



**On approval of the Rules for the Provision of the Public Service “Free Meals for Certain Categories of Citizens, as well as Persons under Guardianship (Custody) and Foster Care, Students and Educatees of Technical and Vocational, Post-Secondary and Higher Education Organizations”**

*Unofficial translation*

Order of the Minister of Education and Science of the Republic of Kazakhstan No. 180 dated May 4, 2020. Registered with the Ministry of Justice of the Republic of Kazakhstan on May 5, 2020 under No. 20579

Unofficial translation

In obedience to sub-paragraph 1) of Article 10 of the Law of the Republic of Kazakhstan of April 15, 2013 “On Public Services” I HEREBY ORDER:

1. That the Rules for the Provision of the Public Service “Free Meals for Certain Categories of Citizens, as well as Persons under Guardianship (Custody) and Foster Care, Students and Educatees of Technical and Vocational, Post-Secondary and Higher Education Organizations” shall be approved pursuant to Annex 1 hereto.

2. That certain orders of the Minister of Education and Science of the Republic of Kazakhstan shall be deemed to have lost force according to Annex 2 hereto.

3. That in compliance with the legislation, the Department of Technical and Vocational Education of the Ministry of Education and Science of the Republic of Kazakhstan (Ospanova N. Zh.) jointly with the Department of Higher and Postgraduate Education of the Ministry of Education and Science of the Republic of Kazakhstan (Toybaev A. Zh.) shall:

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

2) place this order on the web-site of the Ministry of Education and Science of the Republic of Kazakhstan after its official publication;

3) within ten working days after the state registration hereof with the Ministry of Justice of the Republic of Kazakhstan, submit to the Legal Department of the Ministry of Education and Science of the Republic of Kazakhstan of information on execution of the measures stipulated by sub-paragraphs 1) and 2) of this paragraph.

4. That the Supervising Vice-Minister of Education and Science of the Republic of Kazakhstan shall be in charge of controlling the execution of this order.

5. That this order shall be put into effect ten calendar days after the date of its first official publication.

*Minister of Education and Science  
of the Republic of Kazakhstan*

*A. Aimagambetov*

" A G R E E D B Y "

Ministry of Digital Development,  
Innovation and the Aerospace Industry  
of the Republic of Kazakhstan

Annex 1 to Order  
of the Minister of Education  
and Science  
of the Republic of Kazakhstan  
No. 180 dated May 4, 2020

**Rules for the Provision of the Public Service “Free Meals for Certain Categories of Citizens, as well as Persons under Guardianship (Custody) and Foster Care, Students and Educatees of Technical and Vocational, Post-Secondary and Higher Education Organizations**

**Chapter 1. General provisions**

1. These Rules for the Provision of the Public Service have been developed in obedience to sub-paragraph 1) of article 10 of the Law of the Republic of Kazakhstan dated April 15, 2013 “On Public Services” and determine the procedure for providing free meals to certain categories of citizens, as well as to persons who are under trusteeship (guardianship) and patronage, students and educatees of the technical and vocational, post-secondary and higher education organizations.

2. The public service “Provision of Free Meals for Certain Categories of Citizens, as well as Persons under Guardianship (Custody) and Foster Care, Students and Educatees of Technical and Vocational, Post-Secondary and Higher Education Organizations” (hereinafter - the public service) shall be provided by technical and vocational, postsecondary education, higher educational institutions (hereinafter - service provider).

3. The public service shall be provided to individuals belonging to certain categories, as well as persons under guardianship (custody) and foster care, students and educatees of organizations of technical and vocational, post-secondary and higher education or their parents or other legal representatives (hereinafter - the service recipient) free of cost.

**Chapter 2. Procedure for providing a public service**

4. In order to receive free meals the service recipient shall submit to the service provider via the service provider's office and (or) "e-government" web portal [www.egov.kz](http://www.egov.kz) (hereinafter - the portal), or via the "State Corporation “Government for Citizens” Non-Profit Joint-Stock Company (hereinafter - the State Corporation). (hereinafter - the State Corporation) an application according to the form in compliance with Annex 1 to these Rules with the documents provided by the standard of the public service “Provision of Free Meals

for Certain Categories of Citizens, as well as Persons under Guardianship (Custody) and Foster Care, Students and Educatees of Technical and Vocational, Post-Secondary and Higher Education Organizations” (hereinafter the standard), pursuant to Annex 2 to these Rules.

The list of basic requirements for the provision of a public service, including the characteristics of the process, form, content and result of provision, as well as other information, with due regard for the peculiarities of the provision of a public service shall be given in the standard.

5. When accepting documents via the service provider and (or) the State Corporation, the service recipient shall be issued a receipt of acceptance of relevant documents.

6. The service provider shall receive from relevant state information systems via the gateway electronic government the identity document data, guardianship (custody), foster care - for orphans and children left without parental care, raised in families, confirming the affiliation of the applicant (family) to the recipients of state targeted social assistance, provided by local executive bodies for children from families eligible for targeted social assistance.

7. In case the service recipient fails to submit a complete package of documents, and (or) documents with expired validity, in concordance with the list provided by paragraph 8 of the public service standard, the service provider or an employee of the State Corporation shall refuse to accept the application and issue a receipt of refusal to accept documents pursuant to the form in Annex 4 to these Rules.

In case of application via the portal, the status of acceptance of the request for a public service, as well as a notice indicating the date and time of receipt of the result of the public service shall be sent to the service recipient's “personal profile”.

On the day of receipt of the documents, the service provider's office shall accept them, register them and send them to the service provider for consideration.

If the documents are received via the portal, the serviceprovider shall check the completeness of the documents submitted within one business day after registration of the documents.

If the service recipient fails to submit a complete package of documents, the service provider shall send a reasoned refusal to further consideration of the application to the service provider's personal profile on the portal within the specified period of time.

When the service recipient provides a full package of documents, within 3 (three) working days, the service provider shall consider the documents for compliance with the requirements of the Rules, as a result shall prepare a Notice on the provision of free meals in the form pursuant to Annex 3 to the Rules and send it to the head of the service provider for signature.

The result of rendering of the public service shall be issued to the service recipient in the office of the service provider and (or) in the State Corporation on presentation of an identity document (or its representative by a notarized power of attorney).

In this case delivery of the result of the public service to the State Corporation shall be carried out not later than one day prior to expiration of the term of rendering the state service.

On the portal the result of rendering the public service shall be sent to the “personal profile” of the service recipient in the form of an electronic document signed by the electronic signature of the head of the service provider.

8. The total period of consideration of documents for the provision of the public service shall be 5 (five) working days.

9. The documents not issued on time due to the absence of the service recipient's (representative's) application shall be stored in the State Corporation for one month, after the expiration of this period shall be returned to the service provider as unclaimed.

10. In obedience to sub-paragraph 11) of paragraph 2 of article 5 of the Law of the Republic of Kazakhstan “On Public Services” the service provider shall ensure entering of data to the information system of monitoring of rendering of public services on the stage of rendering of a public service in the manner established by the authorized body in the sphere of information.

11. Provision of meals can be provided in a proactive way without an application by the service recipient upon the initiative of the service provider via the information systems of state bodies when registering the phone number of the subscriber cellular communication device of the service recipient on the web portal of "electronic government" [www.egov.kz](http://www.egov.kz) and shall include:

1) sending automatic notifications to the service recipient requesting the provision of a public service;

2) receiving the service recipient's consent to provide a proactive service, as well as other necessary information from the service recipient, including restricted access, via the service recipient's cellular subscriber device.

### **Chapter 3. Procedure for appealing decisions, actions (inactions) of the service provider and (or) its officials in the process of providing a public service**

12. Application on appeal of decisions, actions (inactions) of the service provider on the public services issues may be submitted to the head of the service provider, to the authorized body on assessment and control over quality of rendering public services in obedience to the legislation of the Republic of Kazakhstan.

13. Pursuant to paragraph 2 of Article 25 of the Law of the Republic of Kazakhstan “On Public Services”, an application of the service recipient received by the service provider who directly rendered the public service, shall be subject to consideration within 5 (five) working days from the date of its registration.

The application of the service recipient, received by the authorized body on assessment and quality control of public services provision, shall be subject to consideration within 15 (fifteen) working days from the date of its registration.

14. In case of disagreement with the results of rendering a public service, a service recipient shall apply to court to the extent permitted under applicable law of the Republic of Kazakhstan.

Rules for the Provision of the Public Service “Free Meals for Certain Categories of Citizens, as well as Persons under Guardianship (Custody) and Foster Care, Students and Educatees of Technical and Vocational, Post-Secondary and Higher Education Organizations

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Annex 1  
to the Rules for the Provision of  
the Public Service “Free Meals for  
Certain Categories of Citizens,  
as well as Persons under  
Guardianship (Custody) and Foster  
Care, Students and Educatees of  
Technical and Vocational, Post-  
Secondary and Higher Education  
Organizations”  
Document form  
To the head of the educational  
organization

\_\_\_\_\_  
(service provider’s name)

\_\_\_\_\_  
(full name)

from

\_\_\_\_\_  
(service recipient’s full name)

Residing at:  
\_\_\_\_\_  
\_\_\_\_\_

### Application form

I hereby ask you to provide free meals for my son (daughter),

\_\_\_\_\_  
(full name) the \_\_\_\_ year college/bachelor student,  
of group \_\_\_\_\_

\_\_\_\_\_  
(name of the educational organization)

I agree to the use of legally protected information contained in information systems.

" \_\_\_\_ " \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_ (signature) (full name)

Annex 2  
to the Rules for the Provision of  
the Public Service “Free Meals for  
Certain Categories of Citizens,

as well as Persons under  
Guardianship (Custody) and Foster  
Care, Students and Educatees of  
Technical and Vocational, Post-  
Secondary and Higher Education  
Organizations”  
Document form

<b>“Provision of Free Meals for Certain Categories of Citizens, as well as Persons under Guardianship (Custody) and Foster Care, Students and Educatees of Technical and Vocational, Post-Secondary and Higher Education Organizations” Public Service Standard</b>		
1	Service provider’s name	This public service shall be provided by organizations of technical and vocational, post-secondary education, higher educational institutions
2	Methods of providing a public service (access channels)	Receipt of the application and issuance of the result of rendering of the state service shall be carried out via: 1) the office of the service provider; 2) State Corporation "Government for Citizens Non-Profit Joint-Stock Company (hereinafter referred to as State Corporation); 2) State Corporation "Government for Citizens Non-Profit Joint-Stock Company (hereinafter - the State Corporation); 3) The web portal of "e-government" www.egov.kz (hereinafter - the portal).
3	Term of public service rendering	1) from the date of delivery of the package of documents to the service provider, to the State Corporation - 5 working days; When applying to the State Corporation the day of receipt shall not be included in the term of state service provision. The Service Provider shall ensure the delivery of the result of state service to the State Corporation, no later than one day before the expiration of the term of state service; 2) maximum permissible waiting time for delivery of the package of documents to the Service Provider to individuals (hereinafter referred to as the Service Receiver) - 20 minutes, to the State Corporation - 15 minutes; 3) maximum allowable time of service of the Service Receiver via the Office of the Service Provider - 30 minutes, via the State Corporation - 15 minutes.
4	Form of public service delivery	Electronic/on paper
5	The result of a public service	Notification on the provision of free meals or a reasoned refusal to provide a public service in the cases and on the grounds specified in paragraph 9 of this standard of public service. On the portal the result of the state service shall be sent and stored in the "personal profile" of the service recipient.
6	Size of payment levied from a service recipient in the provision of a public service, and the ways of charging it in cases stipulated by the legislation of the Republic of Kazakhstan	Free of charge
		1) The service provider - from Monday through Friday inclusive, excluding weekends and public holidays, according to the Labor Code of the Republic of Kazakhstan, in accordance with the schedule of the service provider: from 9.00 am to 05.30 pm with lunch break from 01.00 pm to 02.30 pm.

<p>7 Working hours</p>	<p>2) State Corporation: Monday through Saturday inclusive, from 9 a.m. till 8 p.m. , without lunch break, except for days off and public holidays, according to the Labor Code of the Republic of Kazakhstan.  3) of portal: twenty-four hours a day, except for technical breaks in connection with conducting repair works (when service recipient applies after working hours , on weekends and public holidays according to Labor Code of the Republic of Kazakhstan, acceptance of application and issue of state service shall be carried out on the next working day).  The addresses of places of rendering the public service shall be posted on:  1) the Internet resource of the service provider;  2) Internet resource of the State Corporation <a href="http://www.gov4c.kz">www.gov4c.kz</a>;  3) the portal <a href="http://www.egov.kz">www.egov.kz</a>.</p>
<p>8 List of documents</p>	<p>To the Service Provider and (or) to the State Corporation:  1) an application of the established form;  2) birth certificate - for children from large families (in case of birth before August 13, 2007) ;  3) certificates of approval of guardianship (custody), foster care - for orphans and children left without parental care, brought up in families;  4) certificates of disability - for disabled persons and persons disabled since childhood, children with disabilities or the conclusion of a psychological-medical-pedagogical consultation - for children with developmental disabilities;  5) certificates confirming the applicant's (family's) affiliation with the recipients of state targeted social assistance provided by local executive bodies, for children from families eligible for targeted social assistance;  6) information on the received income (wages of working parents or their substitutes, income from entrepreneurial and other activities, income in the form of alimony for children and other dependents) - for children from families not receiving state targeted social assistance, in which the average per capita income is below the subsistence minimum.  For students enrolled in educational programs of technical and professional, post-secondary education, providing training of skilled workers, as well as students enrolled in training with technical and vocational education with due regard for the needs of the labor market of the first direction of the Yenbek State Program of Development of Productive Employment and Mass Entrepreneurship for 2017 - 2021, approved by Decree of the Government of the Republic of Kazakhstan No. 746 of November 13, 2018:  1) application of the established form;  2) an order for enrollment in an educational institution.  Documents listed in paragraphs 2,3,4 shall be provided in originals and copies, after verification of which originals shall be returned to the applicant.  On the portal :  1) application of the established form;  2) birth certificate - for children from large families (if born before August 13, 2007) ;  3) electronic certificates on approval of guardianship (custody), foster care - for orphans and children left without parental care, brought up in families;  4) electronic certificates of disability - for disabled persons and persons disabled since childhood, children with disabilities or electronic conclusion of psychological, medical and pedagogical consultation - for children with developmental disabilities;  5) electronic certificates confirming the applicant's (family's) affiliation with the recipients of state targeted social assistance provided by local executive bodies,</p>

	<p>for children from families eligible for targeted social assistance;  6) information on income received (wages of working parents or their substitutes , income from entrepreneurial and other activities, income in the form of alimony for children and other dependents) - for children from families not receiving state targeted social assistance, in which the average per capita income is below the s u b s i s t e n c e m i n i m u m .</p> <p>For students enrolled in educational programs of technical and vocational, post-secondary education providing training of skilled workers, as well as students enrolled in training with technical and vocational education for the account taken of the needs of the labor market of the first direction of the Yenbek State Program of Development of Productive Employment and Mass Entrepreneurship for 2017 - 2021, approved by Decree of the Government of the Republic of Kazakhstan № 746 of November 13, 2018:  1) an application in the prescribed form;  2) an order for enrollment in an educational institution.  Identity document data, guardianship (custody), foster care - for orphans and children left without parental care, raised in families, confirming belonging of applicant (family) to the recipients of state targeted social assistance, provided by local executive bodies, for children from families eligible for targeted social assistance, the service provider if available receives from relevant state information systems through gateway "electronic</p>
9	<p>Grounds for refusal to provide a public service established by the legislation of the Republic of Kazakhstan</p> <p>1) establishment of unreliability of documents submitted by the service recipient in order to receive a public service and (or) data (information) contained therein;  2) availability of a court decision that has entered into legal force in relation to the service recipient, on the basis of which the service recipient is deprived of a special right related to the receipt of the public service.</p>
10	<p>Other requirements, with allowances made for the peculiarities of the provision of a public service, including those provided in electronic form and via the State Corporation</p> <p>For the service recipients with persistent disorders of body functions, complete or partial loss of the ability or possibility to perform self-care, self-mobility, orientation, acceptance of documents for provision of the state service shall be made by the employee of the State Corporation with departure to the place of residence by addressing via the Single Contact Center 1414, 8 800 080 7777. The service recipient shall have the possibility to receive information on the procedure and status of rendering the state service in the remote access mode via "personal profile" of the portal, reference services of the service provider, as well as the Single Contact Center 1414, 8 800 080 7777.</p>

Annex 3  
to the Rules for the Provision of  
the Public Service “Free Meals for  
Certain Categories of Citizens,  
as well as Persons under  
Guardianship (Custody) and Foster  
Care, Students and Educatees of  
Technical and Vocational, Post-  
Secondary and Higher Education  
Organizations  
Document form

**Notification of the provision of free meals**

at the educational organization \_\_\_\_\_

\_\_\_\_\_  
(name of the educational organization)



This is to certify that \_\_\_\_\_  
has been included in the list (full name) of educatees/students, provided with free meals  
in 20\_\_ - 20\_\_ academic year. " \_\_\_\_ " \_\_\_\_\_ 20\_\_ \_\_\_\_\_

\_\_\_\_\_  
(signature of the head of the educational organization)

Annex 4  
to the Rules for the Provision of  
the Public Service “Free Meals for  
Certain Categories of Citizens,  
as well as Persons under  
Guardianship (Custody) and Foster  
Care, Students and Educatees of  
Technical and Vocational, Post-  
Secondary and Higher Education  
Organizations”  
Document form

### Receipt of refusal to accept documents

Guided by paragraph 2 of Article 20 of the Law of the Republic of Kazakhstan of April 15, 2013 “On Public Services”, the State Corporation (indicate address) hereby refuses to accept documents on rendering of the public service “Free Meals to Certain Categories of Citizens, as well as to Persons who are under Guardianship (Custody) and Patronage, Students and Educatees of Organizations of Technical and Vocational, Post-Secondary and Higher Education” in view of your submission of incomplete package of documents pursuant to the list provided by the procedure of rendering of the public service and (or) in connection with the expiration of the documents, namely:

Name of missing documents:

- 1) \_\_\_\_\_;
- 2) \_\_\_\_\_;

This receipt is executed in two (2) copies, one for each party.

\_\_\_\_\_  
(Full name (signature) of the employee of the State Corporation)

\_\_\_\_\_  
(Full name of the service provider) (signature)

Received by: \_\_\_\_\_

\_\_\_\_\_  
(Full name of the service recipient) (signature)

" \_\_\_\_ " \_\_\_\_\_ 20\_\_

**List of orders of the Minister of Education and Science of the Republic of Kazakhstan that are no longer in force**

1. Order of the Minister of Education and Science of the Republic of Kazakhstan No. 396 dated August 7, 2017 “On Approval of the Public Service Standard “Providing Free Meals to Certain Categories of Citizens, as well as Persons under Guardianship (Custody) and Foster Care, Students and Educatees of Technical and Vocational, Post-Secondary and Higher Education” (registered with the Register of State Registration of Regulatory Legal Acts under No. 15744, published on October 10, 2017 in the Reference Control Bank of Regulatory Legal Acts of the Republic of Kazakhstan);

2. Order of the Minister of Education and Science of the Republic of Kazakhstan No.124 dated April 2, 2018 “On Amending Order of the Minister of Education and Science of the Republic of Kazakhstan No. 396 dated August 7, 2017 “On Approval of the Public Service Standard “Providing Free Meals to Certain Categories of Citizens, as well as Persons under Guardianship (Custody) and Foster Care, Students and Educatees of Technical and Vocational, Post-Secondary and Higher Education” (registered with the Register of State Registration of Regulatory Legal Acts under No. 16806, published on May 11, 2018 in the Reference Control Bank of Regulatory Legal Acts of the Republic of Kazakhstan);

3. Order of the Minister of Education and Science of the Republic of Kazakhstan No. 64 dated February 8, 2019 “On Amending Order of the Minister of Education and Science of the Republic of Kazakhstan No. 396 dated August 7, 2017 “On Approval of the Public Service Standard “Providing Free Meals to Certain Categories of Citizens, as well as Persons under Guardianship (Custody) and Foster Care, Students and Educatees of Technical and Vocational, Post-Secondary and Higher Education” (registered with the Register of State Registration of Regulatory Legal Acts under No. 18299, published on April 3, 2019 in the Reference Control Bank of Regulatory Legal Acts of the Republic of Kazakhstan).