( information) contained in them;</p> <p>5) non-compliance of the service recipient and (or) submitted materials, objects, data and information necessary for the provision of the state service with the requirements established by the Rules;</p> <p>6) There is a court decision (verdict) that has entered into legal force on</p>

		<p>the suspension or prohibition of activities in the field of gambling industry in relation to the service recipient;</p> <p>7) the court, based on the representation of the enforcement agent, is temporarily prohibited from issuing a license to the service recipient-debtor;</p> <p>8) lack of consent of the service recipient provided in accordance with article 8 of the Law of the Republic of Kazakhstan "On personal data and their protection", on access to limited access personal data required for the provision of the state service.</p>
10	Other requirements, taking into account the particularities of the provision of a state service, including those provided in electronic form	<p>A service recipient has an opportunity to receive information about the procedure and status for the provision of a state service in the remote access mode via the "personal account" of the portal, as well as the Uniform Contact Center. Information about the procedure for the provision of a state service can be obtained by the phone number of the service provider: 8 (7172) 741680 or by the phone number of the Uniform Contact Center: 1414, 8 800 080 7777.</p>

Appendix 2  
to the Rules for the provision of  
state service "Issuance of a license  
to engage in the activities  
of a gaming machine hall"  
Form

### Application of a legal entity for obtaining a license

To \_\_\_\_\_

(full name of a licensor)

from \_\_\_\_\_

(full name, business identification number of a legal entity

(including a foreign legal entity), business identification number

branch or representative office of a foreign legal entity - in case

if the legal entity does not have a business identification number)

I hereby request to issue a license to carry out \_\_\_\_\_

\_\_\_\_\_

(specify the full name of the activity type)

Address of the legal entity \_\_\_\_\_  
\_\_\_\_\_

(postal code, country (for a foreign legal entity),  
region, city, district, locality, street name, house / building number  
(stationary premise)

E-mail \_\_\_\_\_

Phone numbers \_\_\_\_\_

Fax \_\_\_\_\_

Bank account \_\_\_\_\_

(account number, name and location of the bank)

The address of the object of the activity or actions (operations)

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

\_\_\_\_\_ sheets are attached.

Hereby it is certified that the applicant is not prohibited by the court to engage  
in the licensed type and (or) subtype of activities; all attached documents are true and  
valid.

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

Head \_\_\_\_\_

(surname, name, patronymic (if any))

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

Appendix 3  
to the Rules for the provision of  
state service "Issuance of a license  
to engage in the activities  
of a gaming machine hall"

Form

**Information on the availability of a building (part of a building, structure,  
facility) on the basis of ownership or other legal grounds in a hotel complex of at least three stars,  
in which a casino is operated, complying with the sanitary, epidemiological,  
and fire safety standards established by the legislation of the Republic of Kazakhstan**

**Footnote. Appendix 3 as amended by the order of the Minister of Tourism and Sports of  
the Republic of Kazakhstan dated 10.10.2024 No. 178 (shall be enforced upon expiry of ten  
calendar days after the date of its first official publication).**

						* Note (for facilities of high
--	--	--	--	--	--	--------------------------------------



No.	Cadastral number of the real estate facility	Address of the building	Name, date, and number of the title document for real estate	Information about cash registers (number, location address, electronic cash register address (if available))	Availability of permits in the areas of sanitary and epidemiological welfare of the population* and fire safety	epidemiological significance – obtaining a sanitary and epidemiological conclusion; for facilities of minor epidemiological significance – notification of the start of operations)
1	2	3	4	5	6	7

Appendix 4  
to the Rules for the provision of  
state service "Issuance of a license  
to engage in the activities  
of a gaming machine hall"

Form

**Information about availability of gambling equipment on the right of ownership**

**Footnote. The information as amended by the order of the Acting Minister of Tourism and Sports of the Republic of Kazakhstan dated 26.12.2023 No. 342 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication).**

Item No.	Name of the gambling equipment	Type of the gambling equipment	Number and date of the agreement for the purchased equipment	Number and date of the transfer-acceptance certificate for the equipment	Purpose (for a bookmaker office or a betting house or a casino or a gaming machine hall)	Quantity
1	2	3	4	5	6	7

Table continued

Serial or inventory number	Manufacturer	Technical condition (new, used)	Number, date, the body, issued the certificate of compliance (for new gaming machines)	Date of testing the equipment (for new gaming machines)	Cash register (fiscalizer) number (if any)	The established coefficient of winning technologically incorporated into the gaming machine (for gaming machines)
8	9	10	11	12	13	14

Appendix 5 to the Rules  
for the provision of the state service

"Issuance of a license to engage  
in the activities of a gaming  
machine hall"

Form

**Information about availability of agreements with legal entities, received a license to engage in security guard services in accordance with the procedure established by the legislation of the Republic of Kazakhstan**

Footnote. Information as amended by the order of the Minister of Culture and Sports of the Republic of Kazakhstan dated 18.01.2021 No. 9 (shall be enforced upon expiry of twenty-one calendar days after the date of its first official publication).

Item No.	Number and date of agreement to provide security guard services	Name of the legal entity with whom the agreement for the provision of security guard services is concluded	Business identification number of the entity, providing the security guard services	Number and date of a license to engage in security guard activities
1	2	3	4	5

Appendix 6  
to the Rules for the provision of  
state service "Issuance of a license  
to engage in the activities  
of a gaming machine hall"  
Form

**Application of a legal entity to reissuance of a license**

To \_\_\_\_\_  
(full name of a licensor)

from \_\_\_\_\_

(full name, business identification number of a legal entity (including a foreign legal entity), business identification number of a branch or representative office of a foreign legal entity - in case if the legal entity does not have a business identification number)

I hereby request to reissue a license No. \_\_\_\_\_ dated "\_\_\_" \_\_\_\_\_ 20\_\_\_ ,  
issued by \_\_\_\_\_

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

To carry out

\_\_\_\_\_  
(full name of the type of activities and (or) subtype(s) of activities)

according to the following ground(s) (indicate "X" in the appropriate box):

1) reorganization of a legal entity - licensee, in accordance with the procedure, specified by article 34 of the Law of the Republic of Kazakhstan "On permits and

notifications" through (indicate "X" in the appropriate box):

consolidation \_\_\_\_\_

transformation \_\_\_\_\_

merger \_\_\_\_\_

spin-off \_\_\_\_\_

split-up \_\_\_\_\_

2) change of the name of the legal entity-licensee \_\_\_\_\_

3) change of the location of the legal entity-licensee \_\_\_\_\_

4) alienation by the licensee of a license issued under the class of "permissions issued for objects", together with the object in favor of third parties in cases where the alienation of the license

provided for by Appendix 1 to the Law of the Republic of Kazakhstan

"On Permissions and Notifications" \_\_\_\_\_

5) change of the address of the location of an object without physically moving it for a license issued under the class "permits issued to objects" or for annexes to a license indicating the objects \_\_\_\_\_

6) existence of the requirement on the reissuance in the laws of the Republic of Kazakhstan

7) change of the name of the type of activities \_\_\_\_\_

8) change of the name of the subtype of activities \_\_\_\_\_

Address of the legal entity \_\_\_\_\_

(country - for a foreign legal entity, postal code, region, city, district, locality, street name, house/building number (stationary premise)

E-mail \_\_\_\_\_

Phone numbers \_\_\_\_\_

Fax \_\_\_\_\_

Bank account \_\_\_\_\_

(account number, name and location of the bank)

The address of the object of the activity or actions (operations)

(postal code, region, city, district, locality, street name, house/building number (stationary premise)

\_\_\_\_\_ sheets are attached.

Hereby it is certified that the applicant is not prohibited by the court to engage in the licensed type and (or) subtype of activities; all attached documents are true and valid.

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

Head \_\_\_\_\_

(surname, name, patronymic (if any))

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

Appendix 3  
to the order of the  
Minister of Culture and Sports  
of the Republic of Kazakhstan  
dated July 8, 2020 No. 195

## **Rules for the provision of a state service "Issuance of a license to engage in the activities of a bookmaker office" Chapter 1. General Provisions**

1. These Rules for the provision of a state service "Issuance of a license to engage in the activities of a bookmaker office" (hereinafter referred to as the Rules) have been developed in accordance with subclause 1) of article 10 of the Law of the Republic of Kazakhstan "On State Services" (hereinafter referred to as the Law) and shall determine the procedure for the provision of a state service "Issuance of a license to engage in the activities of a bookmaker office" (hereinafter referred to as the state service).

**Footnote. Clause 1 as amended by the order of the Acting Minister of Culture and Sports of the Republic of Kazakhstan dated 22.12.2022 No. 383 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication).**

2. The state service shall be provided by the Committee of Tourism Industry of the Ministry of Tourism and Sports of the Republic of Kazakhstan (hereinafter referred to as the service provider) to legal entities (hereinafter referred to as the service recipient) in accordance with these Rules.

**Footnote. Clause 2 as amended by the order of the Acting Minister of Tourism and Sports of the Republic of Kazakhstan dated 26.12.2023 No. 342 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication).**

3. To obtain a license, the service recipient shall be subject to qualification requirements, stipulated by article 13 of the Law of the Republic of Kazakhstan "On Gambling Industry".

**Footnote. Clause 3 as amended by the order of the Acting Minister of Culture and Sports of the Republic of Kazakhstan dated 22.12.2022 No. 383 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication).**

## **Chapter 2. Procedure for the provision of a state service**

4. To receive a state service, the service recipient shall apply to the service provider through web portal "e-government" [www.egov.kz](http://www.egov.kz), [www.elicense.kz](http://www.elicense.kz) (hereinafter referred to as the portal).

5. A list of basic requirements for the provision of a state service and result for the provision of a state service, as well as other information, taking into account the specifics for the provision of a state service, are set out in Appendix 1 to these Rules.

The service provider obtains information about the state registration (re-registration) of a legal entity from the relevant information systems through the “e-government” gateway.

**Footnote. Clause 5 as amended by the order of the Minister of Tourism and Sports of the Republic of Kazakhstan dated 10.10.2024 No. 178 (shall be enforced upon expiry of ten calendar days after the date of its first official publication).**

6. The service provider, within two working days from the date of receipt of the documents, shall verify the completeness of the submitted documents specified in clause 8 of the list of basic requirements for the provision of a state service according to Appendix 1 to these Rules, in the event of provision of an incomplete package of documents and (or) documents with expired validity by the service recipient, shall prepare a reasoned refusal to further consider the application.

If the service recipient provides a full package of documents, the service provider shall prepare, endorse / sign an order for issuing a license within 10 (ten) working days, renewal of a license - 3 (three) working days.

When identifying grounds for refusal to provide a state service, the service provider shall notify the service recipient of the preliminary decision to refuse to provide the state service, as well as the time and place (method) of the hearing to allow the service recipient to express a position on the preliminary decision.

Notice of the hearing shall be sent at least 3 (three) working days before the end of the period for providing the state service. The hearing shall be held no later than 2 (two) working days from the date of notification.

Based on the results of the hearing, the service provider shall issue the result of the provision of the state service or a reasoned response about the refusal to provide the state service.

**Footnote. Clause 6 as amended by the order of the Acting Minister of Culture and Sports of the Republic of Kazakhstan dated 22.12.2022 No. 383 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication).**

7. The service provider shall ensure data entry on the stage of provision of a state service into the information monitoring system of provision of state services in accordance with subclause 11) of clause 2 of article 5 of the Law.

The authorized body in the field of gambling industry shall send information about amendments and (or) additions made to the by-laws and regulatory legal acts, defining the procedure for providing public services to the Unified Contact Center and the operator of the information and communication infrastructure of “electronic government” within 3 (three) working days after state registration of the relevant regulatory legal act with the justice authorities.

Footnote. Clause 7 as amended by the order of the Acting Minister of Culture and Sports of the Republic of Kazakhstan dated 22.12.2022 No. 383 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication).

### **Chapter 3. The procedure for appealing decisions, actions (inaction) of the service provider on the provision of public services**

8. Consideration of a complaint regarding the provision of state services shall be carried out by a higher administrative body, official, authorized body for assessing and monitoring the quality of provision of state services (hereinafter referred to as the body considering the complaint).

The complaint shall be submitted to the service provider and (or) an official, whose decision, action (inaction) is appealed.

The service provider and (or) an official, whose decision, action (inaction) is appealed, shall, no later than three working days from the date of receipt of the complaint, send it and the administrative case to the body considering the complaint.

In this case, the service provider, official, whose decision, action (inaction) is being appealed, shall have the right not to forward the complaint to the body considering the complaint if, within three working days, he makes a decision or other administrative action that fully satisfies the requirements specified in the complaint.

Unless otherwise provided by the laws of the Republic of Kazakhstan, legal recourse shall be allowed after appealing in a pre-trial manner.

The complaint of a service recipient received by the service provider shall be subject to consideration within five working days from the date of its registration.

The complaint of a service recipient received by the body considering the complaint shall be subject to consideration within fifteen working days from the date of its registration.

In case of disagreement with the results of the state service received, the service recipient shall have the right to appeal to court in accordance with legislation.

Footnote. Clause 8 as amended by the order of the Acting Minister of Culture and Sports of the Republic of Kazakhstan dated 22.12.2022 No. 383 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication).

9. In case of disagreement with the results of the provided state service, the service recipient shall file a complaint with the court in accordance with the procedure established by the legislation of the Republic of Kazakhstan or to the authorized body for assessment and control over the quality of provision of state services.

The complaint of the service recipient to the authorized body for assessment and control over the quality of provision of state services shall be subject to consideration within 15 (fifteen) working days from the date of its registration.

state service "Issuance of a license  
to engage in activities of a  
bookmaker office"

Footnote. Appendix 1 as amended by the order of the Acting Minister of Culture and Sports of the Republic of Kazakhstan dated 22.12.2022 No. 383 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication); as amended by the order of the Acting Minister of Tourism and Sports of the Republic of Kazakhstan dated 26.12.2023 No. 342 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication); dated 10.10.2024 No. 178 (shall be enforced upon expiry of ten calendar days after the date of its first official publication).

List of basic requirements for the provision of the state service "Issuance of a license to engage in the activities of a bookmaker office"		
1	Name of the service provider	Committee of Tourism Industry of the Ministry of Tourism and Sports of the Republic of Kazakhstan.
2	Methods of provision of the state service	web-portal of "electronic government" <a href="http://www.egov.kz">www.egov.kz</a> , <a href="http://www.elicense.kz">www.elicense.kz</a>
3	Period for the provision of the state service	<p>Period for the provision of the state service from the time of submission of a package of documents to the portal:</p> <p>1) issuance of a license - 10 (ten) working days;</p> <p>2) reissuance of a license - 3 (three) working days.</p> <p>In the event of incomplete documents and/or documents that have expired, a written reasoned refusal by the service provider to accept the application – 2 (two) working days.</p> <p>If the service recipient has a valid license to operate in the gambling business, they must submit an application for a new license for the same type of activity 90 calendar days before the expiration of the current license. In this case, the start date of the new license is considered to be the day following the expiration date of the current license.</p>
4	Form for the provision of the state service	Electronic (partially automated).
		License, reissued license for the right to engage in the activities of a bookmaker конторы, or a reasoned refusal to provide the state service based on the grounds stipulated in

5	Result of the provision of the state service	<p>clause 9 of the list of basic requirements to the provision of a state service.</p> <p>Form of provision of the result of provision of the state service: electronic.</p>
6	The amount of payment collected from the service recipient for the provision of state services, and the methods of collecting it in cases stipulated by the legislation of the Republic of Kazakhstan	<p>The state service shall be provided to legal entities on a paid basis.</p> <p>Rates of the annual license fee for the right to engage in the activities of a bookmaker office in accordance with clause 4 of article 554 of the Code of the Republic of Kazakhstan "On taxes and other obligatory payments to the budget" (Tax Code) shall be:</p> <p>the fee for issuing a license amounts to 640 monthly calculation indices (hereinafter referred to as the MCI);</p> <p>the fee for reissuing a license amounts to 10 % of the rate when issuing a license.</p> <p>Payment is made in cash and non-cash through second-tier banks and organizations, that carry out certain types of banking operations, as well as via the payment gateway of "e-government" (hereinafter referred to as the PGEG).</p>
7	Work schedule of the service provider and the information object	<p>Of the Service Provider - from Monday to Friday, from 9.00 to 18.30 with a lunch break from 13.00 to 14.30, except for weekends and holidays, in accordance with the labor legislation of the Republic of Kazakhstan;</p> <p>Of the portal – 24 hours, except for technical breaks associated with repair work (when the service recipient applies after the end of working hours, on weekends and holidays according to the labor legislation of the Republic of Kazakhstan, acceptance of the application and the issuance of the result for the provision of a state service shall be carried out on the next working day).</p>
		<p>To obtain a license:</p> <p>1) application of a legal entity for a license in the form of an electronic request certified by an electronic digital signature (hereinafter referred</p>



to as the EDS) of the service recipient, according to Appendix 2 to these Rules. The service provider obtains information about the state registration (re-registration) of a legal entity from the relevant information systems through the “e-government” gateway;

2) document of payment to the budget of a license fee (except for the cases of payment via the PGEG) in the form of an electronic document;

3) information on the ownership of a building (part of a building, structure, facility) (with supporting documents), which complies with the sanitary, epidemiological, and fire safety standards established by the legislation of the Republic of Kazakhstan, in the form specified in Appendix 3 to these Rules with the provision of copies of permits in the areas of sanitary and epidemiological welfare of the population in accordance with paragraph 4 of Article 94 of the Code of the Republic of Kazakhstan "On Public Health and Healthcare System" (for facilities of high epidemiological significance - obtaining a sanitary and epidemiological conclusion, for facilities of minor epidemiological significance - notification of the start of activities) and in the field of fire safety in accordance with paragraph 2 of Article 61 of the Law of the Republic of Kazakhstan “On Civil Protection”;

4) information on the availability of gambling equipment owned (with supporting documents: goods declaration, inventory list, invoices, purchase agreement for the acquisition of inventory), in the form specified in Appendix 4 to these Rules;

5) information on the existence of contracts with legal entities that have obtained a license to carry out security activities in accordance with the procedure established by the legislation of the Republic of Kazakhstan in accordance with parag

List of documents and information required from the service recipient for the provision of the state service

raph 1 of Article 5 of the Law of the Republic of Kazakhstan "On Security Activity" (with provision of supporting documents) in the form according to Appendix 5 to these Rules;

6) the rules of operation of a bookmaker's office in accordance with the Standard Rules for the Operation of Bookmaker's Offices, the Acceptance of Bets and the Conduct of Gambling and/or Betting , approved in the gambling business in accordance with paragraph 2-1 of Article 15 of the Law of the Republic of Kazakhstan "On Gambling Industry" in Kazakh and Russian languages in the form of an electronic copy of the document;

7) an agreement with a second-tier bank in the Republic of Kazakhstan to open a deposit in the amount of 40,000 MCI, as established by the law on the republican budget for the relevant financial year, subject to the deposit being issued on demand (demand deposit) in the form of an electronic copy of the document; for license renewal:

1) an application from a legal entity for license renewal in the form of an electronic request certified by the service recipient's electronic signature, in accordance with Appendix 6 to these Rules;

2) a document confirming payment of the license fee to the budget (except in cases of payment via the PGEG) in the form of an electronic document;

3) electronic copies of documents containing information about changes that served as the basis for reissuing the license and/or annexes to the license, except for documents whose information is contained in state information systems.

Information about the state registration (re-registration) of a legal entity, a document confirming ownership or other legal right to real estate, a document confirming payment by the service recipient to the budget of the amount of the fee (

		<p>in the case of payment via the PGEG ), the service provider obtains from the relevant state information systems through the “e-government” gateway. When submitting an application through the portal, the status of acceptance of the request for state services is sent to the service recipient's “personal account”.</p>
9	<p>Grounds for refusal to provide the state service, set forth by the legislation of the Republic of Kazakhstan</p>	<p>1) carrying out the activities in the field of gambling industry is prohibited by the laws of the Republic of Kazakhstan for this category of service recipient;</p> <p>2) a license fee was not paid;</p> <p>3) The service recipient of the state service does not meet the qualifications established by article 13 of the Law of the Republic of Kazakhstan "On Gambling Industry" ;</p> <p>4) establishing the unreliability of the documents submitted by the service recipient to obtain the state service, and (or) the data ( information) contained in them;</p> <p>5) non-compliance of the service recipient and (or) submitted materials, objects, data and information necessary for the provision of the state service with the requirements established by the Rules;</p> <p>6) There is a court decision (verdict) that has entered into legal force on the suspension or prohibition of activities in the field of gambling industry in relation to the service recipient;</p> <p>7) the court, based on the representation of the enforcement agent, is temporarily prohibited from issuing a license to the service recipient-debtor;</p> <p>8) lack of consent of the service recipient provided in accordance with article 8 of the Law of the Republic of Kazakhstan “On personal data and their protection”, on access to limited access personal data required for the provision of the state service.</p>

10	Other requirements, taking into account the particularities of the provision of a state service, including those provided in electronic form	A service recipient has an opportunity to receive information about the procedure and status for the provision of a state service in the remote access mode via the "personal account" of the portal, as well as the Uniform Contact Center. Information about the procedure for the provision of a state service can be obtained by the phone number of the service provider: 8 (7172) 741680 or by the phone number of the Uniform Contact Center: 1414, 8 800 080 7777.
----	--	--

Appendix 2  
to the Rules for the provision of  
state service "Issuance of a license  
to engage in activities of a  
bookmaker office"  
Form

### Application of a legal entity for obtaining a license

To \_\_\_\_\_  
(full name of a licensor)

from \_\_\_\_\_  
(full name, business identification number of a legal entity  
(including a foreign legal entity), business identification number  
branch or representative office of a foreign legal entity - in case  
if the legal entity does not have a business identification number)

I hereby request to issue a license to carry out \_\_\_\_\_

\_\_\_\_\_  
(specify the full name of the activity type)

Address of the legal entity \_\_\_\_\_

\_\_\_\_\_  
(postal code, country (for a foreign legal entity), region, city,  
district, locality, street name, house/building number  
(stationary premise)

E-mail \_\_\_\_\_

Phone numbers \_\_\_\_\_

Fax \_\_\_\_\_

Bank account \_\_\_\_\_

(account number, name and location of the bank)

The address of the object of the activity or actions (operations)

\_\_\_\_\_

(postal code, region, city, district, locality, street name,  
house/building number (stationary premise)

\_\_\_\_\_ sheets are attached.

Hereby it is certified that the applicant is not prohibited by the court to engage in the licensed type and (or) subtype of activities; all attached documents are true and valid.

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

Head \_\_\_\_\_

(surname, name, patronymic (if any))

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

Appendix 3  
to the Rules for the provision of  
state service "Issuance of a license  
to engage in activities of a  
bookmaker office"  
Form

**Information on the availability of a building (part of a building, structure, facility) under ownership rights,  
complying with sanitary, epidemiological, and fire safety standards established by the legislation of the Republic of Kazakhstan**

**Footnote. Appendix 3 as amended by the order of the Minister of Tourism and Sports of the Republic of Kazakhstan dated 10.10.2024 No. 178 (shall be enforced upon expiry of ten calendar days after the date of its first official publication).**

No.	Cadastral number of the real estate facility	Address of the building	Name, date, and number of the title document for real estate	Information about cash registers (number, location address, electronic cash register address (if available))	Availability of permits in the areas of sanitary and epidemiological welfare of the population* and fire safety	* Note (for facilities of high epidemiological significance – obtaining a sanitary and epidemiological conclusion; for facilities of minor epidemiological significance – notification of the start of operations)
1	2	3	4	5	6	7

Appendix 4  
to the Rules for the provision of

state service "Issuance of a license  
to engage in activities of a  
bookmaker office"  
Form

**Information about availability of gambling equipment on the right of ownership**

**Footnote.** The information as amended by the order of the Acting Minister of Tourism and Sports of the Republic of Kazakhstan dated 26.12.2023 No. 342 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication).

Item No.	Name of the gambling equipment	Type of the gambling equipment	Number and date of the agreement for the purchased equipment	Number and date of the transfer-acceptance certificate for the equipment	Purpose (for a bookmaker office or a betting house or a casino or a gaming machine hall)	Quantity
1	2	3	4	5	6	7

Table continued

Serial or inventory number	Manufacturer	Technical condition (new, used)	Number, date, the body, issued the certificate of compliance (for new gaming machines)	Date of testing the equipment (for new gaming machines)	Cash register (fiscalizer) number (if any)	The established coefficient of winning technologically incorporated into the gaming machine (for gaming machines)
8	9	10	11	12	13	14

Appendix 5 to the Rules  
for the provision of the state service  
"Issuance of a license  
to engage in the activities  
of a bookmaker office"

Form

**Information about availability of agreements with legal entities, received a license to engage in security guard services in accordance with the procedure established by the legislation of the Republic of Kazakhstan**

**Footnote.** Information as amended by the order of the Minister of Culture and Sports of the Republic of Kazakhstan dated 18.01.2021 No. 9 (shall be enforced upon expiry of twenty-one calendar days after the date of its first official publication).

	Number and date of agreement to provide	Name of the legal entity with whom the agreement for the	Business identification number of the entity,	Number and date of a license to engage in
--	---	--	---	---

Item No.	security guard services	provision of security guard services is concluded	providing the security guard services	security guard activities
1	2	3	4	5

Appendix 6  
to the Rules for the provision of  
state service "Issuance of a license  
to engage in activities of a  
bookmaker office"  
Form

### Application of a legal entity to reissuance of a license

To \_\_\_\_\_  
(full name of a licensor)

from \_\_\_\_\_  
(full name, business identification number of a legal entity (including a foreign legal entity), business identification number of a branch or representative office of a foreign legal entity - in case if the legal entity does not have a business identification number)

I hereby request to reissue a license No. \_\_\_\_\_ dated "\_\_\_" \_\_\_\_\_ 20\_\_\_\_, issued by \_\_\_\_\_

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

\_\_\_\_\_

(full name of the type of activities and (or) subtype(s) of activities)

according to the following ground(s) (indicate "X" in the appropriate box):

1) reorganization of a legal entity - licensee, in accordance with the procedure, specified by article 34 of the Law of the Republic of Kazakhstan "On permits and notifications" through (indicate "X" in the appropriate box):

consolidation \_\_\_\_\_

transformation \_\_\_\_\_

merger \_\_\_\_\_

spin-off \_\_\_\_\_

split-up \_\_\_\_\_

2) change of the name of the legal entity-licensee \_\_\_\_\_

3) change of the location of the legal entity-licensee \_\_\_\_\_

4) alienation by the licensee of a license issued under the class of "permissions issued for objects", together with the object in favor of third parties in cases where the alienation of the license

provided for by Appendix 1 to the Law of the Republic of Kazakhstan  
"On Permissions and Notifications" \_\_\_\_\_

5) change of the address of the location of an object without physically moving it for a license issued under the class "permits issued to objects" or for annexes to a license indicating the objects \_\_\_\_\_

6) existence of the requirement on the reissuance in the laws of the Republic of Kazakhstan

7) change of the name of the type of activities \_\_\_\_\_

8) change of the name of the subtype of activities \_\_\_\_\_

Address of the legal entity \_\_\_\_\_

(country - for a foreign legal entity, postal code, region, city, district, locality, street name, house/building number (stationary premise)

E-mail \_\_\_\_\_

Phone numbers \_\_\_\_\_

Fax \_\_\_\_\_

Bank account \_\_\_\_\_

(account number, name and location of the bank)

The address of the object of the activity or actions (operations)

(postal code, region, city, district, locality, street name, house/building number (stationary premise)

\_\_\_\_\_ sheets are attached.

Hereby it is certified that the applicant is not prohibited by the court to engage in the licensed type and (or) subtype of activities; all attached documents are true and valid.

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

Head \_\_\_\_\_

(surname, name, patronymic (if any)

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

Appendix 4  
to the order of the  
Minister of Culture and Sports  
of the Republic of Kazakhstan  
dated July 8, 2020 No. 195

**Rules for the provision of a state service "Issuance of a license to engage in the activities of a betting house" Chapter 1. General Provisions**



1. These Rules for the provision of a state service "Issuance of a license to engage in activities of a betting house" (hereinafter referred to as the Rules) have been developed in accordance with subclause 1) of article 10 of the Law of the Republic of Kazakhstan "On State Services" (hereinafter referred to as the Law) and shall determine the procedure for the provision of a state service "Issuance of a license to engage in activities of a betting house" (hereinafter referred to as the state service).

**Footnote. Clause 1 as amended by the order of the Acting Minister of Culture and Sports of the Republic of Kazakhstan dated 22.12.2022 No. 383 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication).**

2. The state service shall be provided by the Committee of Tourism Industry of the Ministry of Tourism and Sports of the Republic of Kazakhstan (hereinafter referred to as the service provider) to legal entities (hereinafter referred to as the service recipient) in accordance with these Rules.

**Footnote. Clause 2 as amended by the order of the Acting Minister of Tourism and Sports of the Republic of Kazakhstan dated 26.12.2023 No. 342 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication).**

3. To obtain a license, the service recipient shall be subject to qualification requirements, stipulated by article 13 of the Law of the Republic of Kazakhstan "On Gambling Industry".

**Footnote. Clause 3 as amended by the order of the Acting Minister of Culture and Sports of the Republic of Kazakhstan dated 22.12.2022 No. 383 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication).**

## **Chapter 2. Procedure for the provision of a state service**

4. To receive a state service, the service recipient shall apply to the service provider through web portal "e-government" [www.egov.kz](http://www.egov.kz), [www.elicense.kz](http://www.elicense.kz) (hereinafter referred to as the portal).

5. A list of basic requirements for the provision of a state service and result for the provision of a state service, as well as other information, taking into account the specifics for the provision of a state service, are set out in Appendix 1 to these Rules.

The service provider obtains information about the state registration (re-registration) of a legal entity from the relevant information systems through the "e-government" gateway.

**Footnote. Clause 5 as amended by the order of the Minister of Tourism and Sports of the Republic of Kazakhstan dated 10.10.2024 No. 178 (shall be enforced upon expiry of ten calendar days after the date of its first official publication).**

6. The service provider, within two working days from the date of receipt of the documents, shall verify the completeness of the submitted documents specified in clause 8 of the list of basic requirements for the provision of a state service according to Appendix 1 to

these Rules, in the event of provision of an incomplete package of documents and (or) documents with expired validity by the service recipient, shall prepare a reasoned refusal to further consider the application.

If the service recipient provides a full package of documents, the service provider shall prepare, endorse / sign an order for issuing a license within 10 (ten) working days, renewal of a license - 3 (three) working days.

When identifying grounds for refusal to provide a state service, the service provider shall notify the service recipient of the preliminary decision to refuse to provide the state service, as well as the time and place (method) of the hearing to allow the service recipient to express a position on the preliminary decision.

Notice of the hearing shall be sent at least 3 (three) working days before the end of the period for providing the state service. The hearing shall be held no later than 2 (two) working days from the date of notification.

Based on the results of the hearing, the service provider shall issue the result of the provision of the state service or a reasoned response about the refusal to provide the state service.

**Footnote. Clause 6 as amended by the order of the Acting Minister of Culture and Sports of the Republic of Kazakhstan dated 22.12.2022 No. 383 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication).**

7. The service provider shall ensure data entry on the stage of provision of a state service into the information monitoring system of provision of state services in accordance with subclause 11) of clause 2 of article 5 of the Law.

The authorized body in the field of gambling industry shall send information about amendments and (or) additions to these Rules, defining the procedure for providing public services to the Unified Contact Center and the operator of the information and communication infrastructure of “electronic government” within 3 (three) working days after state registration of the relevant regulatory legal act with the justice authorities.

**Footnote. Clause 7 as amended by the order of the Acting Minister of Culture and Sports of the Republic of Kazakhstan dated 22.12.2022 No. 383 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication).**

### **Chapter 3. The procedure for appealing decisions, actions (inaction) of the service provider on the provision of public services**

8. Consideration of a complaint regarding the provision of state services shall be carried out by a higher administrative body, official, authorized body for assessing and monitoring the quality of provision of state services (hereinafter referred to as the body considering the complaint).

The complaint shall be submitted to the service provider and (or) an official, whose decision, action (inaction) is appealed.

The service provider and (or) an official, whose decision, action (inaction) is appealed, shall, no later than three working days from the date of receipt of the complaint, send it and the administrative case to the body considering the complaint.

In this case, the service provider, official, whose decision, action (inaction) is being appealed, shall have the right not to forward the complaint to the body considering the complaint if, within three working days, he makes a decision or other administrative action that fully satisfies the requirements specified in the complaint.

Unless otherwise provided by the laws of the Republic of Kazakhstan, legal recourse shall be allowed after appealing in a pre-trial manner.

The complaint of a service recipient received by the service provider shall be subject to consideration within five working days from the date of its registration.

The complaint of a service recipient received by the body considering the complaint shall be subject to consideration within fifteen working days from the date of its registration.

In case of disagreement with the results of the state service received, the service recipient shall have the right to appeal to court in accordance with legislation.

Footnote. Clause 8 as amended by the order of the Acting Minister of Culture and Sports of the Republic of Kazakhstan dated 22.12.2022 No. 383 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication).

9. In case of disagreement with the results of the provided state service , the service recipient shall file a complaint with the court in accordance with the procedure established by the legislation of the Republic of Kazakhstan or to the authorized body for assessment and control over the quality of provision of state services.

The complaint of the service recipient to the authorized body for assessment and control over the quality of provision of state services shall be subject to consideration within 15 (fifteen) working days from the date of its registration.

Appendix 1  
to the Rules for the provision of  
state service "Issuance of a license  
to engage in the activities of a  
betting house"

Footnote. Appendix 1 as amended by the order of the Acting Minister of Culture and Sports of the Republic of Kazakhstan dated 22.12.2022 No. 383 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication); as amended by the order of the Acting Minister of Tourism and Sports of the Republic of Kazakhstan dated 26.12.2023 No. 342 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication); dated 10.10.2024 No. 178 (shall be enforced upon expiry of ten calendar days after the date of its first official publication).

List of basic requirements for the provision of the state service "Issuance of a license to engage in activities of a betting house"		

1	Name of the service provider	Committee of Tourism Industry of the Ministry of Tourism and Sports of the Republic of Kazakhstan.
2	Methods of provision of the state service	web-portal of "electronic government" <a href="http://www.egov.kz">www.egov.kz</a> , <a href="http://www.elicense.kz">www.elicense.kz</a>
3	Period for the provision of the state service	<p>Period for the provision of the state service from the time of submission of a package of documents to the portal:</p> <p>1) issuance of a license - 10 (ten) working days;</p> <p>2) reissuance of a license - 3 (three) working days.</p> <p>In the event of incomplete documents and/or documents that have expired, a written reasoned refusal by the service provider to accept the application – 2 (two) working days.</p> <p>If the service recipient has a valid license to operate in the gambling business, they must submit an application for a new license for the same type of activity 90 calendar days before the expiration of the current license. In this case, the start date of the new license is considered to be the day following the expiration date of the current license.</p>
4	Form for the provision of the state service	Electronic (partially automated).
5	Result of the provision of the state service	<p>License, reissued license for the right to engage in the activities of a betting house, or a reasoned refusal to provide the state service based on the grounds stipulated in clause 9 of the list of basic requirements to the provision of a state service.</p> <p>Form of provision of the result of provision of the state service: electronic.</p>
		<p>The state service shall be provided to legal entities on a paid basis.</p> <p>Rates of the annual license fee for the right to engage in the activities of a betting house in accordance with clause 4 of article 554 of the Code of the Republic of Kazakhstan "On taxes and other obligatory payments to the budget" (Tax Code) shall be:</p>

6	The amount of payment collected from the service recipient for the provision of state services, and the methods of collecting it in cases stipulated by the legislation of the Republic of Kazakhstan	<p>the fee for issuing a license amounts to 640 monthly calculation indices ( hereinafter referred to as the MCI); the fee for reissuing a license amounts to 10 % of the rate when issuing a license.</p> <p>Payment is made in cash and non-cash through second-tier banks and organizations, that carry out certain types of banking operations, as well as via the payment gateway of "e-government" (hereinafter referred to as the PGEG).</p>
7	Work schedule of the service provider and the information object	<p>Of the Service Provider - from Monday to Friday, from 9.00 to 18.30 with a lunch break from 13.00 to 14.30, except for weekends and holidays, in accordance with the labor legislation of the Republic of Kazakhstan;</p> <p>Of the portal – 24 hours, except for technical breaks associated with repair work (when the service recipient applies after the end of working hours, on weekends and holidays according to the labor legislation of the Republic of Kazakhstan, acceptance of the application and the issuance of the result for the provision of a state service shall be carried out on the next working day).</p>
		<p>To obtain a license:</p> <p>1) application of a legal entity for a license in the form of an electronic request certified by an electronic digital signature (hereinafter referred to as the EDS) of the service recipient, according to Appendix 2 to these Rules. The service provider obtains information about the state registration (re-registration) of a legal entity from the relevant information systems through the “ e-government” gateway;</p> <p>2) document of payment to the budget of a license fee (except for the cases of payment via the PGEG) in the form of an electronic document;</p> <p>3) information on the ownership or other legal basis for the existence of a building (part of a building,</p>

List of documents and information required from the service recipient for the provision of the state service

structure, facility) in a hotel complex with a rating of at least three stars (if no data is available in the information system [www.elicense.kz](http://www.elicense.kz), provide supporting documents): certificate or accreditation certificate for a hotel complex of at least three stars), complying with the sanitary, epidemiological, and fire safety standards established by the legislation of the Republic of Kazakhstan, in the form, according to Appendix 3 to these Rules with the provision of copies of permits in the areas of sanitary and epidemiological welfare of the population in accordance with paragraph 4 of Article 94 of the Code of the Republic of Kazakhstan "On Public Health and Healthcare System" (for facilities of high epidemiological significance - obtaining a sanitary and epidemiological conclusion, for facilities of minor epidemiological significance - notification of the start of activities) and in the field of fire safety in accordance with paragraph 2 of Article 61 of the Law of the Republic of Kazakhstan "On Civil Protection";

4) information on the availability of gambling equipment owned (with supporting documents: goods declaration, inventory list, invoices, purchase agreement for the acquisition of inventory), in the form specified in Appendix 4 to these Rules;

5) information on the existence of contracts with legal entities that have obtained a license to carry out security activities in accordance with the procedure established by the legislation of the Republic of Kazakhstan in accordance with paragraph 1 of Article 5 of the Law of the Republic of Kazakhstan "On Security Activity" (with provision of supporting documents) in the form according to Appendix 5 to these Rules;

6) rules for the operation of the totalizator in accordance with the

Standard Rules for the Operation of the Totalizator, Acceptance of Bets, and Conduct of Gambling and/or Betting, approved in the gambling business in accordance with paragraph 2-1 of Article 15 of the Law of the Republic of Kazakhstan "On Gambling Industry" in Kazakh and Russian languages in the form of an electronic copy of the document;

7) an agreement with a second-tier bank in the Republic of Kazakhstan to open a deposit in the amount of 10,000 MCI, as established by the law on the republican budget for the relevant financial year, subject to the deposit being issued on demand (demand deposit) in the form of an electronic copy of the document;

for reissuance of the license:

1) an application from a legal entity for the renewal of a license in the form of an electronic request certified by the service recipient's electronic digital signature, in accordance with Appendix 6 to these Rules;

2) a document confirming payment of the license fee to the budget (except in cases of payment via the PGEG) in the form of an electronic document;

3) electronic copies of documents containing information about changes that served as the basis for reissuing the license and/or annexes to the license, except for documents whose information is contained in state information systems.

Information about the state registration (re-registration) of a legal entity, a document confirming ownership or other legal right to real estate, a document confirming payment by the service recipient to the budget of the amount of the fee (in the case of payment via the PGEG), the service provider obtains from the relevant state information systems through the "e-government" gateway. When submitting an application through the portal, the status of acceptance of the request for state services is sent to the

		service recipient's "personal account".
9	Grounds for refusal to provide the state service, set forth by the legislation of the Republic of Kazakhstan	<p>1) carrying out the activities in the field of gambling industry is prohibited by the laws of the Republic of Kazakhstan for this category of service recipient;</p> <p>2) a license fee was not paid;</p> <p>3) The service recipient of the state service does not meet the qualifications established by article 13 of the Law of the Republic of Kazakhstan "On Gambling Industry" ;</p> <p>4) establishing the unreliability of the documents submitted by the service recipient to obtain the state service, and (or) the data (information) contained in them;</p> <p>5) non-compliance of the service recipient and (or) submitted materials, objects, data and information necessary for the provision of the state service with the requirements established by the Rules;</p> <p>6) There is a court decision (verdict) that has entered into legal force on the suspension or prohibition of activities in the field of gambling industry in relation to the service recipient;</p> <p>7) the court, based on the representation of the enforcement agent, is temporarily prohibited from issuing a license to the service recipient-debtor;</p> <p>8) lack of consent of the service recipient provided in accordance with article 8 of the Law of the Republic of Kazakhstan "On personal data and their protection", on access to limited access personal data required for the provision of the state service.</p>
10	Other requirements, taking into account the particularities of the provision of a state service,	A service recipient has an opportunity to receive information about the procedure and status for the provision of a state service in the remote access mode via the "personal account" of the portal, as well as the Uniform Contact Center.



	including those provided in electronic form	Information about the procedure for the provision of a state service can be obtained by the phone number of the service provider: 8 (7172) 741680 or by the phone number of the Uniform Contact Center: 1414, 8 800 080 7777.
--	---	---

Appendix 2  
to the Rules for the provision of  
state service "Issuance of a license  
to engage in the activities of a  
betting house"  
Form

### **Application of a legal entity for obtaining a license**

To \_\_\_\_\_  
(full name of a licensor)

from \_\_\_\_\_  
(full name, business identification number of a legal entity  
(including a foreign legal entity), business identification number  
branch or representative office of a foreign legal entity - in case  
if the legal entity does not have a business identification number)

I hereby request to issue a license to carry out \_\_\_\_\_

\_\_\_\_\_  
(specify the full name of the activity type)

Address of the legal entity \_\_\_\_\_

\_\_\_\_\_  
(postal code, country (for a foreign legal entity), region, city,  
district, locality, street name, house/building number  
(stationary premise)

E-mail \_\_\_\_\_

Phone numbers \_\_\_\_\_

Fax \_\_\_\_\_

Bank account \_\_\_\_\_

(account number, name and location of the bank)

The address of the object of the activity or actions (operations)

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

\_\_\_\_\_ sheets are attached.

Hereby it is certified that the applicant is not prohibited by the court to engage  
in the licensed type and (or) subtype of activities; all attached documents

are true and valid.

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

Head \_\_\_\_\_

(surname, name, patronymic (if any))

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

Appendix 3  
to the Rules for the provision of  
state service "Issuance of a license  
to engage in the activities of a  
betting house"  
Form

**Information on the availability of a building (part of a building, structure, facility)  
under ownership rights, complying with sanitary, epidemiological,  
and fire safety standards established by the legislation of the Republic of Kazakhstan**

Footnote. Appendix 3 as amended by the order of the Minister of Tourism and Sports of the Republic of Kazakhstan dated 10.10.2024 No. 178 (shall be enforced upon expiry of ten calendar days after the date of its first official publication).

No.	Cadastral number of the real estate facility	Address of the building	Name, date, and number of the title document for real estate	Information about cash registers (number, location address, electronic cash register address (if available))	Availability of permits in the areas of sanitary and epidemiological welfare of the population* and fire safety	* Note (for facilities of high epidemiological significance – obtaining a sanitary and epidemiological conclusion; for facilities of minor epidemiological significance – notification of the start of operations)
1	2	3	4	5	6	7

Appendix 4  
to the Rules for the provision of  
state service "Issuance of a license  
to engage in the activities of a  
betting house"  
Form

**Information about availability of gambling equipment on the right of ownership**

Footnote. The information as amended by the order of the Acting Minister of Tourism and Sports of the Republic of Kazakhstan dated 26.12.2023 No. 342 (shall be enforced upon expiry of sixty calendar days after the date of its first official publication).

Item No.	Name of the gambling equipment	Type of the gambling equipment	Number and date of the agreement for the purchased equipment	Number and date of the transfer-acceptance certificate for the equipment	Purpose (for a bookmaker office or a betting house or a casino or a gaming machine hall)	Quantity
1	2	3	4	5	6	7

Table continued

Serial or inventory number	Manufacturer	Technical condition (new, used)	Number, date, the body, issued the certificate of compliance (for new gaming machines)	Date of testing the equipment (for new gaming machines)	Cash register (fiscalizer) number (if any)	The established coefficient of winning technologically incorporated into the gaming machine (for gaming machines)
8	9	10	11	12	13	14

Appendix 5  
to the Rules for the provision  
of the state service "Issuance  
of a license to engage in the activities  
of a betting house"

Form

**Information about availability of agreements with legal entities, received a license to engage in security guard services in accordance with the procedure established by the legislation of the Republic of Kazakhstan**

Footnote. Information as amended by the order of the Minister of Culture and Sports of the Republic of Kazakhstan dated 18.01.2021 No. 9 (shall be enforced upon expiry of twenty-one calendar days after the date of its first official publication).

Item No.	Number and date of agreement to provide security guard services	Name of the legal entity with whom the agreement for the provision of security guard services is concluded	Business identification number of the entity, providing the security guard services	Number and date of a license to engage in security guard activities
1	2	3	4	5

Appendix 6  
to the Rules for the provision of  
state service "Issuance of a license

**Application of a legal entity to reissuance of a license**

To \_\_\_\_\_  
(full name of a licensor)

from \_\_\_\_\_  
(full name, business identification number of a legal  
entity (including a foreign legal entity), business identification  
number of a branch or representative office of a foreign legal entity - in case  
if the legal entity does not have a business identification number)

I hereby request to reissue a license No. \_\_\_\_\_ dated " \_\_\_\_ " \_\_\_\_\_ 20\_\_\_\_ ,  
issued by \_\_\_\_\_

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

To carry out

\_\_\_\_\_  
(full name of the type of activities and (or) subtype(s) of activities)

according to the following ground(s) (indicate "X" in the appropriate box):

1) reorganization of a legal entity - licensee, in accordance with the procedure,  
specified by article 34 of the Law of the Republic of Kazakhstan "On permits and  
notifications" through (indicate "X" in the appropriate box):

consolidation \_\_\_\_\_

transformation \_\_\_\_\_

merger \_\_\_\_\_

spin-off \_\_\_\_\_

split-up \_\_\_\_\_

2) change of the name of the legal entity-licensee \_\_\_\_\_

3) change of the location of the legal entity-licensee \_\_\_\_\_

4) alienation by the licensee of a license issued under the class of "permissions issued  
for objects", together with the object in favor of third parties in cases where the alienation  
of the license

provided for by Appendix 1 to the Law of the Republic of Kazakhstan

"On Permissions and Notifications" \_\_\_\_\_

5) change of the address of the location of an object without physically moving it for  
a license issued under the class "permits issued to objects" or for annexes to a license  
indicating the objects \_\_\_\_\_

6) existence of the requirement on the reissuance in the laws of the Republic of  
Kazakhstan

---

7) change of the name of the type of activities \_\_\_\_\_  
8) change of the name of the subtype of activities \_\_\_\_\_  
Address of the legal entity \_\_\_\_\_

---

(country - for a foreign legal entity, postal code, region, city,  
district, settlement, street name, house / building number (stationary premise)  
E-mail \_\_\_\_\_  
Phone numbers \_\_\_\_\_  
Fax \_\_\_\_\_  
Bank account \_\_\_\_\_  
(account number, name and location of the bank)  
The address of the object of the activity or actions (operations)

---

(postal code, region, city, district, locality, street name,  
house/building number (stationary premise)  
\_\_\_\_\_ sheets are attached.

Hereby it is certified that the applicant is not prohibited by the court to engage  
in the licensed type and (or) subtype of activities; all attached documents  
are true and valid.

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

Head \_\_\_\_\_  
(surname, name, patronymic (if any)  
Date of completion: " \_\_\_\_ " \_\_\_\_\_ 20 \_\_\_\_

Appendix 5  
to the order of the  
Minister of Culture and Sports  
of the Republic of Kazakhstan  
dated July 8, 2020 No. 195

### **List of certain invalidated orders of the Minister of Culture and Sports of the Republic of Kazakhstan**

1. Order of the Minister of Culture and Sports of the Republic of Kazakhstan dated April 17, 2015 No. 140 "On approval of the standards of state services in the field of the gambling industry" (Registered in the Register of State Registration of Regulatory Legal Acts as No .11307, published in the information and legal system "Adilet" on July 9, 2015).

2. Order of the Minister of Culture and Sports of the Republic of Kazakhstan dated May 14, 2015 No. 181 "On approval of the regulations of state services in the field of lottery activities and gambling industry" (Registered in the Register of State Registration of

Regulatory Legal Acts as No.11446, published in the information and legal system “Adilet” on July 14, 2015).

3. Subclause 2) of clause 1 of the order of the Minister of Culture and Sports of the Republic of Kazakhstan dated January 28, 2016 No. 19 "On amendments to certain orders of the Minister of Culture and Sports of the Republic of Kazakhstan" (Registered in the Register of State Registration of Regulatory Legal Acts as No.13402, published in the information and legal system “Adilet” on March 17, 2016).

4. Subclause 2) of clause 1 of the order of the Minister of Culture and Sports of the Republic of Kazakhstan dated February 26, 2016 No. 57 "On amendments to certain orders of the Minister of Culture and Sports of the Republic of Kazakhstan" (Registered in the Register of State Registration of Regulatory Legal Acts as No.13545, published in the information and legal system “Adilet” on April 4, 2016).

5. Clause 3 of the List of certain orders of the Minister of Culture and Sports of the Republic of Kazakhstan, to which amendments and additions are being made, approved by the order of the Minister of Culture and Sports of the Republic of Kazakhstan dated July 3, 2017 No. 203 "On amendments and additions to certain orders of the Minister of Culture and Sports of the Republic of Kazakhstan" (Registered in the Register of State Registration of Regulatory Legal Acts as No.15611, published in the Reference Control Bank of Regulatory Legal Acts of the Republic of Kazakhstan on September 13, 2017).

6. Subclause 2) of clause 1 of the order of the Minister of Culture and Sports of the Republic of Kazakhstan dated October 11, 2017 No. 273 "On amendments and additions to certain orders of the Minister of Culture and Sports of the Republic of Kazakhstan" (Registered in the Register of State Registration of Regulatory Legal Acts as No.15945, published in the Reference Control Bank of Regulatory Legal Acts of the Republic of Kazakhstan on November 6, 2017).

7. Order of the Minister of Culture and Sports of the Republic of Kazakhstan dated December 25, 2018 No. 374 "On amendments to the order of the Minister of Culture and Sports of the Republic of Kazakhstan dated April 17, 2015 No. 140 "On approval of the standards of state services in the field of lottery activities and gambling industry" (Registered in the Register of State Registration of Regulatory Legal Acts as No.18056, published in the Reference Control Bank of Regulatory Legal Acts of the Republic of Kazakhstan on January 4, 2019).

8. Order of the Minister of Culture and Sports of the Republic of Kazakhstan dated July 22, 2019 No. 207 "On amendments to the order of the Minister of Culture and Sports of the Republic of Kazakhstan dated April 17, 2015 No. 140 "On approval of the standards of state services in the field of the gambling industry" (Registered in the Register of State Registration of Regulatory Legal Acts as No.19077, published in the Reference Control Bank of Regulatory Legal Acts of the Republic of Kazakhstan on August 2, 2019).

© 2012. «Institute of legislation and legal information of the Republic of Kazakhstan» of the Ministry of Justice of  
the Republic of Kazakhstan