

## On Approval of the Rules for Attachment of Natural Persons to Healthcare Entities Providing Primary Healthcare

### *Unofficial translation*

Order of the Minister of Healthcare of the Republic of Kazakhstan No. KR DSM-194/2020 dated November 13, 2020. Registered with the Ministry of Justice of the Republic of Kazakhstan on November 16, 2020 under No. 21642.

### Unofficial translation

In accordance with paragraph 4 of Article 123 of the Code of the Republic of Kazakhstan "On public health and healthcare system" and subparagraph 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 Minister of Healthcare of the Republic of Kazakhstan dated 31.07.2023 № 141 (shall be enforced upon expiry of ten calendar days after its first official publication).**

1. That the Rules for Attachment of Natural Persons to Healthcare Entities Providing Primary Healthcare shall be approved according to Annex 1 hereto.

2. That certain orders and structural elements of certain orders of the Ministry of Healthcare of the Republic shall be deemed to have lost force according to Annex 2 hereto.

3. That in accordance with the statutory procedure of the Republic of Kazakhstan, the Department of Organization of Medical Care of the Ministry of Healthcare of the Republic of Kazakhstan shall ensure:

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

2) the placement hereof on the web-site of the Ministry of Healthcare of the Republic of Kazakhstan;

3) within ten working days after the state registration hereof with the Ministry of Justice of the Republic of Kazakhstan, submission to the Legal Department of the Ministry of Healthcare of the Republic of Kazakhstan the information on implementation of activities stipulated by sub-paragraphs 1) and 2).

4. That the supervising Vice-Minister of Healthcare of the Republic of Kazakhstan shall be charged with control over execution hereof.

5. This Order shall be put into effect ten calendar days after the date of its first official publication.

*Minister of Healthcare  
of the Republic of Kazakhstan*

*A. Tsoy*

Annex to order  
of the Minister of Healthcare

## **Rules for attaching individuals to healthcare organizations providing primary health care**

**Footnote.** The rules are in the wording of the Order № 44 of the Minister of Healthcare of the Republic of Kazakhstan dated 12 May 2025 (see paragraph 4 for the procedure for entry into force).

### **Chapter 1. General provisions**

1. These Rules for attaching individuals to healthcare organizations providing primary health care (hereinafter - the Rules) have been developed in accordance with paragraph 4 of Article 123 of the Code of the Republic of Kazakhstan "On Public Health and the Healthcare System" (hereinafter - the Code) and paragraph 1 of Article 10 of the Law of the Republic of Kazakhstan "On Public Services" (hereinafter - the Law) and shall determine the procedure for attaching individuals to healthcare organizations providing primary health care (hereinafter - PHC).

2. Basic concepts used in these Rules:

1) administrative-territorial unit – village, settlement, rural district, city district, city, district, region;

2) the social health insurance fund (hereinafter - the fund) is a non-profit organization that accumulates deductions and contributions, and also purchases and pays for the services of healthcare entities providing medical care in the volumes and under the conditions stipulated by the contract for the purchase of medical services, and other functions determined by the laws of the Republic of Kazakhstan;

3) child (children) – a person who has not reached the age of eighteen (adulthood);

4) legal representatives of the child - parents (parent), adoptive parents, guardian or trustee, foster parent (foster parents), foster professional educator (foster professional educators), foster care provider and other persons replacing them, who, in accordance with the legislation of the Republic of Kazakhstan, carry out care, education, upbringing, protection of the rights and legitimate interests of the child;

5) the authorized body in the field of healthcare (hereinafter - the authorized body) is the central executive body that exercises leadership and intersectoral coordination in the field of protecting the health of citizens of the Republic of Kazakhstan, medical and pharmaceutical science, medical and pharmaceutical education, sanitary and epidemiological well-being of the population, circulation of medicines and medical devices, and the quality of rendering medical services (care);

6) a migrant worker is a person who is a citizen of a member state of the Eurasian Economic Union, who is legally present and legally carries out labour activities in the

territory of employment of which he is not a citizen and in which he does not permanently reside;

7) kandas (fellow countryman) - an ethnic Kazakh and (or) members of his/her family of Kazakh nationality who were not previously citizens of the Republic of Kazakhstan and who received the corresponding status in the manner established by the authorized body on population migration issues;

8) guardianship is a legal form of protection of the rights and interests of children under fourteen years of age and persons recognized by the court as incompetent

9) walking distance – walking distance to healthcare facilities providing primary health care (hereinafter - walking distance) – a 20-minutes walking distance of the city's population to healthcare facilities providing primary health care, calculated by local executive bodies of regions, cities of republican significance and the capital city using city maps taking into account the demographic growth of the population;

10) a newly commissioned healthcare facility providing primary health care (hereinafter - a newly commissioned healthcare facility) – a primary health care facility that is first put into operation by constructing a new one or first opened by modifying an existing facility;

11) insurance organization – a legal entity that carries out activities related to the conclusion and execution of insurance contracts on the basis of the relevant license of the authorized body;

12) digital healthcare subject – individuals and legal entities, state bodies carrying out activities or entering into public relations in the field of digital healthcare;

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

3. The assignment of individuals to primary health care organizations is the basis for the provision of primary health care and shall be carried out on the principles of:

1) family principle of service;

2) territorial availability of primary health care;

3) free choice of a medical organization within territorial accessibility;

4) patient satisfaction with the quality of medical care;

5) equality and fair competition regardless of the form of ownership and departmental affiliation;

6) primary health care services covering prevention, diagnosis and treatment, accessible to all patients regardless of their location.

4. The attachment of citizens of the Republic of Kazakhstan, kandas (fellow countrymen), refugees, foreigners and (or) stateless persons permanently residing in the

territory of the Republic of Kazakhstan to primary health care organizations shall be carried out to exercise the right to receive medical care within the framework of the guaranteed volume of medical care and in the compulsory health insurance system.

5. Individuals shall be assigned to one primary health care organization for the purpose of exercising their right to receive medical care within the framework of the guaranteed volume of medical care and the compulsory health insurance system using an individual identification number (hereinafter - IIN).

6. The attachment of foreigners and/or stateless persons temporarily staying in the Republic of Kazakhstan, asylum seekers to primary health care organizations shall be carried out to provide:

1) primary health care (PHC) within the framework of voluntary health insurance (hereinafter - VHI);

2) PHC within the framework of imputed medical insurance (hereinafter - IHI) in accordance with paragraph 1 of Article 201-1 of the Code;

3) medical care within the framework of the guaranteed volume of free medical care according to the list and in the volume approved by the order of the Minister of Healthcare of the Republic of Kazakhstan dated 9 October 2020, № KR HCM-121/2020 "On approval of the list of diseases posing a danger to others and the volume of medical care for which foreigners and stateless persons temporarily staying in the Republic of Kazakhstan, asylum seekers have the right to receive a guaranteed volume of free medical care" (registered in the Register of state registration of regulatory legal acts under № 21407);

4) medical care in the compulsory social health insurance system in accordance with paragraph 3 of Article 2 of the Law of the Republic of Kazakhstan "On Compulsory Social Health Insurance".

7. Provision of primary health care within the framework of the guaranteed volume of medical care and in the compulsory health insurance system for citizens of the Republic of Kazakhstan, refugees, foreigners and stateless persons permanently residing in the territory of the Republic of Kazakhstan, under a voluntary health insurance agreement for migrant workers and members of their families who are citizens of the member states of the Eurasian Economic Union (hereinafter - the EAEU) shall be carried out by a primary health care organization that has an agreement for the purchase of medical services with a fund for the provision of medical care within the framework of the guaranteed volume of medical care and (or) in the compulsory health insurance system (hereinafter - the agreement for the purchase of medical services) and (or) that has medical information systems integrated with the information systems of the Ministry of Healthcare of the Republic of Kazakhstan for the purpose of receiving and (or) transmitting information for the provision of medical services in the compulsory health insurance system.

8. The healthcare departments of the regions, cities of republican significance and the capital city (hereinafter - healthcare departments) shall approve an order on the distribution of

the territory of service of the population by primary health care entities, indicating the number of the assigned population (hereinafter - the order on the territory distribution), included in the database of healthcare entities.

9. Children up to and including five years of age shall be assigned to primary health care organizations at their actual place of residence and no later than 3 days after discharge from the maternity organization.

The attachment of children from six to fourteen years of age inclusive or persons under guardianship shall be carried out at the place of attachment of their legal representatives or upon the application/permission of the legal representative.

10. The attachment of children living in orphanages, boarding schools, specialized organizations for children, as well as persons living in medical and social organizations, shall be carried out on the basis of the decision of the health departments, in accordance with orders on the territory distribution (hereinafter - the order on the attachment of children), living in orphanages, boarding schools, specialized organizations for children, persons living in medical and social organizations, persons held in institutions of the penal system (hereinafter - the UIS), in accordance with the Rules and the order of the Acting Minister of Healthcare of the Republic of Kazakhstan dated 15 October 2020 № KR HSM - 133/2020 "On approval of the state standard for the network of healthcare organizations" (registered in the Register of state registration of regulatory legal acts under № 21452) (hereinafter - the State standard for the network), based on data on the number of the attached population confirmed by the digital healthcare entity in the portal "Register of Attached Population" (hereinafter - RAP) to each entity of primary health care.

11. Students, as well as those studying in madrassas, who have reached the age of 18, shall be attached to primary health care organizations independently of their choice at the location of the administrative-territorial unit within walking distance in accordance with the joint order of the Minister of National Economy of the Republic of Kazakhstan dated 20 April 2019 № 29, the Minister of Education and Science of the Republic of Kazakhstan dated 23 April 2019 № 164, the Minister of Healthcare of the Republic of Kazakhstan dated 25 April 2019 № KR HCM-50, the Minister of Industry and Infrastructure Development of the Republic of Kazakhstan dated 23 April 2019 № 243, the Minister of Culture and Sports of the Republic of Kazakhstan dated 22 April 2019 № 113 and the Minister of Digital Development, Defence and Aerospace Industry of the Republic of Kazakhstan dated 25 April 2019 № 56/HK "On approval of the system of regional standards for populated areas" (registered in the Register of state registration of regulatory legal acts under № 18592).

The attachment of students, as well as those studying in madrassas, who have not reached the age of 18, to primary health care organizations shall be carried out through an official request from legal representatives at the location of the administrative-territorial unit of the educational institution, taking into account the principle of walking distance.

12. Pregnant women shall be assigned to primary health care organizations at their actual place of residence.

13. An individual who has not exercised the right to freely choose a primary health care organization remains attached to the primary health care organization in which he or she was previously served.

14. When an individual is attached to a primary health care organization, detachment from the previous primary health care organization shall be carried out automatically.

15. In the event that the previous primary health care organization refuses to enter into a contract for the purchase of medical services with the fund for the following year, the assignment shall be carried out taking into account territorial accessibility at the actual place of residence to primary health care organizations on the basis of an order on the territory distribution.

16. The attachment of individuals specified in 6), 7), 8) of paragraph 31 of these Rules shall be ensured by the subject in the field of digital healthcare, within one working day from the date of receipt from the fund of the minutes on the results of placement (non-placement) of the volumes of services for the provision of medical care within the framework of the guaranteed volume of medical care and (or) in the compulsory health insurance system ( hereinafter - the minutes of the placement results).

## **Chapter 2. Procedure for attaching individuals to healthcare organizations providing primary health care**

17. The attachment of individuals to healthcare organizations providing primary health care within the framework of the guaranteed volume of free medical care shall be carried out at the place of permanent or temporary residence, taking into account the right to freely choose a primary health care organization within one administrative-territorial unit, with the exception of individuals living in border areas who, by right of free choice of a medical organization, shall be attached to a primary health care organization located in the territory of a nearby administrative-territorial unit.

18. Free choice of a primary health care specialist shall be carried out within the primary health care organization at the place of attachment, taking into account the number of attached populations in the area (part of the territory served by the primary health care entity, assigned to the primary health care specialist).

19. The attachment of individuals within the framework of voluntary health insurance and (or) compulsory medical insurance shall be carried out at the place of permanent or temporary residence to a healthcare organization providing primary health care, as stipulated by the voluntary health insurance and (or) compulsory medical insurance agreement.

20. For attachment to a primary health care organization at the place of permanent or temporary residence for the provision of medical care within the framework of the guaranteed volume of medical care, the state service "Attachment to a medical organization providing

primary health care” (hereinafter – a public service) has been implemented in accordance with the appendix to these Rules.

21. The primary health care organization provides individuals with a public service upon independent application or through the “Electronic government” web portal (hereinafter - the EGP).

The primary health care organization receives information about identity documents from the relevant state information systems through the EGP.

22. The list of basic requirements for the provision of public services is set out in accordance with the appendix to these Rules.

23. The following individuals shall submit an application for the provision of a public service in writing addressed to the chief executive of the organization:

- 1) pensioners;
- 2) persons with disabilities;
- 3) legal representatives of a child with a disability from childhood, as well as foster parents and other persons replacing them, who, in accordance with the legislation of the Republic of Kazakhstan, carry out care, education, upbringing, protection of the rights and interests of the child;
- 4) convicted persons serving a sentence under a court ruling in places of deprivation of liberty, serving in colonies (at the place of serving), in the presence of a minutes of the commission for reviewing issues of registration of attachment (detachment) of the population to primary health care in the information system "RPA", created by the order of the first head of the local government body for healthcare of regions, cities of republican significance and the capital;
- 5) conscripts;
- 6) legal representatives of children born in foreign countries;
- 7) legal representatives of foster homes for babies, orphans, the elderly, and others;
- 8) those registering under a voluntary health insurance contract if there is a contract;
- 9) an official request from the rector of the higher educational institution to the primary health care service and the minutes of the commission between the educational institution and the primary health care service – for out-of-town students (children under 18 years of age).

24. Based on the submitted application of individuals specified in paragraph 23 of these Rules, specialists of the primary health care organization shall issue a request for attachment to the “RPA” information system.

When submitting a request for attachment, the applicant's mobile phone number (the number of the legal representative of the person being attached) is integrated with the mobile citizen database for automatic filling.

In the absence of a mobile phone number, entry into the database of mobile citizens shall be carried out manually with the consent of the applicant (legal representative of the person being assigned).

The attachment request and application (application form and identification document) shall be scanned in the RPA information system. A specialist from the digital healthcare entity shall review the attachment request and make a decision on approval or a reasoned refusal.

25. The public service shall be provided within 1 (one) business day from the moment documents are submitted. Requests for public services shall be accepted 2 (two) hours before the primary health care facility's closing time (before 6:00 PM on business days).

The result of the provision of the public service shall be a notification of attachment or a reasoned refusal in the form of an electronic document in the "Personal account".

The public service through the EGP shall be provided on the day of application to the EGP.

26. The primary health care organization shall ensure the entry of data on the provision of public services into the information system for monitoring the provision of public services, for the purpose of monitoring the provision of public services in the manner established by the authorized body in the field of information technology in accordance with subparagraph 11) of paragraph 2 of Article 5 of the Law.

27. The attachment of citizens of the Republic of Kazakhstan, kandas (fellow countrymen), refugees, foreigners and (or) stateless persons permanently residing in the territory of the Republic of Kazakhstan to primary health care organizations on the grounds provided for in subparagraphs 1), 2), 3), 5) of paragraph 31 of these Rules shall be carried out by submitting an electronic application for attachment through the EGP.

The attachment of foreigners and (or) stateless persons temporarily staying in the Republic of Kazakhstan, asylum seekers to primary health care organizations on the basis provided for in subparagraph 4) of paragraph 31 of these Rules shall be carried out by the person submitting an application or request to the insurance organization with which the VHI and (or) IHI contract has been concluded for the insured, in any form in Kazakh or Russian for attachment.

28. Attachment of foreigners and/or stateless persons temporarily residing in the territory of the Republic of Kazakhstan, asylum seekers, to a primary health care organization within the framework of voluntary health insurance and/or military medical insurance shall be carried out on the basis of a voluntary health insurance and/or military medical insurance contract, a free-form application in Kazakh or Russian and an identity document (foreign passport), at any calendar time in accordance with the work schedule of the primary health care organization.

29. The document certifying the attachment of foreigners and/or stateless persons temporarily staying in the territory of the Republic of Kazakhstan, asylum seekers to a primary health care organization within the framework of voluntary health insurance and (or) compulsory medical insurance shall be the attachment coupon to a medical organization in the form № 064/u, approved by the order of the Acting Minister of Healthcare of the Republic of

Kazakhstan dated 30 October 2020 № KR HCM-175/2020 "On approval of forms of accounting documentation in the field of healthcare, as well as instructions for filling them out" (registered in the Register of state registration of regulatory legal acts under № 21579). The attachment coupon shall be issued by the medical registrar of the medical organization.

The attachment to a primary health care organization shall be carried out for the duration of the voluntary health insurance and/or compulsory medical insurance contract.

30. Primary health care organizations shall provide attachment upon personal application of the insured person or upon application of the insurance organization with which the voluntary health insurance and/or compulsory medical insurance contract has been concluded.

The attachment of family members shall be carried out upon the written consent of one of the family members on the basis of a free-form application in Kazakh or Russian upon presentation of a voluntary health insurance contract and/or a military medical insurance contract and an identity document or an electronic document from a digital document service (for identification) of each family member.

The attachment of persons under eighteen years of age shall be carried out upon presentation of an identity document or an electronic document from the digital document service (for identification) of the attached person and his/her legal representative.

31. The grounds for attachment of individuals shall be:

1) change of place of permanent or temporary residence with departure outside the boundaries of one administrative-territorial unit for a period of more than one month or within the territory of one administrative-territorial unit;

2) the exercise by a person of free choice of a primary health care organization within the boundaries of one administrative-territorial unit (no more than 2 times per calendar year);

3) the implementation by the state healthcare authority of a registration campaign in the period from September 1 to November 1 (hereinafter - the registration campaign) within the boundaries of one administrative-territorial unit;

4) a voluntary health insurance contract concluded between the policyholder and the insurance organization, within the framework of which the primary health care organization provides medical services to the insured;

5) disagreement with attachment to a primary health care organization determined by a regional commission within the boundaries of one administrative-territorial unit;

6) refusal of a primary health care organization to provide primary health care, including in cases of reorganization or liquidation, which entailed the termination or modification of the service procurement agreement by the fund;

7) failure to place the volume of medical services to primary health care organizations claiming to provide medical services;

8) the emergence of a newly introduced healthcare facility.

32. Individuals assigned to primary health care organizations during the assignment campaign will receive primary health care in this organization from January 1 of the

following year, subject to the conclusion of a contract for the purchase of medical services with the fund.

33. Individuals registered in accordance with subparagraph 4) of paragraph 31 of these Rules shall receive medical services from a primary health care organization that provides medical care under a voluntary health insurance and/or compulsory medical insurance contract.

34. Primary health care organizations shall notify registered persons in writing at their place of residence about the termination of primary health care provision:

1) no less than thirty calendar days prior to the date of termination or modification of the contract for the purchase of medical services with the fund;

2) within two calendar days from the day when the reorganization or liquidation of the primary health care organization became known;

3) within two calendar days from the day when it became known that the fund did not allocate the volumes of medical services based on the results of the selection procedure.

If the “RPA” information system contains a telephone number (e-mail address), primary health care organizations shall notify the population by sending a message about the termination of primary health care provision, as well as in the ways stipulated by the legislation of the Republic of Kazakhstan.

35. The assignment of individuals to primary health care organizations on the grounds provided for in subparagraphs 1), 2), 3), 4), 5), 6), 7), 8) of paragraph 31 of these Rules shall be carried out by the digital healthcare entity within one working day from the date of receipt from the fund of the minutes on the results of placement, adopted on the basis of the order on the territory distribution.

36. After the population is assigned to primary health care organizations based on the regional commission's minutes, the primary health care organizations shall notify the assigned individuals in writing at their place of residence. If a telephone number (email address) is available in the “RPA” information system, the primary health care organization shall notify the population by sending a message, as well as by other means stipulated by the legislation of the Republic of Kazakhstan.

In case of disagreement with the primary health care organization determined by the regional commission, the person shall submit an application for attachment on the basis provided for in subparagraph 5) of paragraph 31 of these Rules.

37. The attachment to individuals engaged in private medical practice, providing primary health care within the framework of the guaranteed volume of medical care and (or) in the compulsory health insurance system, shall be carried out in accordance with these Rules.

### **Chapter 3. Procedure for appealing decisions, actions (inactions) of the service provider and (or) its officials on issues of rendering public services**

38. A complaint against decisions, actions (inaction) of the service provider and (or) their employees regarding the provision of public services shall be submitted to the name of the head of the service provider.

A complaint from a service recipient received by the service provider directly providing the public service, in accordance with paragraph 2 of Article 25 of the Law “On Public Services”, shall be subject to review within five working days from the date of its registration.

39. A complaint from a service recipient received by the authorized body for assessment and control of the quality of provision of public services shall be considered within fifteen working days from the date of its registration.

When applying through the portal, information on the appeal procedure can be obtained by calling the unified contact centre for questions on the provision of public services.

40. Pre-trial consideration of a complaint regarding the provision of public services shall be carried out by a higher administrative body, an authorized body for the assessment and control of the quality of provision of public services (hereinafter - the body considering the complaint).

The complaint shall be submitted to the service provider whose decision, action (inaction) is being appealed.

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

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

Unless otherwise provided by law, an appeal to the court shall be permitted after a pre-trial appeal.

Appendix  
to the Rules for attaching  
individuals to healthcare  
organizations providing  
primary health care

#### **Public service "Attachment to a medical organization providing primary health care"**

1	Name of the service provider	Medical organizations providing primary health care
11	Methods of providing a public service	1) directly through a primary health care organization (hereinafter - PHC) ; 2) the Electronic Government web portal (hereinafter - EGP).

22	Timeframe for provision of a public service	<p>1) from the moment the patient submits documents to the primary health care organization, as well as when applying through the EGP - 1 (one) working day;</p> <p>2) the maximum permissible waiting time for submitting documents is 30 (thirty) minutes;</p> <p>3) the maximum permissible time for serving a patient is 30 (thirty) minutes.</p>
33	Form of provision of a public service	electronic (partially automated)/ paper.
44	Result of the provision of a public service (or its representative by proxy)	<p>1) a notification of attachment in the form of an electronic document, signed with an electronic digital signature (hereinafter - EDS) of the primary health care organization;</p> <p>2) a reasoned refusal.</p>
55	The amount of payment charged to the service recipient for the provision of public services and the methods of collecting it in cases stipulated by the legislation of the Republic of Kazakhstan	The public service is provided free of charge.
76	Work schedule of the service provider and information facilities	<p>1) primary health care organization - from Monday to Saturday (Monday - Friday from 8.00 a.m. to 20.00 p.m. without a break, on Saturday from 9.00 a.m. to 14.00 a.m., except weekends (Sunday) and holidays, in accordance with the Labour Code of the Republic of Kazakhstan. At the same time, a request for the provision of a public service shall be accepted 2 hours before the end of the working hours of the primary health care organization (before 18.00 a.m. on weekdays, before 12.00 p.m. on Saturday);</p> <p>2) emergency medical service - around the clock, except for technical breaks associated with repair works (if a patient applies after the end of working hours, on weekends and holidays, in accordance with the Labour Code of the Republic of Kazakhstan, applications shall be accepted and the results of the provision of a public service shall be issued on the next working day).</p>

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

1. Documents required for the provision of public services when a certain contingent applies to primary health care organizations:
  - 1) an identity document or an electronic document from the digital document service (for identification) ;
  - 2) a pension certificate - for pensioners;
  - 3) a pension certificate or an extract from the medical and social examination report - for persons with disabilities;
  - 4) a court decision or other document confirming guardianship and trusteeship - for legal representatives of a child with a disability from childhood, as well as guardians or trustees, foster carers and other persons replacing them, who, in accordance with the legislation of the Republic of Kazakhstan, carry out care, education, upbringing, protection of the rights and interests of the child ( legal representatives);
  - 5) the minutes of the commission for consideration of issues of registration of attachment (de-attachment) of the population to primary health care in the information system "Register of Attached Population", created by the order of the first head of the State Institutions "Healthcare Administration" of the regions - for convicts serving a sentence under a court sentence in places of deprivation of liberty, serving in colonies (at the place of serving);
  - 6) an extract from the order of the military unit commander (head of the institution) on the enrolment of conscripts in the personnel lists - for conscripts;
  - 7) for students in madrassas ( children under 18 years of age)- an official request from legal representatives at the location of the administrative-territorial unit, taking into account the principle of walking distance;
  - 8) an official request from the rector of a higher educational institution to

		<p>the primary health care and the minutes of the commission between the educational institution and the primary health care - for out-of-town students (children under 18 years of age);</p> <p>9) a document confirming birth in a foreign country - for children born in foreign countries;</p> <p>10) a decision of local executive bodies of the state health administration of regions, cities of republican significance and the capital – forwards of baby homes, orphanages, nursing homes and others;</p> <p>11) those formalizing attachment by power of attorney, including under a voluntary and (or) imputed medical insurance agreement, if there is an agreement on the EGP: request in electronic form.</p> <p>12) The primary health care organization receives information about identity documents from the relevant state information systems through the EGP.</p>
98	<p>Grounds for refusal to provide a public service established by the laws of the Republic of Kazakhstan</p>	<p>1) establishment of inaccuracy of documents submitted by the service recipient for obtaining the public service, and (or) data (information) contained therein;</p> <p>2) non-compliance of the service recipient and (or) the submitted materials, objects, data and information necessary for the provision of the public service, with the requirements established by these Rules;</p> <p>3) a negative response of the authorized state body to a request for approval, which is required for the provision of the public service, as well as a negative conclusion of an expert examination, research or inspection;</p> <p>4) with respect to the service recipient, there is a court decision (sentence) that has entered into legal force prohibiting the activity or certain types of activity that require the receipt of a certain public service ;</p>

		<p>5) with respect to the service recipient, there is a court decision that has entered into legal force, on the basis of which the service recipient is deprived of a special right related to receiving the public service.</p> <p>6) 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", to access personal data of restricted access that are required to provide the public service.</p>
19	Other requirements taking into account the specifics of the provision of a public service	<p>The service recipient can receive the public service electronically using their mobile phone number registered on the portal, by providing a one-time password, or by sending a short text message in response to a portal notification.</p> <p>The service recipient can receive the public service electronically through the portal, provided they have an electronic digital signature. For individuals with disabilities, a ramp, call button, tactile access for the blind and visually impaired, a waiting room, and a counter with sample documents are available. The service recipient can obtain information about the procedure and status of the public service from the service provider's help desks and the Unified Contact Centre "1414" at 8-800-080-7777.</p>

Annex 2  
to the order

### **List of repealed orders and structural elements of certain orders of the Ministry of Healthcare of the Republic of Kazakhstan**

1) Order of the Minister of Health and Social Development of the Republic of Kazakhstan № 281 of 28 April 2015 “On Approval of the Rules for Providing Primary Health Care and the Rules for attachment to Primary Health Care Entities” (registered with the Register of State Registration of Regulatory Legal Acts under № 11268, published on June 22, 2015 in Adilet, the information and legal system);

2) Order of the Minister of Healthcare of the Republic of Kazakhstan № 424 of June 15, 2017 “On Additions to Order of the Minister of Healthcare and Social Development of the Republic of Kazakhstan № 281 of April 28, 2015 "On Approval of the Rules for Providing Primary Health Care and the Rules for Attaching Citizens to Primary Health Care Organizations” (recorded in the Register of State Registration of Regulatory Legal Acts under № 15315, published on July 17, 2017 in the Reference Control Bank of Regulatory Legal Acts of the Republic of Kazakhstan);

3) Order of the Minister of Healthcare of the Republic of Kazakhstan № 840 of November 20, 2017 “On Amendments and Additions to Order of the Minister of Health and Social Development of the Republic of Kazakhstan № 281 of April 28, 2015 “On Approval of the Rules for Providing Primary Health Care and the Rules for Attaching Citizens to Primary Health Care Organizations” (registered with the Registry of State Registration of Regulatory Legal Acts under № 16054, published in the Reference Control Bank of Regulatory Legal Acts of the Republic of Kazakhstan on December 8, 2017);

4) paragraph 1 of Order № KR DSM-21 of the Minister of Health of the Republic of Kazakhstan of October 2, 2018 "On Amending Certain Orders of the Ministry of Health of the Republic of Kazakhstan" (registered with the Registry of State Registration of Regulatory Legal Acts under № 17487, published in electronic form in the Reference Control Bank of Regulatory Legal Acts of the Republic of Kazakhstan on October 8, 2018);

5) Order of the Minister of Health of the Republic of Kazakhstan № KR DSM-4 of February 12, 2019 "On Amendments to Order of the Minister of Health and Social Development of the Republic of Kazakhstan № 281 of April 28, 2015 "On Approval of the Rules for Primary Health Care and Rules for Attaching Citizens to Primary Health Care Organizations" (registered with the Register of State Registration of Regulatory Legal Acts under № 18301, published in electronic format in the Reference Control Bank of Regulatory Legal Acts of the Republic of Kazakhstan on February 18, 2019);

6) paragraph 5 of the list of certain orders of the Ministry of Health of the Republic of Kazakhstan, in which amendments and additions are made, approved by Order № KR DSM-62 of the Minister of Health of the Republic of Kazakhstan of May 4, 2019 "On Amendments and Additions to Certain Orders of the Ministry of Health and Social Development of the Republic of Kazakhstan" (registered with the Registry of State Registration of Regulatory Legal Acts under № 18637, published in the Reference Control Bank of Regulatory Legal Acts of the Republic of Kazakhstan in electronic form on May 23, 2019);

7) Order of the Minister of Health of the Republic of Kazakhstan № KR DSM-122 of August 29, 2019 "On Amendments and Additions to Order of the Minister of Health and Social Development of the Republic of Kazakhstan № 281 of April 28, 2015 "On Approval of the Rules for Primary Health Care and Rules for Attaching to Primary Health Care

Organizations" (registered with the Registry of State Registration of Regulatory Legal Acts under № 19315, published in the Reference Control Bank of Regulatory Legal Acts of the Republic of Kazakhstan in electronic form on September 3, 2019);

8) Order of the Minister of Health of the Republic of Kazakhstan № KR DCM-42/2020 of April 30, 2020 "On Amendments to Order of the Minister of Health and Social Development of the Republic of Kazakhstan № 281 of April 28, 2015 "On Approval of the Rules for Primary Health Care and Rules for Attaching to Primary Health Care Organizations" (recorded in the Register of State Registration of Regulatory Legal Acts under № 20550, published in the Reference Control Bank of Regulatory Legal Acts of the Republic of Kazakhstan in electronic format on May 4, 2020);

9) paragraph 1 of the list of certain orders in the field of health care, in which amendments and additions are introduced, approved by Order of the Minister of Health of the Republic of Kazakhstan № KR ДCM-76/2020 dated July 3, 2020 "On Amendments and Additions to Certain Orders of the Ministry of Health of the Republic of Kazakhstan" (registered with the State Register of Regulatory Legal Acts under № 20932, published in the Reference Control Bank of Regulatory Legal Acts of the Republic of Kazakhstan in electronic form on July 9, 2020).