



## On approval of the Rules for working on the Internet portal of open dialogue

### *Unofficial translation*

Order of the Minister of Information and Public Development of the Republic of Kazakhstan No. 145 dated April 28, 2021. Registered with the Ministry of Justice of the Republic of Kazakhstan on April 29, 2021 No. 22660.

### Unofficial translation

In accordance with subparagraph 9) of paragraph 1 of Article 6-2 of the Law of the Republic of Kazakhstan "On Access to Information", **I ORDER:**

**Footnote. The preamble is in the wording of the Order of the Minister of Information and Public Development of the Republic of Kazakhstan dated 14.03.2023 № 95 (effective ten calendar days after the date of its first official publication).**

1. To approve the attached Rules for working on the Internet portal of open dialogue.

2. The Department of communications development of the state and society of the Ministry of Information and Public Development of the Republic of Kazakhstan in accordance with the procedure established by the legislation shall ensure:

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

2) placement of this order on the Internet resource of the Ministry of Information and Public Development of the Republic of Kazakhstan;

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

3. This order shall enter into force upon expiry of ten calendar days after the date of its first official publication.

*Minister of Information  
and Public Development  
of the Republic of Kazakhstan*

*A. Balayeva*

"AGREED"

Ministry of Agriculture  
of the Republic of Kazakhstan

"AGREED"

General Prosecutor's Office  
of the Republic of Kazakhstan

"AGREED"

Agency for Protection and Development  
of Competition of the Republic of Kazakhstan

"AGREED"

Ministry of Education and Science  
of the Republic of Kazakhstan

"AGREED"

Ministry of Healthcare  
of the Republic of Kazakhstan

"AGREED"

Ministry of Labour and Social  
Protection of Population  
of the Republic of Kazakhstan

"AGREED"

Ministry of Industry and  
Infrastructural Development  
of the Republic of Kazakhstan

"AGREED"

Ministry of Finance  
of the Republic of Kazakhstan

"AGREED"

Agency of the Republic of Kazakhstan  
on financial monitoring

"AGREED"

Agency of the Republic of Kazakhstan  
for regulation and development  
of financial market

"AGREED"

Ministry of Defence  
of the Republic of Kazakhstan

"AGREED"

Ministry of Culture and Sports  
of the Republic of Kazakhstan

"AGREED"

Agency of the Republic of Kazakhstan  
for public service issues

"AGREED"

Ministry of Trade and Integration  
of the Republic of Kazakhstan

"AGREED"

Agency for strategic  
planning and reform  
of the Republic of Kazakhstan  
"AGREED"

Agency of the Republic of Kazakhstan  
on combating corruption  
(Anti-Corruption Service)  
"AGREED"

Ministry of Foreign Affairs  
of the Republic of Kazakhstan  
"AGREED"

Ministry of Emergency Situations  
of the Republic of Kazakhstan  
"AGREED"

Ministry of National Economy  
of the Republic of Kazakhstan  
"AGREED"

Ministry of Digital Development,  
innovation and aerospace industry  
of the Republic of Kazakhstan  
"AGREED"

Ministry of Internal Affairs  
of the Republic of Kazakhstan  
"AGREED"

Ministry of Ecology, Geology  
and Natural Resources  
of the Republic of Kazakhstan  
"AGREED"

Ministry of Energy  
of the Republic of Kazakhstan  
"AGREED"

Accounts Committee  
for control over execution  
of the republican budget

Approved  
by the order of the Minister  
of Information and  
Public Development of the  
Republic of Kazakhstan  
dated April 28, 2021 № 145

# Rules for working on the Internet portal of open dialogue

## Chapter 1. General provisions

1. These Rules of Operation on the Internet portal of open dialogue (hereinafter referred to as the Rules) have been developed in accordance with subparagraph 9) of paragraph 1 of Article 6-2 of the Law of the Republic of Kazakhstan "On Access to Information" (hereinafter referred to as the Law) and determine the procedure for working on the Internet portal of open dialogue.

**Footnote. Paragraph 1 - as amended by the Order of the Minister of Information and Public Development of the Republic of Kazakhstan dated 14.03.2023 № 95 (effective ten calendar days after the date of its first official publication).**

2. The following concepts and abbreviations are used in these Rules:

1) the Internet portal of open dialogue (hereinafter referred to as the Portal) is an object of informatization that provides the opportunity for users to send information requests through the blog platform of the first heads of subjects of the quasi-public sector, with the exception of persons with one hundred percent state participation, as well as the participation of information users in Internet conferences and surveys;

2) the automated workplace of the Internet portal of open dialogue (hereinafter - AWP) is an application provided by the operator of the information and communication infrastructure of the "electronic government" designed to manage settings and content that is posted on the Internet portal of open dialogue;

3) the administrator of a state body or a quasi-public sector entity (hereinafter referred to as the administrator) is a representative of a state body or a quasi-public sector entity who organizes the work of a state body or a quasi-public sector entity to consider applications from information users for Internet conferences, as well as requests on the blog platform of the first heads of quasi-public sector entities, with the exception of persons with one hundred percent with the participation of the State;

4) the blog platform of the first heads of quasi-public sector entities, with the exception of persons with one hundred percent state participation (hereinafter referred to as the Blog Platform) is an object of informatization that provides an opportunity for citizens to send requests and receive answers to them from the first heads of quasi-public sector entities;

5) moderation – processing by the administrator of user requests for information for compliance with the requirements of the Law;

6) information user – a natural or legal person requesting and (or) using information;

7) request – a request in oral or written form, including in the form of an electronic document, for the provision of information, voiced or sent to the owner of the information in accordance with the procedure established by Law;

8) the operator of the information and communication infrastructure of the "electronic government" (hereinafter referred to as the Operator) is a legal entity determined by the

Government of the Republic of Kazakhstan, which is entrusted with ensuring the functioning of the information and communication infrastructure of the "electronic government" assigned to it;

9) the e-government web portal is an information system that represents a "single window" of access to all consolidated government information, including the regulatory framework, and to government and other services provided in electronic form.

**Footnote. Paragraph 2 - as amended by the Order of the Minister of Information and Public Development of the Republic of Kazakhstan dated 14.03.2023 № 95 (effective ten calendar days after the date of its first official publication).**

## **Chapter 2. The procedure for sending requests by information users via the Blog platform**

3. Requests sent to the first heads of quasi-public sector entities through the Blog Platform are certified by the electronic digital signature of the information user.

Information users also send requests if they have an account on the e-government web portal and connect the subscriber number of the information user provided by the mobile operator to it.

**Footnote. Paragraph 3 - as amended by the Order of the Minister of Information and Public Development of the Republic of Kazakhstan dated 14.03.2023 № 95 (effective ten calendar days after the date of its first official publication).**

4. The administrator moderates requests received on the Blog platform.

A written request received by the information holder, whose competence does not include the provision of the requested information, is sent to the relevant information holder no later than three working days from the date of receipt of the request, with simultaneous notification of the information user who sent the request.

Requests that do not comply with Article 11 of the Law are returned by the administrator within one business day from the date of receipt on the Blog Platform.

**Footnote. Paragraph 4 - as amended by the Order of the Minister of Information and Public Development of the Republic of Kazakhstan dated 14.03.2023 № 95 (effective ten calendar days after the date of its first official publication).**

5. If the request is accepted for consideration, the response is provided to the information user within fifteen calendar days from the date of receipt by the quasi-public sector entity.

If the requested information falls within the competence of several information holders and, when responding to a written request, information is required from other information holders, the review period may be extended once by the head of the information holder for no more than fifteen calendar days, as the information user is informed within three working days from the date of extension of the review period.

In case of refusal to provide information upon request on the grounds provided for in paragraph 16 of Article 11 of the Law, a quasi-public sector entity shall provide a reasoned

response to the information user within five working days from the date of registration of the request.

**Footnote. Paragraph 5 - as amended by the Order of the Minister of Information and Public Development of the Republic of Kazakhstan dated 14.03.2023 № 95 (effective ten calendar days after the date of its first official publication).**

6. A user of information who has received a response to his request from a quasi-public sector entity can evaluate its quality.

The assessment is carried out by marking "Like" or "Dislike". When selecting the "Dislike" button, the user of the information indicates the reason.

**Footnote. Paragraph 6 - as amended by the Order of the Minister of Information and Public Development of the Republic of Kazakhstan dated 14.03.2023 № 95 (effective ten calendar days after the date of its first official publication).**

### **Chapter 3. The procedure for participation of information users in conducting Internet conferences and surveys**

7. In order to conduct an Internet conference or a survey on the Portal, a state body and a subject of quasi-public sector shall send the completed template to the Operator at least three working days before the start in accordance with Annexes 1 and 2 to these Rules.

8. State bodies and subjects of quasi-public sector shall post on the official Internet resource and (or) public Internet resources notifications indicating the relevant links to the Portal:

1) on holding an Internet conference at least one working day before the date of its holding;

2) on conducting a survey within one working day from the date of its launch on the Portal.

If the survey lasts more than one month, notifications shall be posted at least once every two weeks.

9. The duration of an Internet conference cannot be less than one working day.

When questions are received during the Internet conference, the answers shall be provided by a state body and a subject of quasi-public sector before its completion.

10. The users of information shall submit applications in any form to the relevant state bodies and subjects of quasi-public sector for holding an Internet conference through the service "Creating the topic of an Internet conference" on the Portal.

The administrator shall accept the application within five working days or provide a reasoned response to the refusal to accept the application if the application does not correspond to the competence of a state body or the activities of a subject of quasi-public sector.

11. The duration of the survey may not be less than ten working days.

12. An access to the automated workplace for employees of state bodies and subjects of the quasi-public sector shall be provided by the Operator on the basis of applications from state bodies and subjects of quasi-public sector.

13. The Operator conducts training for authorized employees of state bodies and subjects of quasi-public sector on the use of automated workplaces for working on the Portal.

Annex 1  
to the Rules for  
working on the Internet  
portal of open dialogue

### Template for an Internet conference

Opening date	
Closing date	
Name in Kazakh	
Name in Russian	
Name in English (if necessary)	
Brief description in Kazakh	
Brief description in Russian	
Brief description in English (if necessary)	
Description in Kazakh	
Description in Russian	
Description in English (if necessary)	
Responsible officer (moderator) - surname, name, patronymic (if any), individual identification number, position, contact details (e-mail and phone number)	

Annex 2  
to the Rules for  
working on the Internet  
portal of open dialogue

### Template for survey

Survey №1	
Category	
Name of the survey in Kazakh	
Name of the survey in Russian	
Name of the survey in English (if necessary)	
Launch date	
Closing date	
Name of question №1 in Kazakh	
Name of question №1 in Russian	
Name of question №1 in English (if necessary)	
Answer option №1 in Kazakh	
Answer option №1 in Russian	

Answer option №1 in English (if necessary)	
Answer option №2 in Kazakh	
Answer option №2 in Russian	
Answer option №2 in English (if necessary)	
Answer option №3 in Kazakh	
Answer option №3 in Russian	
Answer option №3 in English (if necessary)	
Name of question №2 in Kazakh	
Name of question №2 in Russian	
Name of question №2 in English (if necessary)	
Answer option №1 in Kazakh	
Answer option №1 in Russian	
Answer option №1 in English (if necessary)	
Answer option №2 in Kazakh	
Answer option №2 in Russian	
Answer option №2 in English (if necessary)	
Answer option №3 in Kazakh	
Answer option №3 in Russian	
Answer option №3 in English (if necessary)	
Name of question №3 in Kazakh	
Name of question №3 in Russian	
Name of question №3 in English (if necessary)	
Answer option №1 in Kazakh	
Answer option №1 in Russian	
Answer option №1 in English (if necessary)	
Answer option №2 in Kazakh	
Answer option №2 in Russian	
Answer option №2 in English (if necessary)	
Answer option №3 in Kazakh	
Answer option №3 in Russian	
Answer option №3 in English (if necessary)	