

On approval of Rules on the organization of a “One stop shop” activity for investors

In accordance with paragraph 2 of Article 12-2 of the Law of the Republic of Kazakhstan of January 8, 2003 "On Investments" the Government of the Republic of Kazakhstan **DECREES:**

1. To confirm the enclosed Rules on the organization of a “One stop shop” activity for investors.

2. This decree shall come into force at the end of ten calendar days after its first official publication.

**Prime minister of the
Republic of Kazakhstan**

K. Masimov

Approved by the decree
of the Government of the Republic of
Kazakhstan

Rules on the organization of a "One stop shop" activity for investors

1. General provisions

1. These Rules on the organization of a "One stop shop" activity for investors (hereinafter - Rules) are developed in accordance with paragraph 2 of Article 12-2 of the Law of the Republic of Kazakhstan of January 8, 2003 "On Investments" and establish the procedures of a "One stop shop" activity for investors implementing priority investment projects through the Service Providers providing state services under the legislation of the Republic of Kazakhstan.

2. For the purpose of these Rules the investor or his legal representative implementing priority investment projects (hereinafter - investor) is a legal entity that corresponds to the next conditions:

1) State registration of a legal entity is carried out not earlier than twelve calendar months before the day of sending an application for providing investment preferences;

2) A legal entity carries out the kinds of activity included in the list of priority kinds of activity defined for realization of priority investment projects;

3) Implementation of a priority investment project is carried out only within one investment contract.

3. Basic concepts used in these Rules:

1) priority investment project (hereinafter - investment project) is an investment project implemented by the newly established legal entity on certain priority types of activity, the list of which is ratified by the Government of the Republic of Kazakhstan, with investments of not less than two million-fold size of the monthly calculated index established by the law on the Republican budget and operating for the date of sending application for providing investment preferences;

2) authorized investment body (hereinafter - authorized body) is a state body assigned by the Government of the Republic of Kazakhstan responsible for investment contracts conclusion and their execution control;

3) Service Providers are central state bodies, foreign institutions of the Republic of Kazakhstan, local executive bodies of regions, cities of republican value, capital, districts, cities of regional value, akims of districts in a city, cities of district value, settlements, villages, rural districts, and physical and legal persons rendering state services in accordance with the legislation of the Republic of Kazakhstan;

4) support of investment project on a "One stop shop" principle for investors (hereinafter support of investment project) is a complex of activities based on informative, consultative, organizational assistance to investor intended implementation of investment project;

5) employee of the Service Provider is an employee of the Service Provider rendering state services in accordance with the legislation of the Republic of Kazakhstan;

6) Internet resource is an Internet resource, determined by the authorized body, aimed for monitoring the stages of state services provision for investor implementing an investment project;

7) investor's application is an application form that is ratified by the order of the authorized body and given by an investor to the authorized body;

8) request is an application form that is set by the standards on providing state service and enclosed to the investor's application.

2. Implementation of reception and consultation of investors

4. The authorized body organizes specially reserved place intended for reception of applications for state services provision and issuance of the results to investors (hereinafter - specially reserved place), and for allocation of the representative office of the Public Service Center (hereinafter - PSC).

5. Investors for reception and consultation on questions of implementation of investment projects apply to the authorized body.

6. The authorized body provides consultations to investors on state services, as well as on questions of realization of investment projects.

7. The authorized body within its competence and for implementation of the given tasks set by the Government of the Republic of Kazakhstan has the right to attract the specialists of corresponding state bodies, consultants and experts from a number of physical and legal persons of the Republic of Kazakhstan.

8. Service Providers shall provide all materials, documents and other information necessary for investors to prepare and register the request on receipt of state services to the authorized body.

9. Service Providers on the appeal of the authorized body shall provide immediate explanation of the order of state services provision in electronic or written forms.

10. In case of complexity of an issue and necessity to work on it additionally the Service Providers provide an answer within one day in paper and (or) electronic form by emails indicated in the joint decree according to paragraph 21 of these Rules.

11. At the request of the authorized body (in a written or electronic form) the Service Providers within one day ensure participation of specialist for consultation of investors on questions of receipt of state services in the specially reserved place defined by the authorized body.

12. In agreement with the authorized body the Service Providers organize and hold trainings and seminars on state services provision for employees of the authorized body.

3. Reception of applications for state services provision and issuance of the results to investors

13. Investors that have appealed to the authorized body present an investor's application, request on state services provision with an appendix of documents according to the list set by the standards of state services (hereinafter documents of an investor).

14. The list of documents enclosed to the request for every type of state services is set by the standards of state services

15. The documents of investors, properly filled and provided to the authorized body, are directed to the Service Provider by the authorized body for state services provision.

16. The authorized body gives out the results of the rendered state services to investors in terms set by the standards of state services.

17. The time of receipt of documents of an investor by the Service Provider and time of receipt of the results of the reviewed documents of an investor by the authorized body are not included in the term of state service provision set by the standard of state service.

18. The Service Providers during the three working days shall inform the authorized body about the changes in legislation in a part concerning the state services provision.

19. The information received by the authorized body is confidential.

20. Reception of applications and issuance of documents are carried out in the state or Russian languages on the will of the applicant.

4. Cooperation between the authorized and state bodies on questions of state services provision

21. The authorized body with responsible for state services provision state bodies determine by the joint decree responsible persons for cooperation within the framework of state services provision and support of investment project by the authorized body in state bodies.

22. The Service Providers ensure grant of materials, documents and other information necessary for state services provision including the provision by integration of the informative systems in accordance with the legislation of the Republic of Kazakhstan to the authorized body.

23. The Service Providers direct to the authorized body the results of state services in terms set by the standards of state services.

24. The authorized body has a right to apply to the Service Providers for revision of the documents of investors and to bring in the documents of investors to the Service Providers.

25. The employee of the Service Provider reflects the information of the stages of consideration of request on the Internet resource according to the table.

№	Terms of state services provision	First notification (before the term of issuance of the result of state service)	Second notification (before the term of issuance of the result of state service)	Third notification (before the term of issuance of the result of state service)
1.	Up to 10 days	for 5 days	----	----
2.	Up to 20 days	for 10 days	for 5 days	----
3.	Up to 30 days	for 15 days	for 10 days	for 5 days
4.	Over 30 days	for 20 days	for 15 days	for 5 days

26. Within two working days of determination of the Service Provider' employee the Service Provider shall notify the competent authority.

27. In case of termination of labor relationships with a responsible person and (or) an employee of the Service Provider, the Service Providers within one day determine the responsible persons and (or) employees of the Service Provider and notify the authorized body.

4. Support of investment project by the authorized body in state bodies and monitoring of state services provision's process for investors

28. The authorized body from the moment of submitting the documents of investors for state services provision till the issuance of the state services provides support for an investment project on a timely and complete delivery of state services to investors.

29. The authorized body shall accept the documents of investor in a special place.

30. The authorized body sends the documents of investors to receive a state service to the PSC and Service Provider that renders state services.

31. The authorized body carries out the analysis of information provided by the Service Providers in accordance with paragraph 25 of these Rules.

32. In case of violation of terms of state services provision by the Service Providers the authorized body shall immediately send notice in paper and (or) electronic forms to the Service Provider about the need to address these violations.

33. Information on stages of state services consideration is available to the investor implementing an investment project online on an Internet resource.

34. The authorized body for monitoring the delivery of state services ensures the functioning of an Internet resource.

35. The authorized body provides an access to investors to an Internet resource of investment projects.

36. The authorized body provides access to the employee of the Service Provider investors to an Internet resource of investment projects.

37. The requests of investors registered on an Internet resource.

38. Information on the documents of an investor directed by the Service Providers to receive the state services shall be entered on an Internet resource.
