



On approval of the Rules for display and use of electronic documents in the digital document service

Unofficial translation

Order № 352/NK of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan as of September 28, 2020. Registered with the Ministry of Justice of the Republic of Kazakhstan on September 30, 2020 under № 21329.

Unofficial translation

Footnote. The title - as amended by the Order of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan dated 30.09.2022 № 367/ HK (shall come into effect ten calendar days after the day of its first official publication).

In accordance with subparagraph 63-4) of Article 7 of the Law of the Republic of Kazakhstan “On Informatization”, **I HEREBY ORDER:**

Footnote. Preamble - as amended by the Order of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan dated 30.09.2022 № 367/ HK (shall come into effect ten calendar days after the day of its first official publication).

1. To approve the attached Rules for the display and use of electronic documents in the digital document service.

Footnote. Paragraph 1 - as amended by the Order of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan dated 30.09.2022 № 367/ HK (shall come into effect ten calendar days after the day of its first official publication).

2. The Committee for Public Services of the Ministry of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan shall ensure:

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

2) the posting of this order on the website of the Ministry of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan;

3) the submission of information on the implementation of the measures provided for in subparagraphs 1) and 2) of this paragraph to the Legal Department of the Ministry of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan within ten working days of the state registration of this order with the Ministry of Justice of the Republic of Kazakhstan.

3. Control over the implementation of this order shall be entrusted to the supervising deputy minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan.

4. This order comes into effect ten calendar days of its first official publication.

Approved
by Order № 352/NK
of the Minister of Digital
Development, Innovation and
Aerospace Industry
of the Republic of Kazakhstan
as of September 28, 2020

The Rules for the display and use of electronic documents in the digital document service

Footnote. Rules - as amended by the Order of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan dated 30.09.2022 № 367/ HK (shall come into effect ten calendar days after the day of its first official publication).

Chapter 1. General Provisions

1. These Rules for the display and use of electronic documents in the digital document service (hereinafter referred to as the Rules) have been developed in accordance with subparagraph 63-4) of Article 7 of the Law of the Republic of Kazakhstan “On Informatization” (hereinafter referred to as the Law) and shall determine the procedure for display and use of electronic documents in digital document service.

2. Basic concepts used in these Rules:

1) information system - an organizationally ordered set of information and communication technologies, service personnel and technical documentation that implement certain technological actions through information interaction and are intended to solve specific functional problems;

2) one-time password – a password valid only for one authentication session of subjects receiving services in electronic form;

3) subject of personal data (hereinafter referred to as the Subject) – an individual to whom the personal data relates;

4) short code – a six-digit code generated by a digital document service to provide access to a digital document;

5) user - a subject of informatization who uses information objects to perform a specific function and (or) task;

6) third party - a person who is not the subject, owner and (or) operator, but is associated with them (him) by circumstances or legal relations for the collection, processing and protection of personal data;

7) digital document - an electronic document available in the digital document service used and provided to government agencies, individuals and legal entities;

8) digital document service – an object of the information and communication infrastructure of “electronic government”, assigned to the operator and intended for display and use of documents in electronic form, generated based on information from informatization objects.

Documents in the digital document service used and presented to government agencies, individuals and legal entities are equivalent to documents on paper;

9) electronic document – a document in which information is presented in electronic digital form and certified through an electronic digital signature;

10) electronic digital signature – a set of electronic digital symbols created through an electronic digital signature and confirming the authenticity of the electronic document, its ownership and immutability of content;

11) mobile application of “electronic government” (hereinafter referred to as the Mobile application) – a software product installed and launched on a subscriber’s cellular device and providing access to government services and services provided in electronic form via cellular communications and the Internet;

12) QR code - a type of matrix barcode or two-dimensional barcode.

Chapter 2. Procedure for display of electronic documents in the digital document service

3. The digital document service is part of the “electronic government” mobile application, access to which shall be provided through the mobile application and user information systems.

The digital document service is designed to display and use documents using a QR code or short code generated after the subject has provided access to the digital document.

4. Access to the digital document service for user information systems shall be provided by the decision of the authorized body in accordance with the legislation of the Republic of Kazakhstan in the field of informatization.

The digital document service available in user information systems shall be used solely to view and provide digital documents with the consent of the subject.

Users shall carry out the measures provided for by the legislation of the Republic of Kazakhstan on informatization, personal data and their protection, and uniform requirements in the field of information and communication technologies and ensuring information security

5. Digital documents shall be displayed in the digital document service based on information from information systems obtained through integration and shall be signed with an electronic digital signature of authorized government bodies and organizations.

6. Activities for the integration of information systems shall be carried out in accordance with the Order of the acting Minister of Information and Communications of the Republic of

Kazakhstan dated March 29, 2018 № 123 “On approval of the Rules for the integration of electronic government informatization objects” (registered in the State Register of Normative Legal Acts under № 16777).

7. To implement a digital document in the digital document service, it shall be necessary to enter digitized information into the database of a government agency or organization, followed by integration of the mobile application with the information system of the government agency or organization.

8. A request to display electronic documents through the digital document service and obtain the results of processing the request shall be carried out using a subscriber's cellular device.

9. Forms for displaying digital documents shall be determined by the authorized state body or organization with the agreement of the authorized body in the field of informatization

Chapter 3. Procedure for use of electronic documents in the digital document service

10. All electronic documents available in the digital document service shall be equivalent to paper documents and shall be verified by checking the QR code or short code.

11. The digital document service shall be available to entities authorized in the mobile application and user information systems.

12. The subject shall undergo authorization using the methods available in the mobile application and user information systems, then in the “Digital Documents” section, view the required document for further use.

13. The mobile application and user information systems, by calling the services of government bodies or organizations that provide storage of electronic information resources, receive the necessary data to generate a document.

14. If the verification of the received data is successful, the requested document shall be displayed in the digital document service.

Digital documents of minor children shall be available by default to the child’s legal representatives, according to information from the information systems of government agencies.

15. When using the “Open access” function, a secure QR code and a short code shall be generated, providing temporary access to third parties to view the document.

16. Third-party access to digital documents shall be carried out through the digital document service with the consent of the subject.

17. The authenticity of electronic documents available in the digital document service shall be verified through a mobile application or user information systems integrated with the digital document service.⁷

18. In the mobile application, a third party shall log in using available methods and read the QR code through the camera of the subscriber's cellular device.

A note about viewing documents shall be recorded in the personal accounts of the subject and a third party on the “electronic government” web portal.

19. If the QR code or short access code is successfully verified, the mobile application shall display a digital document by calling the services of government agencies or organizations. A third party shall be granted access to view documents.

20. Also, third parties shall receive digital documents from the digital document service through the implemented integration, subject to the consent of the owner of the document provided through the subject’s cellular subscriber number registered on the “electronic government” web portal by transmitting a one-time password or by sending a short text message as a response to notify the e-government web portal.

21. When receiving payment and financial services, identity documents may be used by financial and payment organisations and submitted to them via a digital document service when individuals apply in person (in their presence).

Footnote. The Rules have been supplemented by clause 21 as per Order № 170/NK of the Minister of Digital Development, Innovation and Aerospace Industry of the Republic of Kazakhstan of 19.03.2024 (shall be effective ten calendar days after the date of its first official publication).