

**Paragraph 1. Procedure for rendering the state service "Issuance of duplicate documents on basic secondary and general secondary education".**

29. The state service "Issuance of duplicate documents on basic secondary and general secondary education" is provided by organizations of basic secondary and general secondary education.

30. To obtain a duplicate document on basic secondary and general secondary education, an individual (hereinafter referred to as the service recipient) sends it to the service provider through the non-profit joint-stock company "State Corporation" Government for Citizens "(hereinafter referred to as the State Corporation) or the office of the organization of basic secondary and general secondary education or веб-порталthe e-government web portal [www.egov.kz](http://www.egov.kz) (hereinafter referred to as the portal) an application in the form or in the form of an electronic document addressed to the head of the organization of basic secondary and general secondary education in accordance with Annex 1 to these Rules, accompanied by the documents specified in paragraph 8 of the state service standard "Issuance of duplicate documents on basic secondary and general secondary education" in accordance with Annex 2 to these Rules.

31. The list of basic requirements for the provision of public services, including the characteristics of the process, form, content and result of rendering, as well as other information, taking into account the specifics of the provision of public services, is given in the public service standard "Issuance of duplicate documents on basic secondary and general secondary education" in accordance with Annex 2 to these Rules.

32. An employee of a State Corporation receives information about identity documents from the relevant state information systems through the e-government gateway and sends it to the service provider.

33. When accepting documents through a State Corporation or the office of an organization of basic secondary and general secondary education, a receipt for accepting the relevant documents is issued in accordance with Annex 3 to these Rules.

34. When the service recipient submits documents through the portal, the service recipient's" personal account " [услугополучателя](#) displays the status of acceptance of the request for the provision of public services, as well as a notification.

35. If the service recipient submits an incomplete package of documents and / or expired documents, an employee of a State corporation or organization of basic secondary and general secondary education refuses to accept the application and issues a receipt for refusal to accept documents in the form provided in Appendix 4 to these Rules.

36. If the service recipient applies after the end of working hours, on weekends and holidays in accordance with the labor legislation of the Republic of Kazakhstan, registration of the application for the provision of public services is carried out on the next working day.

37. The state corporation forms applications (with a package of documents, if any) with two copies of the register are sent to the organization of basic secondary and general secondary education via courier and (or) postal communication according to the schedule.

38. Delivery of accepted applications with attached documents to the organization of basic secondary and general secondary education is carried out at least twice on the day of receiving these applications.

39. When applying to a State Corporation, the day of receipt of documents is not included in the deadline for rendering a public service.

40. An employee of an organization of basic secondary and general secondary education registers documents on the day they are received.

41. Employees of the organization of basic secondary and general secondary education within 5 (five) business days review and prepare the result of the state service and send a duplicate of the document on basic secondary or general secondary education or a reasoned response about refusal to the State Corporation via courier and (or) postal communication no later than one day before the expiration of the term of rendering in the case of submitting an application through the portal, send a notification to the service recipient about the readiness of a duplicate education document indicating the place of receipt of the result of the state service, or a reasoned refusal response.

42. When the service recipient submits documents through the portal, if the service recipient indicates the place of receipt of the result of a state service to a State Corporation, employees of the organization of basic secondary and general secondary education send a duplicate of the education document to the State Corporation via courier and (or) postal communication no later than one day before the expiration of the state service.

43. The result of rendering a public service is the issuance of a duplicate document on basic secondary or general secondary education.

44. In a State corporation, the issuance of ready-made documents is carried out in accordance with the work schedule of the State Corporation, on the basis of a receipt, upon presentation of identity documents with a note in receipt.

45. The state corporation ensures that the result is stored for one month, after which it is transferred to the service provider for further storage. If the service recipient applies after one month at the request of the State Corporation, the service provider sends the finished documents to the State Corporation within one business day for issuance to the Service Recipient.

46. The total review period from the moment the service recipient submits documents to a State Corporation or organization of basic secondary and general secondary education or to the portal is 15 working days.

47. The service provider ensures that information on the stage of rendering a public service is entered into the information system for monitoring the provision of public services in accordance with the established procedure, in accordance with subitem 11) of paragraph 2 of Article 5 of the Law.

**Appendix 2 to the Rules  
for issuing  
state-issued educational documents**

<b>state-issued educational documents Standard state service "Issuing duplicates of documents on basic secondary and general secondary education"</b>		
1	Name of the service provider	of the Organization of basic secondary and general secondary education
2	Methods of providing public services	Acceptance of the application and issuance of the result of providing public services are carried out through: 1) the office of the organization of basic secondary and general secondary education; 2) Non-profit Joint-Stock Company " State Corporation "Government for Citizens "(hereinafter referred to as the State Corporation); 3) the web portal of "electronic government" www.egov.kz.egov.kz (hereinafter referred to as the portal).

3	Term for rendering a state service	<p>1) from the moment when the service recipient submits documents to a State corporation or organization of basic secondary and general secondary education or to a portal – 15 working days.</p> <p>2) the maximum allowable waiting time for submitting documents to a State Corporation is 15 minutes;</p> <p>3) the maximum allowable service time in a State Corporation is 15 minutes.</p>
4	The form of provision	is Electronic (partially automated) and (or) paper
- based 5	The result of providing a public service	<p>is a duplicate of documents on basic secondary or general secondary education or a reasoned refusal response.</p> <p>Form of providing the result of rendering a public service: paper.</p> <p>In a State corporation, ready-made documents are issued upon presentation of an identity document (or its representative under a notarized power of attorney).</p> <p>When applying through the portal, the result of rendering a public service is received at the address specified in the request.</p> <p>The state corporation ensures the storage of documents for 1 (one) month, after which it transfers them to the service provider for further storage.</p> <p>If the service recipient applies after 1 (one) month, at the request of the State Corporation, the service provider sends the finished documents to the State Corporation for issuance to the Service Recipient within 1 (one) business dayуслугополучателю.</p>
6	The amount of payment collected from the service recipient when providing a public service and the methods of its collection in cases stipulated by the legislation of the Republic of Kazakhstan	, the state service is provided free of charge to individuals.
7	Schedule Work schedule	<p>1) office of the service provider: from Monday to Friday inclusive, from 9.00 to 18.30 hours, with a lunch break from 13.00 hours to 14.30 hours, except weekends and holidays, in accordance with the labor legislation of the Republic of Kazakhstan;</p> <p>Application acceptance and issuance of the result of public service provision is carried out from 9.00 hours to 17.30 hours with a lunch break from 13.00 hours to 14.30 hours. Public services are provided on a first-come, first-served basis, without prior appointment or expedited service.</p> <p>2) State Corporation: from Monday to Saturday inclusive in accordance with the established work schedule from 9.00 to</p>

		<p>20.00 hours without a lunch break, except for Sundays and public holidays, in accordance with labor legislation.</p> <p>3) portal - around the clock, with the exception of technical interruptions in connection with repair work (when the service recipient applies after the end of working hours, on weekends and holidays in accordance with the Labor Code of the Republic of Kazakhstan dated November 23, 2015, applications are accepted and the result of rendering a public service is issued on the next working day).</p> <p>Addresses of places where public services are provided can be found at:</p> <p>1) Интернет-ресурсы the Ministry's Internet resource <a href="http://www.edu.gov.kz">www.edu.gov.kz</a>; 2) the Internet resource of a State Corporation: <a href="http://www.gov.kz">www.gov.kz</a>; 3) the portal: <a href="http://www.egov.kz">www.egov.kz</a>.</p>
8	List of documents required for the provision of public services	<p>when applying to the office of the service provider or a State corporation:</p> <p>1) application of the student or parent (legal representative) of a minor child who has lost or damaged the document, addressed to the head of the organization of basic secondary and general secondary education in accordance with Annex 1 to these Rules;</p> <p>2) birth certificate or identity card (passport) of the student and (or) an electronic document from the digital document service (required for</p> <p>3) if the surname (first name, patronymic (if any) is changed and / or the education document is damaged, the original of the education document is attached.</p> <p>An employee of a State Corporation receives information about identity documents from the relevant state information systems through the e-government gateway and sends it to the service provider.</p> <p>Service providers receive digital documents from the digital documents service through the implemented integration, subject to the consent of the document owner provided through веб-портала the user's cellular subscriber number registered on the e-government web portal by transmitting a one-time password or by sending a short text message as a response to the notification веб-портала of the e-government web portal.</p> <p>to the portal:</p> <p>an application in the form of an electronic document addressed to the head of the organization of basic secondary and general secondary education in accordance with</p>

		Appendix 1 to these Rules, certified by the electronic digital signature of the service recipient or a certified one-time password, if the service recipient's subscriber number provided by the mobile operator is registered and connected to the portal account.
9	Grounds for refusal to provide a state service established by the legislation of the Republic of Kazakhstan	If the service recipient submits an incomplete package of documents and (or) expired documents, an employee of a State corporation or organization of basic secondary and general secondary education refuses to accept the application and issues a receipt for refusal to accept documents in the form provided in Annex 4 to these Rules.
10	Other requirements taking into account the specifics of the provision of public services, including those provided in electronic form	<p>to Service Recipients who have completely or partially lost the ability or ability to perform self-service, move independently, or navigate, documents for the provision of public services are accepted by an employee of a State Corporation with departure at their place of residence when the service recipient applies through a Single contact Center 1414, 8 800 080 7777.</p> <p>The service recipient has the opportunity to receive public services in electronic form through the portal, provided that an EDS is available.</p> <p>The service recipient receives information about the procedure and status of rendering a public service through a Single Contact Center: 1414, 8 800 080 7777.</p> <p>Contact phone numbers of the service provider's help services are available on интернет-ресурсе the Ministry's Internet resource: <a href="http://www.edu.gov.kz">www.edu.gov.kz</a> and a single contact center: <a href="http://www.egov.kz">www.egov.kz</a>.</p> <p>The Digital document service is available for users who are logged in to the mobile app.</p> <p>To use a digital document, you must log in to the mobile app using an electronic digital signature or a one-time password, then go to the "Digital Documents" section and select the required document.</p>