

List of basic requirements for the provision of the state service "Issuance of licences to aviation personnel"

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| Name of the state service "Issuance of licences to aviation personnel" Name of the subspecies of state service: | | |
| <ol style="list-style-type: none"> 1) Issuance of a flight crew member licence; 2) Issuance of an external pilot licence; 3) Issuance of a licence of an air traffic controller, aeronautical station operator; 4) Issuance of an aircraft maintenance personnel licence; 5) Issuance of light and ultralight aircraft maintenance personnel licence; 6) Issuance of a flight support officer or flight dispatcher licence; 7) Renewal of aircraft maintenance personnel licence; 8) Renewal of light and ultralight aircraft maintenance personnel licence; 9) Renewal of a flight support officer or flight dispatcher licence; 10) Insertion or renewal of qualification and special marks in a flight crew member's licence; 11) Insertion or renewal of qualification and special marks on an external pilot's licence; 12) Insertion or extension of the validity of qualification and special marks in the licence of an air traffic controller, aeronautical station operator; 13) Entering qualification and special marks in the licence of aircraft maintenance personnel; 14) Replacement of aviation personnel licence and (or) its annex. | | |
| 1 | Name of the service provider | Joint Stock Company "Aviation Administration of Kazakhstan" |
| 2 | Methods of providing state service | For all subspecies of public service: 1) public corporation; 2) portal. |
| 3 | Term of rendering the state service | 1) from the date of submission of the package of documents to the state corporation - 15 (fifteen) working days; 2) when applying on the portal - 15 (fifteen) working days. |

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| 4 | Form of rendering a public service | For all subspecies of public service: electronic (partially automated)/paper |
| 5 | Result of rendering a public service | <ol style="list-style-type: none"> 1) issuance of a licence to aviation personnel; 2) extension of the validity of the aviation personnel licence; 3) making or extending the validity of qualification and special marks; 4) replacement of the licence and (or) its annex in cases of loss, theft, damage, change of surname, first name, patronymic (if any) and technical reasons; 5) notification of refusal to provide a public service in cases and on the grounds provided for in paragraph 9 of this list of basic requirements for the provision of public services. |
| 6 | The amount of payment charged from the service recipient when rendering a public service and methods of its collection in cases stipulated by the legislation of the Republic of Kazakhstan | <ol style="list-style-type: none"> 1) issuance of flight crew member, air traffic controller, aeronautical station operator, aircraft maintenance personnel licences, introduction or extension of the validity of qualification and special marks in flight crew member, air traffic controller, aeronautical station operator, aircraft maintenance personnel licences and replacement of the aviation personnel licence and (or) its annex - for a fee, in accordance with Article 16.3 of the Law and the List of Fee-Paying Licences. 2) issuance of licences of external pilot, light and ultralight aircraft maintenance personnel, flight support officer or flight dispatcher and renewal of licences of aircraft maintenance personnel, light and ultralight aircraft maintenance personnel, flight support officer or flight dispatcher, entry or renewal of qualification and special marks in the external pilot's licence - free of charge. |
| 7 | Work schedule of the service provider, state corporation and information objects | <ol style="list-style-type: none"> 1) authorized organization - from Monday to Friday, in accordance with the established work schedule from 08.30 to 17.30 hours, except for weekends and holidays, according to the labor legislation of the Republic of Kazakhstan with a lunch break from 13.00 hours to 14.00 hours. 2) state corporation - from Monday to Friday inclusive from 9.00 a.m. to 6.00 p.m. without lunch break, duty departments from Monday to Friday inclusive from 9.00 a.m. to 8.00 p.m. and on Saturday from 9.00 a.m. to 1.00 p.m. except for Sundays and holidays, according to the labor legislation of the Republic of Kazakhstan; state service is rendered at the choice of the service |

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| | | <p>recipient in the order of electronic queue, without accelerated service, it is possible to "book" electronic queue through the portal;</p> <p>3) portal - round the clock, except for technical breaks due to repair works (when the service recipient applies after working hours, on weekends and holidays, according to the labor legislation of the Republic of Kazakhstan, the application acceptance and issuance of the result of rendering the state service is carried out on the next working day).</p> |
| 8 | <p>List of documents and information required from the service recipient for rendering the state service</p> | <p>Provision of a public service through a state corporation or through a portal (electronic copies of documents are provided when submitting through the portal):</p> <p>8.1. Issuance of a flight crew member licence:</p> <p>8.1.1. to obtain a flight crew member licence, the applicant shall submit the following documents:</p> <p>1) statement:</p> <ul style="list-style-type: none"> - in respect of the licences of a private pilot PPL (airplane, helicopter, airship, aircraft with a system of increasing the lifting force), commercial aviation pilot CPL (airplane, helicopter, airship, aircraft with a system of increasing the lifting force), pilot of a multi-member crew (airplane) MPL, line pilot ATPL (airplane, helicopter, aircraft with a system of increasing the lifting force), in the form according to Appendix 1 to this list of basic requirements for the provision of public service; - in relation to the licences of ULAPL ultralight aircraft pilot (motorized hang glider, gyroplane, airship, aircraft with lift augmentation system), LAPL light aircraft pilot (airplane, helicopter), FBPL free balloon pilot, GPL glider pilot, FROL flight attendant, in an arbitrary form indicating IIN, as well as consent to the use of information constituting legally protected secrets contained in information systems; - in respect of the FNL navigator's licence in the form according to Appendix 2 to this list of basic requirements for the provision of public service; |

- in respect of the licence of flight engineer (flight mechanic) FEL in the form according to [Appendix 3](#) to this list of basic requirements for the provision of public service;

2) copies of documents on graduation from ATC with a licence of successful completion of theoretical examinations;

3) a copy of the licence of proficiency check for airplane pilots (LPC) in the form according to [Appendix 4](#) to this list of basic requirements for the provision of public service or a copy of the licence of flight check for helicopter pilots in the form according to [Appendix 5](#) to this list of basic requirements for the provision of public service or a copy of the licence of flight check in the form according to [Appendix 6](#) to this list of basic requirements for the provision of public service;

4) submission for flight crew members, in the form, according to [Appendix 7](#) to this list of basic requirements for the provision of public service certified by the signature and seal (if any) of the civil aviation organization;

5) a copy of your identity card (passport);

6) two photographs (color, matte, 3.5 x 4.5 cm with a corner on the right side of the person looking at the photo);

7) a copy of the relevant medical certificate;

8) a copy of the licence confirming the passing of the test for knowledge of English language used in radio-telephone communication (for flight crew members performing international flights);

9) a copy of the document confirming completion of training on human capabilities, including the principles of threat and error control;

10) a copy of my flight book;

11) completed compliance sheet, military registration credit in the form according to [Appendix 8](#) to this list of basic requirements for the provision of public service (for those arriving from state aviation);

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| | | <p>12) original licence of flight crew members (if the licence is replaced); 13) an electronic copy of the information confirming payment for the provision of a public service.</p> <p>8.2 Issuance of an external pilot's licence:</p> <p>8.2.1. to obtain an external pilot licence, the applicant shall submit the following documents:</p> <ol style="list-style-type: none">1) a free-form application, indicating the IIN and consent to the use of legally protected secret information contained in information systems;2) copies of documents on graduation from an ATC or aviation training institution;3) submission for other aviation personnel, except for aircraft maintenance personnel in the form according to Appendix 9 to this list of basic requirements for the provision of public services, certified by the signature and seal (if any) of the organization;4) two photos (color, matte, 3.5 x 4.5 cm with a corner on the right side of the person looking at the photo);5) a copy of the relevant medical certificate;6) a copy of the document confirming completion of training on human capabilities, including the principles of threat and error control;7) a copy of your identity card (passport);8) the original licence (if the licence is replaced). <p>8.3. Issuance of a licence of an air traffic controller, aeronautical station operator:</p> <p>8.3.1. to obtain a licence of air traffic controller, aeronautical station operator, the applicant shall submit the following documents:</p> <ol style="list-style-type: none">1) a free-form application, indicating the IIN and consent to the use of legally protected secret information contained in information systems;2) submission for other aviation personnel, except for aircraft maintenance personnel in the form according to Appendix 9 to this list of basic requirements for the provision of public services, signed and stamped (if available) by the civil aviation organization; |
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- 3) copies of documents on completion of ATC;
 - 4) a copy of the protocol of the qualification exam in the form according to [Appendix 10](#) to this list of basic requirements for the provision of public services;
 - 5) two photos (color, matte, 3.5 x 4.5 cm with a corner on the right side of the person looking at the photo);
 - 6) a copy of the relevant medical certificate (for an IAB dispatcher);
 - 7) a copy of the document confirming completion of training on human capabilities, including the principles of threat and error control;
 - 8) a copy of the licence confirming the passing of the test for knowledge of English used in radiotelephone communication (when providing international flights);
 - 9) a copy of your identity card (passport);
 - 10) original licence (in case of replacement of the licence);
 - 11) an electronic copy of the information confirming payment for the provision of a public service.
- 8.4 Issuance of an aircraft maintenance personnel licence:
- 8.4.1. to obtain an aircraft maintenance personnel licence, the applicant shall submit the following documents:
- 1) application in the form according to [Appendix 11](#) to this list of basic requirements for the provision of public services;
 - 2) a copy of the licence(s) of initial training in ATC or a diploma in the specialty, the period of completion of which does not exceed 10 years from the date of issue of the licence or diploma, if the candidate has not previously held this licence, and for state aviation aircraft maintenance personnel applying for licences of civil aviation aircraft maintenance personnel after completion of service in state aviation - 20 years from the date of graduation from a state aviation educational institution, provided that the candidate has continuously completed the training in the specialty;

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| | <p>3) a copy of the individual logbook of aircraft maintenance personnel in the form according to Appendix 12 to this list of basic requirements for the provision of public services;</p> <p>4) personal data of aircraft maintenance personnel in the form according to Appendix 13 to this list of basic requirements for the provision of public services;</p> <p>5) two photographs (color, matte, 3.5 x 4.5 cm with a corner on the right side of the person looking at the photo);</p> <p>6) a copy of the document on completion of training on the program "Human Capabilities in Aircraft Maintenance" (corresponding to the program of module 9 of the Model Programs for Professional Training of Aviation Personnel Involved in Flight Safety, approved by Order No. 764 of the Minister of Transport and Communications of the Republic of Kazakhstan dated September 28, 2013 (registered in the Register of State Registration of Regulatory Legal Acts No. 8785) (hereinafter referred to as the Model Programs);</p> <p>7) copy of the document on completion of training on the program "Kazakhstan and International Aviation Legislation" (corresponding to the program of module 10RK of the Model Programs);</p> <p>8) a copy of your identity card (passport);</p> <p>9) original licence and its annexes (item XV) (in case of replacement of the licence);</p> <p>10) electronic copy of information confirming payment for the provision of public services.</p> <p>8.5 Issuance of a maintenance personnel licence for light and ultralight aircraft:</p> <p>8.5.1. to obtain a licence of light and ultralight aircraft maintenance personnel, the applicant shall submit the following documents:</p> <p>1) application in the form according to Appendix 11 to this list of basic requirements for the provision of public services;</p> <p>2) a copy of the licence(s) of initial training in ATC or a diploma in the specialty, the period of completion of which does not exceed 10 years from the date of issue of the licence or diploma, if the candidate has not previously held this licence, and for state aviation aircraft maintenance</p> |
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| | <p>personnel applying for licences of civil aviation aircraft maintenance personnel after completion of service in state aviation - 20 years from the date of graduation from a state aviation educational institution, provided that the candidate has continuously completed the training in the specialty;</p> <p>3) a copy of the individual logbook of aircraft maintenance personnel in the form according to Appendix 12 to this list of basic requirements for the provision of public services;</p> <p>4) personal data of aircraft maintenance personnel in the form according to Appendix 13 to this list of basic requirements for the provision of public services;</p> <p>5) two photographs (color, matte, 3.5 x 4.5 cm with a corner on the right side of the person looking at the photo);</p> <p>6) a copy of the document on completion of training on the program "Human Capabilities in Aircraft Maintenance" (corresponding to the program of module 9 of the Model Programs for Professional Training of Aviation Personnel Involved in Flight Safety, approved by Order No. 764 of the Minister of Transport and Communications of the Republic of Kazakhstan dated September 28, 2013 (registered in the Register of State Registration of Regulatory Legal Acts No. 8785) (hereinafter referred to as the Model Programs);</p> <p>7) copy of the document on completion of training on the program "Kazakhstan and international aviation legislation" (corresponding to the program of module 10RK of the Model Programs);</p> <p>8) a copy of your identity card (passport);</p> <p>9) presentation and decision of the standing qualification commission of non-profit organizations uniting aircraft operators (hereinafter referred to as a non-profit organization);</p> <p>10) original licence and its annexes (item XV) (in case of replacement of the licence).</p> <p>8.6 Issuance of a flight support officer or flight dispatcher licence:</p> <p>8.6.1. to obtain a flight support officer or flight dispatcher licence, the applicant shall submit the following documents:</p> |
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| | <ol style="list-style-type: none">1) a free-form application specifying the IIN and consent to the use of legally protected secret information contained in information systems;2) a copy of the ATC graduation document;3) submission for other aviation personnel, except for aircraft maintenance personnel according to Appendix 9 to this list of basic requirements for the provision of public service with objective data, signed and sealed (if available) by the civil aviation organization;4) two photographs (color, matte, 3.5 x 4.5 cm with a corner on the right side of the person looking at the photo);5) a copy of the document confirming completion of training on human capabilities, including the principles of threat and error control;6) a copy of your identity card (passport);7) original licence (in case of replacement of the licence). <p>8.7 Renewal of the validity of the licence of aircraft maintenance personnel:</p> <p>8.7.1. to extend the validity of an aircraft maintenance personnel licence, the applicant shall submit the following documents:</p> <ol style="list-style-type: none">1) application in the form according to Appendix 11 to this list of basic requirements for the provision of public services;2) the original licence and its annex (item XV). <p>8.8 Renewal of the licence of maintenance personnel for light and ultralight aircraft:</p> <p>8.8.1. to extend the validity of the licence of light and ultralight aircraft maintenance personnel, the applicant shall submit the following documents:</p> <ol style="list-style-type: none">1) application in the form according to Appendix 11 to this list of basic requirements for the provision of public services;2) presentation and decision of the standing qualification commission of the non-profit organization;3) the original licence and its annex (item XV). |
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| | | <p>8.9 Renewal of a flight support officer or flight dispatcher licence:</p> <p>8.9.1. to extend the validity of a flight support officer or flight dispatcher licence, the applicant shall submit the following documents:</p> <ol style="list-style-type: none"> 1) a free-form application, indicating the IIN and consent to the use of information that constitutes a legally protected secret contained in information systems; 2) copies of documents confirming the completion of the most recent courses to maintain professional level in the specialty; 3) a copy of the document confirming completion of training on human capabilities, including the principles of threat and error control; 4) original licence. <p>8.10. Insertion or renewal of qualification and special marks in a flight crew member's licence:</p> <p>8.10.1. to make qualification and special marks in the licence of a flight crew member, the applicant shall submit the following documents:</p> <ol style="list-style-type: none"> 1) statement: <ul style="list-style-type: none"> - in respect of the licences of a private pilot PPL (airplane, helicopter, airship, aircraft with a system of increasing the lifting force), commercial aviation pilot CPL (airplane, helicopter, airship, aircraft with a system of increasing the lifting force), pilot of a multi-member crew (airplane) MPL, line pilot ATPL (airplane, helicopter, aircraft with a system of increasing the lifting force), in the form according to Appendix 1 to this list of basic requirements for the provision of public service; - in relation to the licences of ULAPL ultralight aircraft pilot (motorized hang glider, gyroplane, airship, aircraft with lift augmentation system), LAPL light aircraft pilot (airplane, helicopter), FBPL free balloon pilot, GPL glider pilot, FROL flight attendant, in an arbitrary form indicating IIN, as well as consent to the use of information constituting legally protected secrets contained in information systems; |
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- in respect of the FNL navigator's licence in the form according to [Appendix 2](#) to this list of basic requirements for the provision of public service;

- in respect of the licence of flight engineer (flight mechanic) FEL in the form according to [Appendix 3](#) to this list of basic requirements for the provision of public service;

2) copies of documents confirming completion of the most recent retraining courses;

3) a copy of the licence of proficiency check for airplane pilots (LPF) in the form according to [Appendix 4](#) to this list of basic requirements for the provision of public service or a copy of the licence of flight check for helicopter pilots in the form according to [Appendix 5](#) to this list of basic requirements for the provision of public service or a copy of the licence of flight check in the form according to [Appendix 6](#) to this list of basic requirements for the provision of public service;

4) a copy of the relevant medical certificate;

5) a copy of the licence and its attachments (if any);

6) electronic copy of the information confirming payment for the provision of public services.

8.10.2. to extend the validity of qualification and special marks in the flight crew member licence, the applicant shall submit the following documents:

1) statement:

- in respect of the licences of a private pilot PPL (airplane, helicopter, airship, aircraft with a system of increasing the lifting force), commercial aviation pilot CPL (airplane, helicopter, airship, aircraft with a system of increasing the lifting force), pilot of a multi-member crew (airplane) MPL, line pilot ATPL (airplane, helicopter, aircraft with a system of increasing the lifting force), in the form according to [Appendix 1](#) to this list of basic requirements for the provision of public service;

- in relation to the licences of ULAPL ultralight aircraft pilot (motorized hang glider, gyroplane, airship, aircraft with lift augmentation system), LAPL light aircraft pilot (airplane, helicopter), FBPL free balloon pilot, GPL glider pilot, FROL flight attendant, in an arbitrary form indicating

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| | <p>IIN, as well as consent to the use of information constituting legally protected secrets contained in information systems;</p> <ul style="list-style-type: none">- in respect of the FNL navigator's licence in the form according to Appendix 2 to this list of basic requirements for the provision of public service;- in respect of the licence of flight engineer (flight mechanic) FEL in the form according to Appendix 3 to this list of basic requirements for the provision of public service; <ol style="list-style-type: none">2) copies of documents confirming the completion of the most recent courses to maintain professional level in the specialty;3) a copy of the licence of proficiency check for airplane pilots (LPC) in the form according to Appendix 4 to this list of basic requirements for the provision of public service or a copy of the licence of flight check for helicopter pilots in the form according to Appendix 5 to this list of basic requirements for the provision of public service or a copy of the licence of flight check in the form according to Appendix 6 to this list of basic requirements for the provision of public service;4) copies of documents confirming completion of the most recent instructor professional development courses (if necessary);5) a copy of the relevant medical certificate;6) a copy of the licence and its attachments (if any);7) electronic copy of the information confirming payment for the provision of public services. <p>8.10.3. for making or extending the validity period of the special mark on the knowledge of the language used in radiotelephone communication in the licence of flight crew members, the applicant shall submit the following documents:</p> <ol style="list-style-type: none">1) a free-form application, indicating the IIN and consent to the use of legally protected secret information contained in information systems;2) a copy of the licence confirming the passing of the test on the knowledge of the English language used in radiotelephone communication; |
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| | | <p>3) a copy of the licence and its attachments (if any).</p> <p>8.11. Insertion or renewal of qualification and special marks in the external pilot's licence:</p> <p>8.11.1. to make or extend the validity period of qualification and special marks in the external pilot's licence, the applicant shall submit the following documents:</p> <ol style="list-style-type: none">1) a free-form application, indicating the IIN and consent to the use of legally protected secret information contained in information systems;2) a copy of the relevant medical certificate;3) copies of documents confirming the completion of the most recent retraining courses or maintenance of professional level in the specialty;4) a copy of the licence and its attachments (if any). <p>8.12. Introduction or extension of the validity period of qualification and special marks in the licence of an air traffic controller, aeronautical station operator:</p> <p>8.12.1. to enter or extend the validity period of ratings in the licence of an air traffic controller, aeronautical station operator, the applicant shall submit the following documents:</p> <ol style="list-style-type: none">1) a free-form application, indicating the IIN and consent to the use of legally protected secret information contained in information systems;2) a copy of the protocol of the qualification exam in the form according to Appendix 10 to this list of basic requirements for the provision of public services;3) a copy of the relevant medical certificate (for an IAB dispatcher);4) copies of documents confirming the completion of the most recent courses to maintain professional level in the specialty;5) a copy of the attachment to the licence;6) an electronic copy of the information confirming payment for the provision of a public service. |
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| | | <p>8.12.2. to make and (or) extend the validity period of a special mark in the licence of an air traffic controller, aeronautical station operator, the applicant shall submit the following documents:</p> <ol style="list-style-type: none">1) a free-form application, indicating the IIN and consent to the use of legally protected secret information contained in information systems;2) copies of documents confirming the completion of the most recent refresher courses or maintenance of the instructor's professional level (in the case of introducing or extending the validity of the instructor's special mark);3) copy of the licence confirming the passing of the test for the knowledge of the English language used in radiotelephone communication (when making or extending the validity of the special mark on the knowledge of the language used in radiotelephone communication);4) a copy of the attachment to the licence;5) an electronic copy of the information confirming payment for the provision of a public service. <p>8.13. Entering qualification and special marks in the licence of aircraft maintenance personnel:</p> <p>8.13.1. to enter a rating in the "Ratings" column of the "B1" or "B2" categories in the licence of aircraft maintenance personnel, the applicant shall submit the following documents:</p> <ol style="list-style-type: none">1) application in the form according to Appendix 11 to this list of basic requirements for the provision of state service, specifying the types of aircraft, engine and category of the licence;2) copies of documents on completion of practical and theoretical elements of the training course for the aircraft type, and, if necessary, records of practical training. It is allowed to provide a licence based on the results of practical training, if the licence is approved by an authorized organization in relation to that MRO, that conducts it;3) an electronic copy of the information confirming payment for the provision of a public service. |
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| | | <p>8.13.2. to enter a rating in the "Ratings" column of the "C" category in the licence of aircraft maintenance personnel, the applicant shall submit the following documents:</p> <ol style="list-style-type: none">1) application in the form according to Annex 11 to this list of basic requirements for the provision of state service, specifying the types of aircraft, engine and category of the licence;2) copies of licences proving completion of training for the aircraft type and passing the examinations after the theoretical part of the training at Level 3 (for the first entry of category "C"), and for each subsequent entry in category "C" - licences proving training for the requested aircraft type at Level 1 (general familiarization course with the aircraft). If an applicant for category "C" obtains this rating through categories "B1" or "B2" of the same type of aircraft and engine already entered in the licence, submission of a separate licence of theoretical training is not required;3) copies of documents confirming work experience in the TO and RAT organization or experience gained in state aviation or aircraft manufacturing;4) an electronic copy of the information confirming payment for the provision of the state service. <p>8.13.3. for making qualification and special marks in the licence of light and ultra-light aircraft maintenance personnel (AML LA), the applicant shall submit the following documents to the noncommercial organization:</p> <ol style="list-style-type: none">1) application in the form according to Appendix 11 to this list of basic requirements for the provision of public services;2) copies of documents confirming completion of training at ATC for the type or kind of aircraft;3) copy of the sheets of the individual log of aircraft maintenance personnel drawn up in the form according to Appendix 12 to this list of basic requirements for the provision of public service, confirming work experience; |
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| | | <p>4) a copy of the act of checking the qualification level of personnel for maintenance of light and ultralight aircraft of category "B3";</p> <p>5) a copy of the document on completion of training on the program "Human Capabilities as applied to Aircraft Maintenance" (corresponding to the program of module 9 of the Model Programs).</p> <p>8.14. Replacement of the aviation personnel licence and (or) its annex. The applicant submits documents in accordance with the established list for obtaining the relevant licence of aviation personnel and an electronic copy of the information confirming payment for the provision of the state service.</p> |
| 9 | <p>Grounds for refusal to provide a public service established by the legislation of the Republic of Kazakhstan</p> | <p>Determination of unreliability of documents submitted by the service recipient to receive a public service and (or) data (information) contained in them; non-compliance of the service recipient and (or) the submitted materials, objects, data and information necessary for rendering the state service with the established qualification requirements approved by the order of the Minister of Transport and Communications of the Republic of Kazakhstan dated June 13, 2011 № 362 (registered in the Register of State Registration of Regulatory Legal Acts for № 7058), qualification requirements approved by the order of the Minister of Transport and Communications of the Republic of Kazakhstan dated September 28, 2013 № 763 (registered in the Register of State Registration of Regulatory Legal Acts for № 7058), qualification requirements approved by the order of the Minister of Transport and Communications of the Republic of Kazakhstan dated September 28, 2013 № 763 (registered in the Register of State Registration of Regulatory Legal Acts for № 7058) in respect of the service recipient there is an enforceable court decision (verdict) on prohibition of activities or certain types of activities requiring a certain public service; in respect of the service recipient there is an effective court decision on the basis of which the service recipient is deprived of a special right related to the receipt of public services; absence of the service recipient's consent, provided in accordance with</p> |

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| | | Article 8 of the Law of the Republic of Kazakhstan "On Personal Data and their Protection", for access to personal data of limited access, which are required for the provision of public services. |
| 10 | Other requirements taking into account the peculiarities of public service provision | <p>The digital document service is available to users authorized in the mobile app. To use a digital document, it is necessary to authorize in the mobile application using an electronic digital signature or one-time password, then go to the "Digital Documents" section and select the required document.</p> <p>1) the maximum allowable waiting time for the service recipient to hand over a package of documents to the state corporation is 15 (fifteen) minutes.</p> <p>2) maximum allowable time of service of a service recipient in a state corporation - 30 (thirty) minutes.</p> <p>The addresses of the places where the state service is rendered are posted on the Internet resources:</p> <p>1) Ministry of Transport of the Republic of Kazakhstan - www.transport.gov.kz, section "State Services";</p> <p>2) service provider - www.caakz.com, section "State Services". The telephone number of the Single Point of Contact for government services: 1414, 8-800-080- 7777.</p> |