

# Operating activities

## Front-offices

**674** public services

out of 698 were available through the State Corporation in 2020

**648** public services

out of 723 were available through the State Corporation in 2019

In order to ensure the accessibility of government services, a unified infrastructure of geographically distributed front offices of the State Corporation has been built throughout the Republic, new electronic services to receive public services have been introduced.

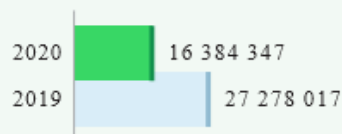
In order to improve the control over the PSC activities and provide feedback from the population, checks using Mystery Shopping method are carried out, the Situation Center provides online video-monitoring (1821 surveillance cameras) of the activities of all PSC departments.

The decrease in the number of public services provided in electronic form compared to 2019 is associated with the introduction of additional channels for obtaining services, such as a telegram bot, a mobile version of the eGov portal, the access to services through one-time passwords, as well as active work on the implementation of the state program "Digital Kazakhstan" and the action plan "Services without certificates".

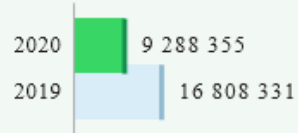
**339** front-offices

Public Service Centers receive citizens' documents to provide government services

The number of services provided in PSC



The number of services received on one's own



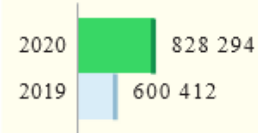
**103** Specialized PSC

Specialized Public Service Centers render services on the issuance or change-over of a driver's license, and state registration, accounting of certain types of vehicles

The number of services (state registration and accounting of certain types of vehicles)



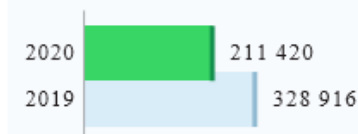
The number of services (driver's licenses)



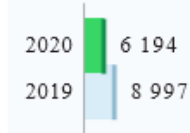
**69** Mobile PSC

A vehicle equipped with an access to the information system (IIS PSC), and GPS monitoring device for vehicle tracking and satellite antenna, providing public services in remote rural areas according to the schedule

The number of services provided



The number of visits made



# Operating activities Back-offices

2,46 million

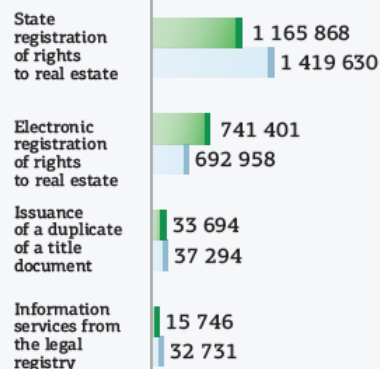
public services were provided  
in 2020

2,68 million

public services were provided  
in 2019

## Registration of rights to real estate property

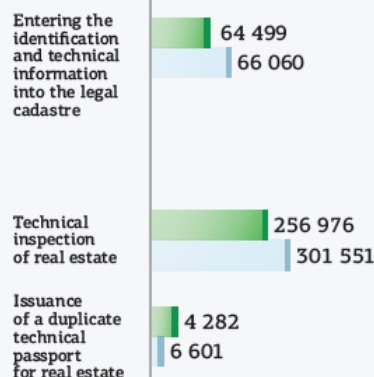
- State registration of rights to real estate
- Issuance of a duplicate of a title document
- Registration of the condominium
- Issuance of documents' copies from the registration file
- Information services



## Technical inspection of real estate objects

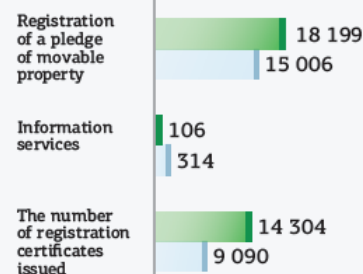
- Entering the identification and technical information of buildings, structures and (or) their components on newly created real estate into the Land Cadastre
- Technical inspection of real estate (certificate with a technical passport)
- Issuance of a duplicate technical passport for real estate

### Services provided including through eGov



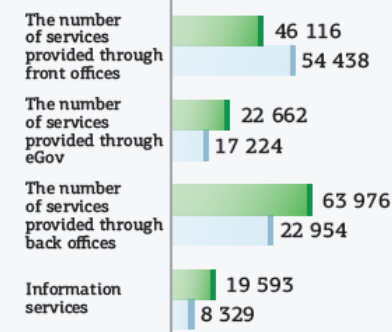
## Registration of a pledge of movable property

- Registration of a pledge of movable property that is not subject to mandatory state registration
- Information services in the field of registration of a pledge of movable property that is not subject to mandatory state registration
- Issuance of certificates of registration of a pledge of movable property not subject to mandatory state registration



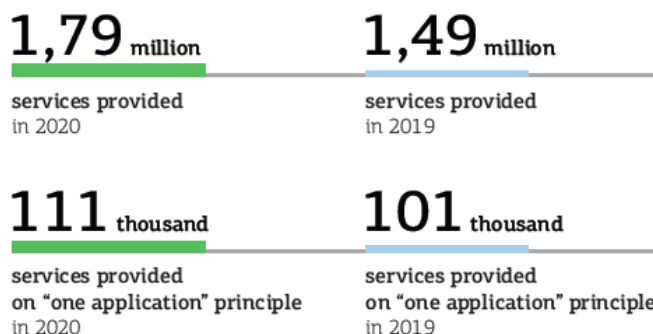
## Registration of legal entities

- Registration of legal entities and branches
- Reregistration of legal entities and branches
- Registration of changes and supplements to constitutive documents
- Registration of termination of activities of a legal entity and a branch
- Issuance of a duplicate of a Charter (Regulation)
- Issuance of a certificate of registration (reregistration) of legal entities and branches
- Issuance of a certificate from the "Legal entities" government database

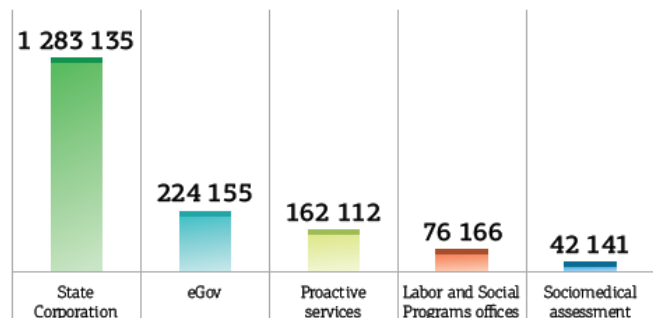


# Operating activities

## Back-offices. Social sphere



### Information by sources



### Participation in the implementation of State programs

**42 500** one-time payment due the introduction of the state of emergency in the country over 12 million payments were made for a total amount of more than 476.2 billion tenge

The one-time payment to 9,486 healthcare workers involved in anti-epidemic measures for COVID-19

### 6,2 million tenge on recalculation of pension and social payments

- 4.4 million tenge - basic pension payment (5%)
- 1.6 million tenge - benefits (5%)
- 200 thousand tenge - payments from the State Social Insurance Fund

**422,3 thousand** mothers with many children received recalculation of pension and social payments

**19,8 thousand** certificates were issued to large families

In the social sphere, the State Corporation renders public services in 44 types of payments: 39 from the republican budget and 5 from the State Social Insurance Fund.

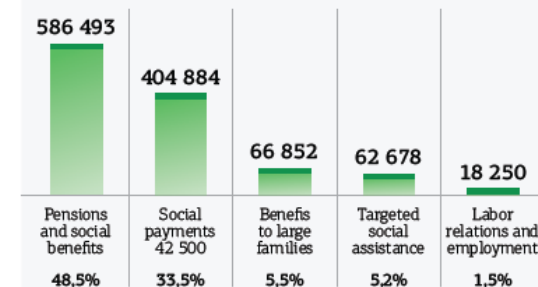
On the basis of one application you can receive 3 public services related to reaching retirement age: old-age pension, basic pension payment and pension payments from the Unified Accumulative Pension Fund



### Contact Center 1411

**1,14 million** appeals of individuals and legal entities

### TOP 5 appeals:



# Operating activities

## Back-offices. Land Cadastre

According to the Public Service Delivery Regulations in Land Relations the terms of the following public services have been shortened:

- Provision of information from the state land cadastre - the term has been reduced to 15 minutes
- Determination of the cadastral (appraised) value of a land plot - the term for lands of settlements has been reduced from 5 working days to 30 minutes (if there are evaluation zones and established boundaries of settlements), for other categories of land - from 10 to 8 working days
- 4 services on preparation and issuance of acts of land plots were combined into one public service and the term has been reduced from 6 to 4 working days
- Providing information on the quality of land plots - the term has been reduced from 10 to 8 working days
- Adjustment of the projected land plot to the graphic data of the state land cadastre automated information system (except for land plots, information on which contains state secrets) - the term has been reduced from 15 calendar days to 7 working days

The State Corporation signed an Agreement No. 2 dated January 31, 2020 with the Land Management Committee of the Ministry of Agriculture of the RoK for the fulfillment of a state task in the amount of (without VAT):

**8,11 billion tenge**  
in 2020

22,4 million hectares  
of land

**7,01 billion tenge**  
in 2019

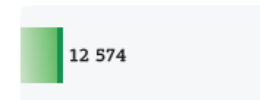
20,3 million hectares  
of land

**426 thousand services** were provided  
in the field of land cadastre in 2020

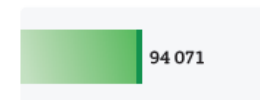
**94 %**  
in paper form

**6 %**  
electronically

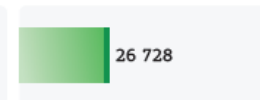
Provision of information from  
the state land cadastre



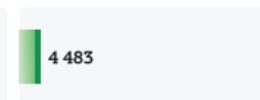
Preparation and issuance  
of temporary compensated  
(long-term, short-term) land use  
(lease) acts



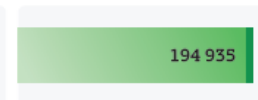
Determination of the cadastral  
(appraised) value of a land plot



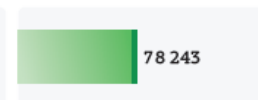
Preparation and issuance  
of temporary land-use acts  
without charge



Preparation and issuance of acts  
of land ownership right



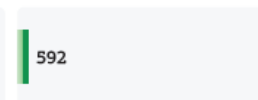
Adjustment of the projected  
land plot to the graphic data  
of the state land cadastre  
automated information system



Preparation and issuance  
of constant land-tenure acts



Providing information on the  
quality of land plots



In the field of land cadastre and technologically related works, the State Corporation provides the following services on a commercial basis:

- Calculation of land areas
- Horizontal and high-altitude (topographic) survey of land plots
- Aerial survey work by unmanned aerial vehicles for geographic information systems creation
- Determination of agricultural lands soil bonitet
- Land plot cadastral number assignment
- Determination of the qualitative state of fallow and waste lands in terms of their suitability for growing crops
- Determination of agricultural production losses at the withdrawal of agricultural land for purposes not related to agriculture
- Provision of land plot identification characteristics
- Development of land management projects
- Development of schematic site boundaries of assessment zones in settlements, determining correction factors to the base rates of payment for land plots
- Calculation of the base rates of charge on land plots
- Calculation of the weighted average score of land plot soil bonitet based on the materials of soil surveys
- Creation of electronic land cadastral maps
- Determination / restoration of the site boundaries of land plots (gradation by area, target, on-farm land management, administrative-territorial units)
- Agrochemical soil surveys
- Soil survey and soil mapping