

***Role of the Business Community and Public  
Institutions in the Single Window  
Implementation Processes***

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Public administration reforms in Kazakhstan are aimed at improving the quality of interaction of the state represented by its executive bodies and officials with citizens and organizations.

Standardization of processes for rendering public services has been identified as one of the key directions to ensure a possibility of realization by citizens of their constitutional rights under the administrative reform.

# **Key areas of activities in simplification of international trade processes**

**1. Improvement of the process for rendering public services;**

**2. Improvement of the system of permits and the business climate in the country**

# Registers of public services provided to individuals and legal entities

As of today **68** standards of public services have been approved in the Republic of Kazakhstan by regulatory and legal acts:

- 9 standards for rendering public services – the Ministry of Interior;
- 6 standards for rendering public services – the Ministry of Culture;
- 18 standards for rendering public services – the Ministry of Justice;
- 6 standards for public services – the Ministry of Defense;
- 5 standards for public services – the Ministry of Agriculture;
- 4 standards for public services – the Ministry of Culture;
- 4 standards for public services – the Ministry of Oil and Gas Sectors;
- 4 standards for public services – the Agency for Land Resources Management;
- 8 standards for public services – the Ministry of Education and Science;
- 1 standard for a public service – the Agency for Construction Affairs, Housing and Utility Sector;
- 3 standards for public services – the National Bank of Kazakhstan.

On the whole the MERT has been submitted **233** draft standards for rendering public services, of which 104 have been approved and 129 have to be developed further.

# **Activities of the business community and public institutions on improvement of the legal frameworks for rendering public services**

**Transfer of the authority to one agency to issue documents for external economic operations**

**Joint DESCRIPTION of all business processes in the authorized agency to exclude overlapping of information and procedures.**

**Establishing a simplified – “filing” procedure to obtain permits with a public list of (up to 3) documents, within not more than 5 working days and a specified format of the application;**

**A possibility to transfer information and register the application by using Internet;**

**Exclude a possibility for rejecting the issuance of permits;**

**After the expiration of the maximum time limits with the specified application o form in hands with a «0» mark, the applicant shall have the right to perform the actions/procedures specified in the application;**

## Activities of the business community to obtain a simplified access to public services

- Establish a portal with identification of individuals authorized to put electronic/digital signatures.
- A possibility to generate a SAD, CCD and non0tariff regulation documents required for customs clearance.
- Transfer of completed applications and additional information to the customs office with simultaneous registration of applications.
- A possibility to make customs payments with the confirmation by the Treasury of the MoF of the Republic of Kazakhstan.
- Obtaining a license/permits using Internet.
- Obtaining a legal status for goods “allowed for release” in the electronic format.

## Results of implementation of ECEUN Recommendation № 33 for Single Window arrangements

1. Improved quality of public services, their accessibility for citizens and organization;
2. Activities of executive bodies are oriented to users' interests;
3. Improved quality and efficiency of administrative and management process in executive bodies;
4. Optimized budget expenditures for rendering various services;
5. Improved satisfaction of the population and business with the quality of services;
6. Decreased corruption exposure.

# Review of the System of Permits and Business Climate Improvement

**The draft Law envisaged introduction of amendments and addenda to 6 Codes and 41 laws, aimed at reducing:**

- 1) licensing - 21 types, 41 subtypes and 39 sub-subtypes (out of 71 types, 178 subtypes and 258 sub-subtypes) of activities;
- 2) certification - 5 types (out of 20 types) of activities;
- 3) accreditation - 2 types (out of 8 types) of activities;
- 4) issuance of permits - 44 types (out of 131 types) of activities;
- 5) coordination - 136 types (out of 184 types) of activities;
- 6) other documents (passes, reports, protocols, attestations, etc.) – 48 types (out of 165 types) of activities.



# Objectives for the system of permits and business climate improvement

## The draft Law envisages:

### «Contraction» of the system of permits

- reduction in a number of permissive documents;
- narrowing the scope of licensing under licensed types of activities;
- approval of the list of documents-permits and procedures at a level of law.

### Simplification of permit procedures

- replication of the Single Window in the processes of issuing permits in all state bodies;
- reducing time and costs related to permit obtaining;
- development of process flow charts to simplify business processes for international trade regulation and their submission to state bodies and the Parliament.

***Thank you!***