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Country Fact Sheet Of the Austrian Country of Origin Information Department



Kazakhstan

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Remark

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Anmerkungen

Die Informationen aus dem Country Fact Sheet (Mai 2014) wurden von IOM im Zuge des Projektes der Staatendokumentation „Länderinformationen zur sozioökonomischen Lage in ausgewählten Herkunftsländern“ recherchiert. Dieses Projekt wurde im Rahmen des Europäischen Flüchtlingsfonds und des Bundesamtes für Fremdenwesen und Asyl finanziert.

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COUNTRY FACT SHEET

KAZAKHSTAN

May 2014



1. INTRODUCTION

This Country Fact Sheet (CFS) was prepared by the International Organization for Migration (IOM) Mission in Kazakhstan within the framework of the project “Production of Country Fact Sheets on the Economic and Socioeconomic Situation of Selected Countries of Origin” funded by the Austrian Federal Office for Immigration and Asylum (Bundesamt für Fremdenwesen und Asyl).

The general aim of the project and this document is to provide neutral, objective, duly researched and up-to-date information on countries of origin, with a focus on aspects that are important for potential returnees in order to make a well-informed decision regarding their assisted voluntary return and reintegration from Austria, and secondarily to provide return counsellors and social workers with the basis for an assessment of reintegration perspectives in Kazakhstan.

The CFS provides information about the economic and socioeconomic situation in Kazakhstan. It aims to present up-to-date and complete information; however, in some instances distortions may exist as a result of rapidly altering data specifically in the context of economy, infrastructure, and socioeconomic situation requiring regular update.

1.1 Methodology and Sources

Under the guidance of IOM Austria, IOM Kazakhstan developed the CFS on the basis of thorough desk research. For this aim, original and secondary data were obtained from documents of various sources, such as governmental institutions' websites, published official statistics data, governmental reports, country-specific reports of UN agencies working in the country (UNICEF, UNFPA, UNFEM, etc.), as well as other international agencies, such as the World Bank's reports on Kazakhstan. To ensure objectivity of the research, IOM also included media and NGOs as a source of additional information. All citations of sources are included within the text.

2. GENERAL INFORMATION

2.1 Location

According to the official website of the president of the Republic of Kazakhstan, "Kazakhstan is located in the centre of the Eurasian continent. Its territory is as large as 2,724,900 square kilometres and accordingly it occupies the ninth place in the world by its size. In the North and West the republic has common borders with the Russian Federation – 7,591 km (the longest continuous overland border in the world), in the East with China – 1,783 km, in the South with Kyrgyzstan – 1,242 km, with Uzbekistan – 2,351 km and with Turkmenistan – 426 km. The total length of overland borders is 13,200 km. Besides that, there are two inland seas in its territory – the Caspian and Aral. Kazakhstan is the largest country in the world that has no direct access to the World Ocean.

A large part of the country's territory consists of deserts – 44 per cent and semi-deserts – 14 per cent. Steppes cover 26 per cent of Kazakhstan's territory, forests – 5.5 per cent. There are 8,500 rivers in Kazakhstan. The North-eastern part of the Caspian Sea's water area is situated within the country's territory. The Aral Sea is shared between Kazakhstan and Uzbekistan. There are 48,000 big and small lakes in Kazakhstan. The largest of them are Aral Sea, Balkhash, Zaisan and Alakol".¹

2.2 Climate

"There are two time zones in the country and the climate is considered to be continental with wide temperature variations between winter and summer. Atmospheric temperature ranges from -45 degrees Celsius to +45 degrees Celsius".²

"The average temperature in January is around -19 °C in the north and -2 °C in the south, the average temperature in July is around +19 °C in the north and +28 °C in the south. Summer is hot and dry, winter is cold and snowy".³

2.3 Natural Resources

Kazakhstan is the 6th largest country around the world in terms of mineral resources. 99 of 105 chemical elements of the periodic table are deposited in Kazakhstan, 60 of which are already being exploited.

"Mineral and resources base of the Republic of Kazakhstan consists of 5,004 fields, estimated cost is around USD 46 trillion Globally, Kazakhstan is already the largest wolfram producer, and in terms of wolfram reserves Kazakhstan holds the first place throughout the world and huge reserves of chrome ore and phosphate put Kazakhstan on the second place, Kazakhstan occupies the fourth place in terms of lead and molybdenum reserves, the eighth one – in terms of total ironstone reserves (16.6 billion tons) after Brazil, Australia, Canada, USA, India, the Russian Federation and Ukraine.

160 oil and gas deposits only are so far explored in Kazakhstan, and recoverable reserves are 2.7 billion tons. Around 300 significant gold deposits are under forecast in Kazakhstan, 173 of which were explored in detail".⁴

¹ The official site of the president of the Republic of Kazakhstan. "The Republic of Kazakhstan". Available from <http://www.akorda.kz/en/category/kazakhstan> (accessed 06/01/2014).

² General Information about Kazakhstan. Kazakh TV. Available from http://kazakh-tv.kz/en/category/kazakhstan_overview (accessed 08/01/2014).

³ The official site of the president of the Republic of Kazakhstan. "The Republic of Kazakhstan". Available from <http://www.akorda.kz/en/category/kazakhstan> (accessed 06/01/2014).

⁴ Invest in Kazakhstan, "National Agency for Export and Investment «KAZNEX INVEST» under the Ministry of Industry and New Technologies. Available from <http://www.invest.gov.kz/?option=content§ion=4&itemid=71> (accessed 10/01/2014).

2.4 Land Use

Allocation of lands available in Republic of Kazakhstan by purposes⁵

at the end of year; mln. ha

	2008	2009	2010	2011	2012
Total land area (territory)	272.5	272.5	272.5	272.5	272.5
of which:					
lands of agricultural enterprises, organizations and citizens	89.3	92.0	93.4	93.7	93.4
lands of industry, transport and for other non-agricultural purposes	2.6	2.6	2.7	2.7	2.6
lands of especially protected territories ⁶	4.7	4.7	5.7	5.7	5.8
lands of forest stock	23.3	23.3	23.1	23.0	23.1
lands of water stock	4.0	4.1	4.1	4.1	4.1
lands of reserve ⁷	114.8	111.8	109.1	108.9	108.4

Source: Agency of Statistics (2013).

2.5 Population

2.5.1 Population Density and Growth Rate

Total population as of 01/02/2014	17,186,000⁸
Population density	6.1 people /1 sq. km ⁹
Natural increase of the population (per 1,000 persons)	14.2 ¹⁰

Source: Agency on Statistics (2013 and 2014).

2.5.2 Age Structure¹¹

at the beginning of year, thsd. persons

	2009	2010	2011	2012	2013
Total population	15,982.4	16,203.0	16,440.1	16,673.1	16,909.8
of which at the age of, years:					
under 1 year	347.4	350.7	362.8	368.1	376.7
1-4	1,131.5	1,211.8	1,292.7	1,365.4	1,425.7
5-9	1,141.4	1,191.3	1,238.5	1,305.8	1,378.0
10-14	1,228.6	1,169.4	1,136.2	1,115.1	1,122.0
15-19	1,552.5	1,498.9	1,430.4	1,363.7	1,290.2
20-24	1,600.4	1,630.5	1,651.0	1,635.6	1,601.8
25-29	1,336.4	1,379.7	1,419.6	1,481.7	1,540.2
30-34	1,216.7	1,231.1	1,254.9	1,267.8	1,295.5

⁵ Agency on Statistics, Statistical Yearbook "Kazakhstan in 2012", Astana, 2013, 78 p. Available from <http://www.stat.gov.kz> (accessed 10/01/2014).

⁶ According to the Law "On Specially Protected Natural Areas" # 175 of the Republic of Kazakhstan: especially protected territories are the pieces of land with all the water bodies, the natural complexes, the objects of the state nature reserve stock and air space over it, with a special policy of protection. Available from http://online.zakon.kz/Document/?doc_id=30063141 (accessed 29/01/2014).

⁷ According to the Land Code of the Republic of Kazakhstan, the reserve lands are formed due to land for agricultural purposes. Available from <http://www.invest.gov.kz/upload/docs/en/2d20d42c6cccf08dbda6ab07956296f0.pdf> (accessed 18/02/2014).

⁸ Agency on Statistics, Statistical Yearbook "Kazakhstan in 2012", Astana, 2013, 78 p. Available from <http://www.stat.gov.kz> (accessed 10/01/2014).

⁹ Agency on Statistics of the Republic of Kazakhstan, 2014. Available from <http://www.stat.gov.kz/> (accessed 03/04/2014)

¹⁰ Agency on Statistics, Statistical Yearbook "Kazakhstan in 2012", Astana, 2013, 78 p. Available from <http://www.stat.gov.kz> (accessed 10/01/2014).

¹¹ Agency on Statistics, Statistical Yearbook "Kazakhstan in 2012", Astana, 2013, 78 p. Available from <http://www.stat.gov.kz> (accessed 10/01/2014).

35-39	1,136.0	1,153.0	1,160.0	1,173.9	1,179.9
40-44	1,069.7	1,061.1	1,071.2	1,083.2	1,100.6
45-49	1,101.9	1,108.0	1,089.5	1,073.7	1,054.0
50-54	881.5	916.4	971.1	1,008.9	1,037.4
55-59	690.2	713.5	728.6	754.1	784.5
60-64	409.1	478.9	545.2	581.8	604.2
65 and older	1,139.1	1,108.7	1,088.4	1,094.3	1,119.1

Source: Agency on Statistics (2013).

Median Age

	1950	1970	1990	2000	2005	2010
Median age (years) ¹²	23.2	21.7	26.0	27.7	28.5	28.9

Source: United Nations Department of Economic and Social Affairs/Population Division (2012).

2.5.3 Age Dependency Ratio

According to the World Bank, the age dependency ratio (% of working-age population)¹³ in Kazakhstan was at 47.08 in 2012, compared to 46.49 in 2011.¹⁴

World Bank Indicators – Kazakhstan 2012¹⁵

Age dependency ratio (% of working-age population) in Kazakhstan	47.08
Age dependency ratio; old (% of working-age population) in Kazakhstan	9.64
Age dependency ratio; young (% of working-age population) in Kazakhstan	37.44

Source: World Bank (2012).

2.5.4 Sex Ratio¹⁶

as of 1 January 2013, thsd. persons

	Total	Males	Females
Total population	16,909.8	8,158.9	8,750.9
of which at the age of, years:			
under 1 year	376.7	193.1	183.6
1-4	1,425.7	732.7	693.0
5-9	1,378.0	708.4	669.6
10-14	1,122.0	574.1	547.9
15-19	1,290.2	658.4	631.8
20-24	1,601.8	797.4	804.4
25-29	1,540.2	764.5	775.7
30-34	1,295.5	641.5	654.0
35-39	1,179.9	574.9	605.0

¹² United Nations Department of Economic and Social Affairs/Population Division *World Population Prospects: The 2012 Revision, Volume II: Demographic Profiles*. Available from <http://esa.un.org/wpp/Demographic-Profiles/pdfs/398.pdf> (accessed 09/01/2014).

¹³ "Age dependency ratio is the ratio of dependents--people younger than 15 or older than 64--to the working-age population--those ages 15-64. Data are shown as the proportion of dependents per 100 working-age population." The World Bank: "Age dependency ratio (% of working-age population)". Available from <http://data.worldbank.org/indicator/SP.POP.DPND/countries/1W-KZ?display=graph> (accessed 21/03/2014).

¹⁴ The World Bank: "Age dependency ratio (% of working-age population)". Available from <http://data.worldbank.org/indicator/SP.POP.DPND/countries/1W-KZ?display=graph> (accessed 21/03/2014).

¹⁵ The World Bank: "Age dependency ratio (% of working-age population)". Available from <http://data.worldbank.org/indicator/all?display=default> (accessed 21/03/2014).

¹⁶ Agency on Statistics, Statistical Yearbook "Kazakhstan in 2012", Astana, 2013, 78 p. Available from <http://www.stat.gov.kz> (accessed 10/01/2014).

40-44	1,100.6	531.8	568.8
45-49	1,054.0	501.5	552.5
50-54	1,037.4	482.0	555.4
55-59	784.5	349.6	434.9
60-64	604.2	253.2	351.0
65 and older	1,119.1	395.8	723.3

Source: Agency on Statistics (2013).

2.5.5 Urban Population¹⁷

	2008	2009	2010	2011	2012
Total population size, end of year, thsd. persons	15,982.3	16,204.6	16,442.0	16,673.1	16,909.8
of which:					
urban	8,649.6	8,806.9	8,961.4	9,127.1	9,277.6
rural	7,332.7	7,397.7	7,480.6	7,546	7,632.2

Source: Agency on Statistics (2013).

2.5.6 Birth Rate and Death Rate¹⁸

	2008	2009	2010	2011	2012	2013 ¹⁹
Birth rate	22.8/1,000 persons	22.2/1,000 persons	22.53/1,000 persons	22.5/1,000 persons	22.7/1,000 persons	20.03/1,000 persons
Death rate	9.7 /1,000 persons	8.9 /1,000 persons	8.94 /1,000 persons	8.71 /1,000 persons	8.5 /1,000 persons	8.43/1,000 persons

Source: Agency on Statistics (2013).

2.5.7 Total Fertility Rate

Total fertility (children per woman) ²⁰	2.54
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Source: United Nations Department of Economic and Social Affairs/Population Division (2012).

2.5.8 Literacy Rate

According to the UNESCO National Observatory of Kazakhstan (2014), "Kazakhstan reports adult and youth literacy rates of 99.7 per cent and 99.8 per cent respectively, which are far superior to all other countries in the Central Asian region".²¹

¹⁷ Agency on Statistics, Statistical Yearbook "Kazakhstan in 2012", Astana, 2013, 78 p. Available from <http://www.stat.gov.kz> (accessed 10/01/2014).

¹⁸ Ibid.

¹⁹ CIA World Factbook, "Central Asia: Kazakhstan", February 2013. Available from http://www.indexmundi.com/kazakhstan/demographics_profile.html (accessed 03/04/2014).

²⁰ United Nations Department of Economic and Social Affairs/Population Division *World Population Prospects: The 2012 Revision, Volume II: Demographic Profiles*. Available from <http://esa.un.org/wpp/Demographic-Profiles/pdfs/398.pdf> (accessed 09/01/2014).

²¹ National Observatory of Kazakhstan, UNESCO, "Community Learning Centres". Last update on 24 January 2014. Available from <http://www.unesco.org/ui/itbase/?menu=15&programme=118> (accessed 06/01/2014).

2.5.9 Ethnic Minorities²²

Kazakh (Qazaq)	63.1%
Russian	23.7%
Uzbek	2.9%
Ukrainian	2.1%
Uighur	1.4%
Tatar	1.3%
German	1.1%
Other	4.4%

Source: General Information Assembly of people of Kazakhstan (2012).

Following the Minority Rights Group International “There are still very few ethnic minority representatives in senior government, which could in part be because of language barriers. Although knowledge of Kazakh is not required for government and civil service positions – except for presidential candidates – non-Kazakh speakers complain that Kazakh speakers are favored for government positions. Nazarbaev’s victory is seen to reflect a growing Kazakh nationalism in the country. Under his leadership, the creation of Kazakh-language schools and the conversion of some Russian language schools to Kazakh reduced the overall number of Russian-only language schools. In March, Nazarbaev called for fewer home-grown films to be made in non-Kazakh languages and to show the country in a more positive light.”²³

2.5.10 Religions²⁴

Muslim	70.2%
Christian, consisting of	26.2%
<i>Russian Orthodox</i>	23.9%
<i>Other Christian</i>	2.3%
Buddhist	0.1%
Other	0.2%
Atheist	2.8%
Unspecified	0.5%

Source: The Agency of Statistic (Census 2012).

According to the U.S. Department of State, “The government generally respected the religious freedom of most registered religious groups; however, it enforced restrictions and harassed unregistered and minority religious groups, often through fines and raids. The government implemented a 2011 law applying stringent mandatory registration requirements on missionaries and religious groups. The law gives the government broad grounds to deny religious groups legal status. While most religious groups managed to obtain legal registration, some were denied registration because they lacked the requisite number of members, and a few groups, such as Scientologists, the Unification Church, and Ahmadi Muslims, were denied registration based on their religious beliefs. The Religious Affairs Agency’s (RAA) very broad mandate provides the potential to restrict religious freedom

²² Statistic data of Assembly of people of Kazakhstan <http://www.assembly.kz/en/46/> (accessed 16/01/2014).

²³ State of the World’s Minorities and Indigenous Peoples Report, 2013: <http://www.minorityrights.org/12071/state-of-the-worlds-minorities/state-of-the-worlds-minorities-and-indigenous-peoples-2013.html>, pages 120-121 (accessed 26/03/2014).

²⁴ Kazakhstan Factbook, Agency of Statistic, 2013. http://www.stat.gov.kz/faces/wcnav_externalId/publicationsCompilations?_afLoop=61401850609450&_afWindowMode=0&_afWindowId=ptbglz53t_160#%40%3F_afWindowId%3Dptbglz53t_160%26_afLoop%3D61401850609450%26_afWindowMode%3D0%26_adf.ctrl-state%3Dptbglz53t_184 (accessed 16/04/2014).

further, and its rules seem to require all Muslim groups to register under the Hanafi Sunni Spiritual Administration of Muslims in Kazakhstan (SAMK).²⁵

According to the Minority Rights Group International, the situation for religious minorities worsened in 2012, following the adoption of a new Religion Law in late 2011 “The law compels public organizations and religious groups to register with the Ministry of Justice and regional authorities, and has been enforced through fines and imprisonment. For example, in East Kazakhstan members of an unregistered Baptist group were fined almost 18 months’ wages each. Registration processes have been described as complex, arbitrary and expensive. During 2012, numerous groups were not allowed to re-register. For example, members of the Grace Protestant Church in Karaturyk, with a mainly Kazakh and Uighur membership, were pressured to remove their names from registration documents to prevent the church from registering. Some congregations of the Russian Orthodox Church Abroad were also affected. The government raided numerous places of worship and confiscated religious material, affecting Pentecostal Christian, Methodist, Hare Krishna and Jehovah’s Witness groups. Muslim groups have also been affected. Only groups that are part of the state-backed Sunni Muslim Board can register and in November some independent mosques belonging to Shi’a and Ahmadi Muslim communities were refused legal status. As a result the Ahmadiyya community in Almaty has nowhere to legally worship. Other mosques have also been threatened with demolition if their communities don’t register with the authorities.”²⁶

2.5.11 Languages²⁷

Kazakh (state language)	64.9%
Russian (official, in everyday business)	95%

Source: Population census of 2009.

According to the U.S. Department of State, “Kazakh is the official state language, although organizations and bodies of local self-administration officially may use Russian on an equal basis with Kazakh. By law the ability to speak Kazakh is not required for entry into the civil service, and there should be no discrimination on the basis of language, but Kazakh language ability was looked upon favorably. Non-Kazakh speakers protested that this was language discrimination. The Election Law requires presidential candidates to be fluent in Kazakh. The creation of Kazakh language schools and the conversion of some Russian language schools to Kazakh reduced the overall number of Russian only-language schools.”²⁸

2.5.12 Migrant Population²⁹

According to a Special Report of the Human Rights Commission under the President of the Republic of Kazakhstan, “in the early 2000s international labour migration began to develop in Kazakhstan as a major migration trend. Though labour migration had existed in the 1990s as well, international labour migration in the first two decades after Kazakhstan gained its independence differed fundamentally. In the 1990s, labour migration (both internal and

²⁵ U.S. Department of State, Bureau of Democracy, Human Rights and Labor, "International Religious Freedom Report for 2012". from <http://www.state.gov/j/drl/rls/irf/religiousfreedom/index.htm#wrapper> (accessed 06/01/2014).

²⁶ State of the World’s Minorities and Indigenous Peoples Report, 2013: <http://www.minorityrights.org/12071/state-of-the-worlds-minorities/state-of-the-worlds-minorities-and-indigenous-peoples-2013.html>, pages 120-121 (accessed 26/03/2014).

²⁷ Official data from Population census of 2009 http://www.stat.gov.kz/faces/publicationsPage/publicationsListOfMaterials?_adf.ctrl-state=ptbglz53t_239&_afLoop=62186903091868#%2Foracle%2Fwebcenter%2Fportalapp%2Fpages%2FSearchPage.jspx%40%3F_adf.ctrl-state%3Dptbglz53t_239 (accessed 16/05/2014).

²⁸ U.S. Department of State, Bureau of Democracy, Human Rights and Labor, "Country Reports on Human Rights Practices for 2012". Available from <http://www.state.gov/j/drl/rls/hrrpt/humanrightsreport/#wrapper> (accessed 06/01/2014).

²⁹ All data received directly from Migration Police.

“external”) involved Kazakhstani nationals, whereas in the 2000s, Kazakhstan became a host country for migrant workers from other countries.”³⁰ Due to the favorable economic development Kazakhstan attracted significant investments, particularly in mining and energy, construction, transport and communications. As a result to the improved social and economic situation and relatively high salaries, Kazakhstan began to attract migrant workers. Kazakhstan receives migrant workers to an equal extent because of the growing demand for labour caused by “pull factors” such as the shortage in the domestic market and because of “push factors” in neighboring Central Asian republics such as the excess of labour force or high unemployment.

Because of the rapid growth of inflow of labor migrants in Kazakhstan, the authorized government agencies have, largely, failed to take the appropriate measures dealing with their legal regulation or implement social and economic integration programs. In many cases migrants are unaware of how to access the labor market, rules for employment or how to obtain residence permit.³¹

In respect to the Constitution of the Republic of Kazakhstan "foreigners who permanently live in the Republic of Kazakhstan, in their labor relations, have the same rights and bear the same responsibilities as the citizens of the Republic of Kazakhstan".³² In addition, laws guaranteeing and protecting the rights and freedoms are applied without any exceptions for both migrants (from whichever origin) and locals.

However, legal restrictions are applied for temporary migrants in Kazakhstan. According to "subparagraph 4, Para 1, article 26 of the labor Code, conclusion of a labor contract with foreigners or stateless persons staying in the territory of the Republic of Kazakhstan on a temporary basis is not allowed before permission for employment of foreign labor is obtained or the foreign worker obtains a work permit in the order established by the Government of the Republic of Kazakhstan, or neither can they conclude contract if they fail to comply with limitations and withdrawals set by the laws of the Republic of Kazakhstan."³³

Violations of migrant's rights are frequently occurring among irregular migrants. Unregistered migrant workers are highly dependent on their employer who often intimidate them and threaten them with no payment.³⁴

Total Registered Foreigners (2013)

Total	Business	Work	Private Affairs	Tourism
988,672	74,035	40,996	861,476	12,159

Source: Ministry of Internal Affairs (2013).

³⁰ Special Report of the Human Rights Commission under the Resident of the Republic of Kazakhstan "On the situation with migrants' rights in the Republic of Kazakhstan", 2013; page 11. Available at <http://iom.kz/index.php/publications> (accessed on 03/04/2014).

³¹ Special Report of the Human Rights Commission under the Resident of the Republic of Kazakhstan "On the situation with migrants' rights in the Republic of Kazakhstan", 2013; page 52. Available at <http://iom.kz/index.php/publications> (accessed on 03/04/2014).

³² Special Report of the Human Rights Commission under the Resident of the Republic of Kazakhstan "On the situation with migrants' rights in the Republic of Kazakhstan", 2013; p.74. Available at <http://iom.kz/index.php/publications> (accessed on 03/04/2014).

³³ Special Report of the Human Rights Commission under the Resident of the Republic of Kazakhstan "On the situation with migrants' rights in the Republic of Kazakhstan", 2013; p.75. Available at <http://iom.kz/index.php/publications> (accessed on 03/04/2014).

³⁴ Special Report of the Human Rights Commission under the Resident of the Republic of Kazakhstan "On the situation with migrants' rights in the Republic of Kazakhstan", 2013; p.75. Available at <http://iom.kz/index.php/publications> (accessed on 03/04/2014).

Inflow from CIS (2013)

Country	Total	Business	Work	Private Affaires	Tourism
	821,277	27,954	10,872	781,764	687
Uzbekistan	495,167	11,178	1,056	482,743	190
Russian Federation	159,814	5,169	7,634	146,976	35
Kyrgyzstan	93,127	3,650	313	89,118	46
Azerbaijan	24,671	3,617	736	20,288	30
Tajikistan	12,917	1,169	67	11,671	10
Armenia	10,232	351	65	9,808	8
Turkmenistan	6,451	341	59	5,746	305
Belarus	6,221	931	397	4,871	22
Georgia	5,735	864	188	4,661	22
Republic of Moldova	4,380	420	31	3,911	18
Ukraine	1,595	264	326	1,004	1

Source: Ministry of Internal Affairs (2013).

Inflows from 20 countries, except CIS (2013)

Country	Total	Business	Work	Private Affaires	Tourism
	167,395	46,087	30,124	79,712	11,472
China	70,581	16,132	7,469	44,607	2,373
Turkey	49,689	16,777	5,606	22,297	5,009
Mongolia	5,933	329	1	5,592	11
India	5,889	2,544	2,503	559	283
Germany	3,399	358	239	2,389	413
United Kingdom	2,627	509	1,790	112	216
Islamic Republic of Iran	2,236	1,078	311	413	434
Republic of Korea	2,139	669	1,046	142	282
Italy	2,092	635	1,310	66	81
USA	1,941	364	1,083	241	253
Serbia	1,562	853	397	246	66
Philippines	1,285	346	879	25	35
France	817	221	287	84	225
Poland	740	282	201	151	106
Albania	675	80	562	32	1
Netherlands	666	185	314	59	108
Germany	621	15	1	603	2
Hungary	616	75	512	15	14
Canada	614	184	293	73	64
Pakistan	609	302	189	86	32

Source: Ministry of Internal Affairs (2013).

2.6 National Holidays³⁵

New Year's Day	January 01
Russian Orthodox Christmas Day	January 07
International Woman's Day	March 08
Nauryz Meyrami (Persian New Year)	March 21
People's Unity Day	May 01
Victory Day Kazakhstan	May 09
Capital Day	June 06
Constitution Day Kazakhstan	August 30
Eidal-Adha (Feast of Sacrifice)	Every year moves up to Khijrah calendar
1st President Day	December 01
Independence Day Kazakhstan	December 16

³⁵ Holiday Times Around the World, "Public Holidays Kazakhstan 2013". Available from <http://www.holiday-times.com/public-holidays-kazakhstan/> (accessed 25/11/2013).

3. INSTITUTIONAL STRUCTURE

3.1 General Information

Kazakhstan's history dates back to the 1st century when Turkic-speaking and Mongol tribes invaded and settled in what is now known as Kazakhstan. During the early 13th century, Genghis Khan, leading the Mongol tribes, invaded Kazakhstan only to become assimilated by Turkic tribes who formed the majority of the empire. Kazakhs, as a separated ethnic group, emerged during the late 15th century with the formation of the Kazakh khanate.³⁶

The Russian domination started in 1731 when the Khans³⁷ sought protection from the Russians fearing invasions from the east by the Mongols. Despite the harsh rule by the Russians and the numerous Kazakh's uprisings, Kazakhstan stayed under the Russian and later on the Soviet rule until 1991. Kazakhstan became a fully part of the USSR in 1936.³⁸

Anti-Soviet riots took place in Almaty in 1986 after Gorbachev appointed Kolbin (ethnic Russian) as the head of the Communist Party of Kazakhstan (CPK) replacing the ethnic Kazakh Kunayev.³⁹

"On 17 December 1986, the Soviet authorities brutally put down a youth protest in Almaty, many people began to lose faith in the USSR and began to believe that the end of the socialist system of their country was inevitable."⁴⁰ As a result, radical changes to the political and societal system of Kazakhstan were made. Nursultan Nazarbayev, who had previously taken power of the CPK and changed the state language from Russian to Kazakh, on 24 April 1990, passed a law transforming the government into a presidential system becoming the first President after winning uncontested elections.⁴¹ "On 25 October 1990 the Supreme Soviet of the Kazakh SSR approved the Declaration on State Sovereignty, establishing the country's determination to be subject to international law."⁴²

According to the permanent mission of the Republic of Kazakhstan to the Organization for Security and Co-operation in Europe (OSCE), Kazakhstan is a "democratic, secular, rule-of-law and social state, whose greatest values are the people, their lives, rights and freedoms."⁴³

In respect to its Constitution, Kazakhstan functions as a unitary state with a presidential government. The main directions of both foreign and domestic policies are determined by the President who represents the head of state.

The state power is unified and executed on the basis of the Constitution and laws in accordance with the principle of its division into the legislative, executive and judicial branches and a system of checks and balances that governs their interaction.

The executive power is exercised by the Government, which consists of the central government (Ministries, Departments and Agencies) and local governments (Akimats). The Prime Minister is the head of the central government and is appointed by the President. The Cabinet of Ministers is composed by the President after considering the Prime Minister's proposal.

Judicial power is conducted by state courts (Supreme Court and local courts). Legislative power is performed by a bicameral Parliament, which consists of the Senate (upper house) and the Majilis (lower house); the executive power.

³⁶ BBC news, "Timeline: Kazakhstan", January 2012. Available from http://news.bbc.co.uk/2/hi/asia-pacific/country_profiles/1298395.stm (accessed 08/04/2014).

³⁷ Title for a ruler used by nomadic and semi-nomadic groups throughout Central Asia

³⁸ BBC news, "Timeline: Kazakhstan", January 2012. Available from http://news.bbc.co.uk/2/hi/asia-pacific/country_profiles/1298395.stm (accessed 08/04/2014).

³⁹ BBC news, "Timeline: Kazakhstan", January 2012. Available from http://news.bbc.co.uk/2/hi/asia-pacific/country_profiles/1298395.stm (accessed 08/04/2014).

⁴⁰ Heritagenet, "The History of Kazakhstan". Available from http://www.heritagenet.unesco.kz/kz/hn-english/history_en.htm (accessed on 08/04/2014).

⁴¹ Ibid.

⁴² Ibid.

⁴³ OSCE Kazakhstan, "Political Overview", 2009. Available from <http://www.kazakhstan-osce.org/content/political-overview> (accessed 25/11/2013).

“In May 2007, constitutional amendments came into force that was ostensibly meant to strengthen the parliament and foster the democratization of Kazakhstan. The amendments stipulated, among other things, increasing the number of deputies in the Majilis from 77 to 107 and the number of senators appointed by the president from seven to 15 as well as reducing the presidential term from seven to five years. At the last moment, however, a provision allowing Nazarbayev to run for president for an unlimited number of times was added to the amendments.”⁴⁴

In February 2011, the article 41 of the Constitution has been amended to include a provision that the President has a right to appoint extraordinary presidential elections.

3.2 Administrative and Territorial System

The administrative and territorial system of the Republic of Kazakhstan consists of 14 regions (“oblasts”⁴⁵) and two republican cities, 175 administrative districts (“raions”), 84 cities, 35 villages and 7,031 rural settlements.

Number and location of urban and rural population in regions⁴⁶

as of 1 January 2013

Administrative region:	Population:
Republic of Kazakhstan	16,760,000
Akmola oblast	731,700
Aktobe oblast	719,500
Almaty oblast	1,943,900
Atyrau oblast	543,000
West Kazakhstan oblast	624,280
Zhambyl oblast	1,044,411
Karagandy oblast	1,358,064
Kostanai oblast	880,100
Kyzylorda oblast	712,900
Mangystau oblast	580,000
South-Kazakhstan oblast	2,469,357
Pavlodar oblast	750,000
North Kazakhstan oblast	583,600
East Kazakhstan	1,396,700
Astana city	808,429
Almaty city	1,453,000

Source: Websites of local authorities of respective oblasts, Almaty, and Astana.

3.3 President of the Republic of Kazakhstan

“The President of the Republic of Kazakhstan is the head of state, its highest official, who determines the main directions of the domestic and foreign policy of the state and represents Kazakhstan within the country and in international relations. The President is the symbol and guarantor of the unity of the people and the state power, inviolability of the Constitution, rights and freedoms of an individual and citizen.”⁴⁷

The President of the Republic is elected by universal, equal and direct suffrage under a secret ballot for a five-year term. The candidate who receives more than 50 per cent of the votes of the constituents that took part in the election shall be deemed elected. The same person may not be elected the President of the Republic more than two times in a row,

⁴⁴ A. Heinrich, *The Formal Political System in Azerbaijan and Kazakhstan*, (Bremen, March 2010) 28 p., Available from <http://www.forschungsstelle.uni-bremen.de/UserFiles/file/06-Publikationen/Arbeitspapiere/fsoap107.pdf> (accessed 06/12/2013).

⁴⁵ According to the Oxford Dictionaries, an “Oblast” is an administrative division or region in the Russian Federation, the former Soviet Union, and in some constituent republics of the former Soviet Union”: <http://www.oxforddictionaries.com/definition/english/oblast> (accessed 18/04/2014).

⁴⁶ The information was taken from official websites of local authorities of all oblasts and Almaty and Astana cities.

⁴⁷ The official site of the president of the Republic of Kazakhstan. “The Republic of Kazakhstan”. Available from <http://www.akorda.kz/en/category/kazakhstan> (accessed 06/01/2014).

however, there is an exception for the First President of the Republic of Kazakhstan as the legislation allows him to be elected unlimited number of times.⁴⁸

According to the article 44 of the Constitution, the President of the Republic of Kazakhstan appoints (with the Parliament's consent) and releases the Prime Minister of the Republic, determines the structure of the Government of the Republic at the proposal of the Prime Minister, appoints to and releases from office its members, as well as forms, abolishes and reorganizes central executive bodies of the Republic which are not included into the Government, charges the Government with bringing a bill into the Majilis of Parliament, annuls or suspends completely or partially the effect of the Government's acts and those of the *Akims* (mayors) of the oblasts, major cities and the capital. The President of the Republic of Kazakhstan may dissolve Parliament in certain cases. The Government implements the executive power of the Republic of Kazakhstan, heads the system of executive bodies and exercises supervision of their activity.

The Executive Office of the President of the Republic of Kazakhstan is a state authority that is formed by the President of the Republic of Kazakhstan, subordinated and accountable to him.

The Executive Office's mission is a qualitative and timely informational-analytical, legal, protocol-organizational, documentation and other provision of the President's activity.

There are 16 commissions under the President, including Commission on Fight against Corruption, National Commission for Women, Family and Demographic Policy, Commission on Human Rights, Commission on Amnesty, etc. There are also 11 Presidential Councils, such as Security Council, Supreme Judicial Council, Foreign Investor's Council, etc.

The last presidential elections were held in Kazakhstan on 3 April 2011, having been originally scheduled for 2012. President Nazarbayev was re-elected for a third term with 95 per cent of the votes.

The Central Election Commission of the Republic of Kazakhstan (the superior power body responsible for conducting elections and overseeing local elections in the country) invites a number of international organizations (CIS, OSCE, OIC and others) to deploy election observations.

Traditionally, CIS and OIC expressed full satisfaction with the elections process.⁴⁹

However, the Election Observation Mission delegated by OSCE/ODIHR and OSCE Parliamentary Assembly (OSCE PA) reported that "needed reforms for holding genuine democratic elections still have to materialize as this election revealed shortcomings similar to those in previous elections. While the election was technically well-administered, the absence of opposition candidates and of a vibrant political discourse resulted in a non-competitive environment."⁵⁰

Ambassador Daan Everts, the Head of the OSCE/ODIHR long-term observation mission, has stated that: "Regrettably we have to conclude that this election could and should have been better. It showed the urgency of implementing the long-awaited reforms ahead of the upcoming parliamentary elections."⁵¹

The OSCE reported approximately 100 complaints submitted to courts, election commissions and prosecutor's offices by NGOs and opposition parties (to Nur Otan). These complaints were related to "pressure on citizens to vote, obstruction of observers, threats to party

⁴⁸ Ministry of Justice of the Republic of Kazakhstan, Constitutional law, "On the President of the Republic of Kazakhstan" # 175 from 19 June 2007. Available from <http://adilet.zan.kz/rus/docs/Z070000265> accessed 30/01/2014).

⁴⁹ CIS Mission Observing elections. Available from <http://www.e-cis.info/page.php?id=20015> (accessed 06/12/2013).

⁵⁰ OSCE, Parliamentary Assembly, "Early presidential election on 3 April 2011, OSCE/ODIHR Election Observation Mission Final Report", p. 1, 3 April 2011. Available from <http://www.osce.org/odihr/elections/78714> (accessed 30/01/2014).

⁵¹ Remarks delivered by Tonino Picula, Special Co-ordinator to lead the short-term OSCE Parliamentary Assembly election observation mission to Kazakhstan, with Ambassador Daan Everts, the Head of the OSCE/ODIHR long-term observation mission, at a press conference, Astana, 4 April 2011, OSCE. Available from: <http://www.osce.org/odihr/76349> (accessed 14/04/2014).

representatives, irregularities in polling and counting procedures, and tampering with results protocols".⁵² It is also reported that most complaints were not considered while the whole procedure was not transparent. State agencies (MFA and Central election commission) issued formal objection to all critical reports.

3.3.1 Presidential Election Results (2011)⁵³

Total number of registered voters	9,200,298
Total number of voters participated	8,279,227
Total number of votes cast during mobile voting	211,142
Total voter turnout	89.98%

Region	Mr. Akhmetbekov		Mr. Yeleusizov		Mr. Kasymov		Mr. Nazarbayev	
	Votes	%	Votes	%	Votes	%	Votes	%
Akmola	5,430	0.07	3,545	0.04	8,301	0.1	431,451	5.25
Aktobe	3,631	0.04	3,793	0.05	5,003	0.06	391,052	4.76
Almaty	8,444	0.1	7,009	0.09	8,613	0.1	820,358	9.98
Atyrau	3,793	0.05	2,698	0.03	6,945	0.08	253,682	3.09
East Kazakhstan	8,292	0.1	9,741	0.12	11,673	0.14	775,336	9.44
Zhambyl	3,002	0.04	2,956	0.04	18,938	0.23	437,012	5.32
West Kazakhstan	5,851	0.07	6,029	0.07	11,095	0.14	333,777	4.06
Karaganda	7,479	0.09	6,099	0.07	7,697	0.09	704,833	8.58
Kostanai	5,544	0.07	7,271	0.09	10,722	0.13	499,507	6.08
Kyzylorda	4,154	0.05	9,977	0.12	7,137	0.09	333,788	4.06
Mangistau	2,648	0.03	2,459	0.03	2,980	0.04	228,386	2.78
Pavlodar	4,364	0.05	3,011	0.04	6,084	0.07	392,138	4.77
North Kazakhstan	4,161	0.05	1,861	0.02	6,642	0.08	352,294	4.29
South Kazakhstan	16,970	0.21	9,807	0.12	19,946	0.24	1,055,240	12.84
Astana city	5,678	0.07	3,493	0.04	4,118	0.05	243,118	2.96
Almaty city	22,483	0.27	14,703	0.18	23,142	0.28	598,986	7.29
TOTAL	111,924	1.36%	94,452	1.15%	159,036	1.94%	7,850,958	95.55%

Source: OSCE (2011).

3.4 Executive

3.4.1 The Government of the Republic of Kazakhstan

"The Government implements the executive power of the Republic of Kazakhstan, heads the system of executive bodies and exercises supervision of their activity."⁵⁴

The Government is responsible to the President and accountable to the Parliament of the Republic. It comprises the Prime Minister, his deputies, ministers, and heads of other central bodies of executive power.

⁵² OSCE, Parliamentary Assembly, "Early presidential election on 3 April 2011, OSCE/ODIHR Election Observation Mission Final Report", p. 29, 4 April 2011. Available from <http://www.osce.org/odihr/elections/78714> (accessed 30/01/2014).

⁵³ Ibid.

⁵⁴ The official site of the president of the Republic of Kazakhstan. "The Republic of Kazakhstan". Available from <http://www.akorda.kz/en/category/kazakhstan> (accessed 06/01/2014).

The Prime Minister of the Republic of Kazakhstan manages the Government and is responsible for the Government's activity.

There are 18 ministries and nine agencies:⁵⁵

- Ministry of Regional Development of the Republic of Kazakhstan;
- Ministry of Industry and New Technologies of the Republic of Kazakhstan;
- Ministry of Economy and Budget Planning of the Republic of Kazakhstan;
- Ministry of Finance of the Republic of Kazakhstan;
- Ministry of Public Health of the Republic of Kazakhstan;
- Ministry of Education and Science of the Republic of Kazakhstan;
- Ministry of Labor and Social Protection of Population of the Republic of Kazakhstan;
- Ministry of Agriculture of the Republic of Kazakhstan;
- Ministry of Transport and Communications of the Republic of Kazakhstan;
- Ministry of Environment and Water Resources of the Republic of Kazakhstan;
- Ministry of Culture of the Republic of Kazakhstan;
- Ministry of Oil and Gas of the Republic of Kazakhstan;
- Minister for Economic Integration of the Republic of Kazakhstan;
- Ministry of Foreign Affairs of the Republic of Kazakhstan;
- Ministry of Justice of the Republic of Kazakhstan;
- Ministry of Emergency Situations of the Republic of Kazakhstan;
- Ministry of Defense of the Republic of Kazakhstan;
- Ministry of Internal Affairs of the Republic of Kazakhstan;
- National Space Agency of the Republic of Kazakhstan;
- Agency for Protection of Competition of the Republic of Kazakhstan;
- Agency on Regulation of Natural Monopolies of the Republic of Kazakhstan;
- Agency of Statistics of the Republic of Kazakhstan;
- Agency for Civil Service Affairs of the Republic of Kazakhstan;
- Agency for Religious Affairs of the Republic of Kazakhstan;
- Agency for Sports and Physical Education of the Republic of Kazakhstan;
- Agency for Communication and Information of the Republic of Kazakhstan;
- Agency for Fighting Economic and Corruption Crimes (Financial Police) of the Republic of Kazakhstan.

⁵⁵ Prime Minister of Kazakhstan Serik Akhmetov, Available from <http://www.primeminister.kz/page/gosorgan?lang=en> (accessed 06/01/2014).

3.4.2 Local Governments

The local state governments are formed by representative and executive bodies.

Local representative bodies – Maslikhats

Maslikhat is the local representative body elected by the population of oblast/city/district for a five year term.⁵⁶

The Maslikhat's duties include, but are not limited to:

1. Approval of economic and social local development programs, local state budgets and reports;
2. Control over the economic and social local development programs, local state budgets;
3. Approval of local state programs to promote employment and reduce poverty;

Local executive bodies – Akimats

The local executive bodies (*Akimats*) are included in the united system of executive bodies of the country. They are headed by *Akims* who are representatives of the President and Government of the Republic. *Akims* are appointed by the President.

In June 2013, the President signed the bill "On amendments to some Kazakhstan legislative acts on local self-government". The main goal of the law was to implement the concept of development to the local self-government in Kazakhstan approved by the presidential decree dated 28 November 2012.

Particularly, the law is aimed at creating legal conditions to ensure citizens can exercise their constitutional right to participate in local governments at introducing the election of heads of rural local administrations and mayors of small towns in rural districts. It also ensures enhancing the role of the residents of local communities and towns in solving issues of local importance through rural meetings (gatherings) so that residents can discuss issues of financing for local events, monitor expenditure of budget resources.

3.5 Legislative

The Parliament is the highest representative body of the Republic performing legislative functions.

According to the Constitutional Law "On the Parliament of the Republic of Kazakhstan and the Status of Its Deputies",

1. The Parliament consists of two Chambers acting on a permanent basis: the Senate and the Majilis.
2. The Senate is composed of deputies elected by two persons from each oblast, major city and the capital of the Republic at a joint session of the deputies of all representative bodies of the respective oblast, major city and the capital of the Republic. Half of elected deputies of the Senate are re-elected each three years.
3. Seven deputies of the Senate are appointed by the President of the Republic for the term of the Senate and their re-election every three year is not a subject.
4. The Majilis consists of seventy seven deputies. Sixty seven deputies are elected on one-mandatory territorial constituencies according to the administrative-territorial division of the Republic with an approximately equal number of constituents. Ten deputies are elected on the basis of the Party Lists according to the system of proportional representation and in the territory of a unified national constituency.
5. A deputy of Parliament may not be a member of both Chambers simultaneously.⁵⁷

According to the articles 53-54 of the Constitution, the Parliament shall:

- ✓ introduce changes and additions to the Constitution at the proposal of the President of the Republic of Kazakhstan;

⁵⁶ Official site of the Ministry of Justice. Law # 148 from 23 January 2001 "On local public administration and self-government in the Republic of Kazakhstan" Available from <http://www.adilet.gov.kz/ru/node/15719> (accessed 30/01/2014).

⁵⁷ Parliament of the Republic of Kazakhstan "The Constitutional Law of the Republic of Kazakhstan from 16 October 1995 № 2529" Available from <http://www.parlam.kz/en/status> (accessed 06/01/2014).

- ✓ approve the reports of the Government, and the Accounts Committee on the control over execution of the republican budget on execution of the republican budget. Non-approval of the report of the Government about execution of the republican budget denotes the expression by the Parliament of no confidence in the Government;
- ✓ have the right to delegate legislative powers for a term not exceeding one year to the President by two-thirds of the votes from the total number of deputies of each Chamber at the initiative of the President;
- ✓ decide issues of war and peace;
- ✓ adopt a decision concerning the use of the Armed Forces of the Republic to fulfil international obligations in support of peace and security at the proposal of the President of the Republic;
- ✓ hear annual messages of the Constitutional Council of the Republic on the state of the constitutional legality in the Republic;
- ✓ form joint commissions of the Chambers; elect and release from office their chairpersons; hear reports on the activity of the commissions;
- ✓ exercise other powers assigned to the Parliament by the Constitution;
- ✓ confirm the republican budget and make changes and additions in the budget;
- ✓ establish and cancel the state taxes and tax collections;
- ✓ establish the procedure for resolving the issues of the administrative-territorial division of the Republic of Kazakhstan;
- ✓ establish state awards, honorary, military and other titles, ranked positions, diplomatic ranks of the Republic of Kazakhstan, and define state symbols of the Republic;
- ✓ decide issues of state loans and rendering of economic and other assistance by the Republic;
- ✓ decide issues of amnesty to citizens;
- ✓ ratify and denounce international treaties of the Republic;
- ✓ discuss the reports on execution of the republican budget;
- ✓ spend second discussion and voting by laws or articles of the law which has caused objections of the President of the Republic, in a month from the day of a direction of objections. Non-observance of this term denotes the acceptance of objections of the President. If the Majilis and the Senate by the majority of two-thirds of votes of total number of deputies from each Chamber confirms the decision adopted earlier, the President shall sign the law within one month. If the President's objections are not overruled, at least by one of Chambers, the law shall be deemed not adopted or adopted in the version proposed by the President. Objections of the Head of the state on the constitutional laws passed by the Parliament are considered in the order provided by the present subparagraph. Thus objections of the President on the constitutional laws shall be overcome by the Parliament not less than three quarters of votes from total number of deputies of each of Chambers;
- ✓ display the initiative about appointment of a republican referendum.

3.5.1 Parliamentary Elections Results

In January 2012, seven political parties participated in the early parliamentary elections and three of them got more than 7 per cent of votes: Nur Otan People's Democratic Party (83 persons), Ak Zhol Democratic Party of Kazakhstan (eight persons) and Communist People's Party of Kazakhstan (seven persons).

OSCE has reported that "notwithstanding the government's stated ambition to strengthen Kazakhstan's democratic processes and to conduct elections in line with international

standards, the 15 January early parliamentary elections still did not meet fundamental principles of democratic elections. The preparations were technically well administered and certain legal changes were passed, aimed at introducing at least a second party into the parliament; yet, the necessary conditions for the conduct of genuinely pluralistic elections, which are a prerequisite for functioning democratic institutions, were not provided for by the authorities".⁵⁸

Parliamentary Elections Results⁵⁹

Total number of registered voters	9,303,693		
Total number of ballots issued	7,019,390		
Total number of ballots cast	7,018,927		
Total number of invalid ballots	77,707		
Turnout	75.44%		
Party List	Valid Votes	%	Mandates
<i>Nur Otan</i>	5,621,436	80.99	83
<i>Ak-Jol</i>	518,405	7.47	8
CPPK	498,788	7.19	7
OSDP	116,534	1.68	0
<i>Auyl</i>	82,623	1.19	0
<i>PPK</i>	57,732	0.83	0
<i>Adilet</i>	45,702	0.66	0
Total	6,941,220	100	98

Source: OSCE (2012).

3.6 Judiciary

3.6.1 Supreme Court and Constitutional Court

The Supreme Court of the Republic of Kazakhstan, which is the country's highest judicial body for civil, criminal and other cases under the jurisdiction of local and other courts, exercises in statutory procedural forms supervision of their activities and provides explanations on judicial practice, performs forms of action prescribed by the law, supervises their activities and provides explanations on judicial practice. Its status is prescribed in the Constitution of Kazakhstan and Constitutional Law "On the Judicial System and Status of Judges of the Republic of Kazakhstan". Chief Justice, Board Chairmen and judges of the Supreme Court are elected by the Senate upon the recommendation of the President of the Republic. Justice in the Republic is carried out only by the court.

The Constitutional Council of the Republic of Kazakhstan is a collective body of constitutional control. It consists of seven members. Chairman and two members of the Constitutional Council are appointed by the President, two members of Senate and the Majilis, respectively, are elected for 6 years. President, Senate Chairman, Majilis Chairman (with no less than one fifth of the total membership of the Parliament), the Prime Minister and the court (only in case of infringement on the man and citizen rights and freedoms enshrined in the constitution by regulatory legal act), have the right to appeal to the Constitutional Council.

In 2013, the Ministry of Justice of the Republic of Kazakhstan launched a free of charge online database of legal acts available at <http://adilet.zan.kz/>. There are also several paid online resources run by private companies (<http://online.zakon.kz/>, <http://law.delovoimir.kz/>).

⁵⁸ OSCE/ODIHR "Republic of Kazakhstan: Early Parliamentary Elections" (Warsaw, 3 April 2012), p. 1. Available from <http://www.osce.org/odihr/elections/89401> (accessed 30/1/2014).

⁵⁹ OSCE/ODIHR "Republic of Kazakhstan: Early Parliamentary Elections" (Warsaw, 3 April 2012), p. 29. Available from <http://www.osce.org/odihr/elections/89401> (accessed 30/1/2014).

3.7 Corruption

Based on fieldwork undertaken in Almaty, Natsuko Oka writes: "The gravity of corruption in the Central Asian republic [Kazakhstan] is revealed by the fact that informal practices of circumventing official procedures such as bribery and the use of connections have so widely and strongly permeated into the life of common people that they have de facto become social norms."⁶⁰ Furthermore, experts have estimated that the black economy accounts for 50 per cent of the total economy, whereas Transparency Kazakhstan estimates this figure at 80 per cent.⁶¹

The Business Anti-corruption portal has pointed out 4 components of the nature of corruption in Kazakhstan: (a) Corruption is most apparent in the police, judiciary, customs, property rights, land registration and construction projects; (b) Importing and exporting in the Republic of Kazakhstan demands substantial time and paperwork making the process filled with bribery; (c) the most common form of corruption is administrative with lack of control over private companies leading to high inflation; (d) President Nazarbayev has condemned corruption at lower levels of the administrative part of the government and has instructed lower level officials to block SMEs operation, yet no implementation is seen in practice⁶². The same portal also sets some goals the government has initiated to tackle corruption, however, according to the Kazakh Prosecutor General's Office of tariffs and prices in the country, "regardless of the anti-corruption measures taken by state and law enforcement bodies, they have not yielded results. The surge of tariffs and prices is also mainly related to the corruption of officials of all levels and in all units of the quasi-public sector".⁶³ Furthermore, according to the draft of the state program on further modernization of the Kazakh law enforcement system "Kazakhstan has not received more than 2.7 of 10 points in the international corruption rating, which puts us among highly corrupted countries."⁶⁴

Sergey Zlotnikov (Executive director of Transparency Kazakhstan) highlights the absence of legal instruments in confronting corrupt behaviours as well as the minimized role of parliament and civil society. According to Zlotnikov, although there is progressive legislation in place, it is not being implemented as law enforcement agencies are not being accountable. In the meantime, the media seems to have no power in having any sort of influence in advocating against corruption.⁶⁵

A survey conducted by Transparency Kazakhstan in 2003 showed that a high number of gas and oil companies in Kazakhstan were involved in corrupt activities when the outcomes, perceived by the companies, were to be profitable. According to interviews conducted in the framework of the research, companies had no alternative but be involved in corrupt practices.⁶⁶ In addition, a law suit was held in a New York court where Nazarbayev's former adviser James Giffen were charged with bribing top politicians in Kazakhstan with USD 80 million from US oil companies.⁶⁷ Precisely, Giffen "was accused of funneling over \$80 million on behalf of four U.S. oil companies, including Mobil Oil Corporation, now part of energy

⁶⁰ Natsuko Oka, *Everyday Corruption in Kazakhstan: An Ethnographic Analysis of Informal Practices* (2013). Available from http://www.ide.go.jp/Japanese/Publish/Download/Report/2012/pdf/C24_ch1.pdf (accessed 15/02/2014).

⁶¹ IRIN, "Kazakhstan: Corruption remains a major cause of concern". Available from <http://www.irinnews.org/report/24355/kazakhstan-corruption-remains-a-major-cause-of-concern> (accessed 15/02/2014).

⁶² Business Anti-corruption Portal, "A Snapshot of Corruption in Kazakhstan", October 2013. Available from <http://www.business-anti-corruption.com/country-profiles/europe-central-asia/kazakhstan/snapshot.aspx> (accessed 15/02/2014).

⁶³ Kazakh Prosecutor General's Office, 14 March 2013 (Astana). Available from http://www.interfax.kz/?lang=eng&int_id=expert_opinions&news_id=1437 (accessed 15/02/2014).

⁶⁴ Draft of the state program on further modernization of the Kazakh law enforcement system. Available from http://www.interfax.kz/?lang=eng&int_id=expert_opinions&news_id=1437 (accessed 15/02/2014).

⁶⁵ IRIN, "Kazakhstan: Corruption remains a major cause of concern". Available from <http://www.irinnews.org/report/24355/kazakhstan-corruption-remains-a-major-cause-of-concern> (accessed 15/02/2014)

⁶⁶ Ibid.

⁶⁷ Ibid.

giant ExxonMobil, into secret Swiss bank accounts."⁶⁸ On the other hand, Nazarbayev was accused of using the money received to pay for his daughter's fees at a Swiss boarding school. Steve Levine (editor at 'Foreign Policy') who had been following the case said that the scandal "was the largest foreign bribery cases in U.S. history."⁶⁹

3.8 International Organizations Present in the Country⁷⁰

International Labour Organization (ILO)

International Organization for Migration (IOM)

Joint United Nations Programme on HIV/AIDS (UNAIDS)

United Nations' Children Fund (UNICEF)

Department of Public Information (DPI)

United Nations Development Programme (UNDP)

United Nations Economic and Social Commission for Asia and Pacific (ESCAP)

United Nations Educational, Scientific and Cultural Organization (UNESCO)

UN Women

United Nations High Commissioner for Refugees (UNHCR)

United Nations Office for the Coordination of Humanitarian Affairs (OCHA)

United Nations Office of the High Commissioner for Human Rights (ONCHR)

United Nations Office on Drugs and Crime (UNODC)

United Nations Population Fund (UNFPA)

United Nations Regional Centre for Preventive Diplomacy for Central Asia (UNRCCA)

United Nations Volunteers Programme (UNV)

World Health Organization (WHO)

World Bank (WB)

Eurasian Bank of Development

Asian Development Bank (ADB)

Islamic Bank of Development

European Bank for Reconstruction and Development (EBRD)

Secretariat of the Conference on Interaction and Confidence Building Measures in Asia (CICA)

International Finance Cooperation

International Monetary Fund

Organization for Security and Cooperation in Europe (OSCE)

Organization of Islamic Cooperation (OIC)

⁶⁸ Radio Free Europe/Radio Liberty, "After Seven Years, 'Kazakhgate' Scandal Ends With Minor Indictment", 10 August 2010. Available from http://www.rferl.org/content/After_Seven_Years_Kazakhgate_Scandal_Ends_With_Minor_Indictment_/2123800.html (accessed 15/02/2014).

⁶⁹ Ibid.

⁷⁰ Ministry of Foreign Affairs Republic of Kazakhstan, "International Organizations", Available from http://mfa.gov.kz/en/#!/foreign_policy/international_organizations/ (accessed 26/11/2013).

International Organization of Turkic Culture (TRKSOY)

Parliamentary Assembly of Turkic Speaking Countries (TurkPA)

Cooperation Council of Turkic Speaking States (CCTSS)

Source: Ministry of Foreign Affairs of the Republic of Kazakhstan.

4. ECONOMY

4.1 General information

Excluding the Russian Federation, Kazakhstan is the largest country, geographically, among all former Soviet republics and owns vast amounts of fossil fuel, uranium, zinc and copper. Its agricultural sector is also very large with particular big amounts of grain and livestock. In 2002, Kazakhstan was the first country among all former Soviet republics to acquire an investment grade credit.

Due to Kazakhstan's geographic position, it has a very short coastline and therefore limited access to seas. Consequently, in order to export its goods, Kazakhstan relies on its neighbours. Even though, seaports in the Caspian Sea, pipelines and rail lines have been highly modernized, its roadways and civil aviation require further improvements. Due to regional dependencies, the supply and distribution of electricity is unpredictable but the government has been setting plans to upgrade the infrastructure of gas and electricity supply.

4.2 Currency

The name of the currency in Kazakhstan is Kazakhstani Tenge (KZT).

The exchange rate as of 18 February 2014 has been: 1 US Dollar = 184.50 KZT, 1 EUR = 252.78 KZT.⁷¹

On 11 February 2014 the Central Bank of Kazakhstan announced that it would no longer be supporting the KZT exchange rate, it would minimize currency interventions and stop shaping the KZT exchange rate. As a result, the new rate was set at KZT 185 for USD 1, a 19 per cent increase from the previous exchange rate.⁷²

Kazakhstan's Central Bank announced that the nation's economy is highly integrated within the global economy and therefore the devaluation was a means to remain competitive with world financial and commodities markets. According to Tengri News, "among the reasons behind the decision the Bank cites the lingering uncertainty of the Russia's Rouble. Back in 2013 the rouble weakened by 7.1 per cent against the US Dollar, with the downward trend persisting in January 2014. Another reason was the state of the Kazakhstan's balance of payment. Despite the current account surplus, there has been an increase in imports, including imports of consumer goods."⁷³

N. Gizitdinov, L. Pronina and V. Kuznetsov write that the devaluation has favoured energy producers as their exports are now more competitive. The devaluation undertaken by the Russian Federation has made their exports more competitive, consequently Kazakhstan would only match them by following the same path. Yet, the 19 per cent devaluation has been considered as very sudden and excessive given the magnitude of the rouble's decline and the very slow inflation rate of Kazakhstan in comparison to that of the Russian Federation.⁷⁴

The recent devaluation has left the great majority of people living in Kazakhstan disillusioned as overnight, they saw their savings and salaries worth one fifth less than before while seeing prices on imported goods rising. The unrest of the general population was evident following the demonstrations held in Almaty on 16 February 2014.⁷⁵ According to official statistics, bank accounts with deposits in KZT amount to KZT 6,317 billion from which KZT 1,263 billion were removed after the devaluation. Depositors are not protected by measures

⁷¹ For further details please see <http://kazfin.info/> (accessed 18/02/2014).

⁷² Tengri News, "Currency devaluation in Kazakhstan", 11 February 2014. Available from <http://en.tengrinews.kz/finance/Currency-devaluation-in-Kazakhstan-25939/> (accessed 16/02/2014).

⁷³ Ibid.

⁷⁴ N. Gizitdinov, L. Pronina and V. Kuznetsov, "Kazakh Devaluation Shows Currency War Stirring as Ruble Dips", 12 February 2014. Available from <http://www.bloomberg.com/news/2014-02-12/kazakh-devaluation-shows-currency-war-stirring-after-ruble-drop.html> (accessed 16/02/2014).

⁷⁵ Euronews, "Protesters arrested in Kazakhstan after demonstration against currency devaluation", 16 February 2014. Available from <http://www.euronews.com/2014/02/16/protesters-arrested-in-kazakhstan-after-demonstration-against-currency/> (accessed 16/02/2014).

to support them, hence KZT deposits proved to be a losing deal. Furthermore, according to statistics shown by Megapolis, Kazakhstanis have overall lost about KZT 324 billion because of the devaluation.⁷⁶

The mayor of Almaty, Akhmetzhan Yesimov, urged authorities to use all necessary tools and cooperate with relevant agencies in order to keep prices low, particularly for essential goods and food, however little is seemed to have been accomplished.⁷⁷ Many shops and other service providers were closed or increased their prices. The devaluation even affected the e-government as it was temporary unavailable. In addition many online selling websites including major Kazakh companies were also out of service as they had to adjust their prices to the new conditions.⁷⁸

4.3 Gross Domestic Product (GDP)

In 2007, the global financial crisis hit Kazakhstan's banks causing a credit blow that also led to a fall in oil and commodity prices. Kazakhstan's economy was able to recover quickly and by 2011 it experienced a GDP growth of 7.5 per cent. A rise in commodity prices also helped to recover. Although Kazakhstan's economy managed to establish firm macroeconomic indicators, its economy has an overreliance on oil and other extractive industries causing a "Dutch disease". In an effort to tackle this issue the government focussed on developing other sectors, noticeably the transport, petrochemicals, pharmaceuticals and telecommunications sectors. In 2010, Kazakhstan, Belarus and the Russian Federation established the common custom area "Custom Union", aiming at increased trade through the abolition of internal duties between countries.⁷⁹

Economic Indicators⁸⁰

	2008	2009	2010	2011	2012
Gross domestic product (GDP), mln. KZT	16,052,919.2	17,007,647.0	21,815,517.0	27,571,889.0	30,346,958.2
GDP, mln US dollars by official rate	133,440.7	115,306.1	148,052.4	188,050.0	203,520.6
Volume indices, as per cent of previous year	103.3	101.2	107.3	107.5	105.0
Deflator, as per cent of previous year	121.0	104.7	119.6	117.8	104.9
GDP per capita, KZT	1,024,175.1	1,056,803.5	1,336,465.9	1,665,102.3	1,807,049.4
GDP per capita, US dollars,	8,513.5	7,164.8	9,070.0	11,356.6	12,118.9

⁷⁶ Tengri News, "Devaluation in Kazakhstan: How black was Black Tuesday?", 13 February 2014. Available from <http://en.tengrinews.kz/finance/Devaluation-in-Kazakhstan-How-black-was-Black-Tuesday-25991/> (accessed 16/02/2014).

⁷⁷ Tengri News, "Mayor of Almaty orders to keep prices down", 11 February 2014. Available from <http://en.tengrinews.kz/finance/Mayor-of-Almaty-orders-to-keep-prices-down-25953/> (accessed 16/02/2014).

⁷⁸ Tengri News, "Tenge meltdown disrupts e-Gov and online shopping in Kazakhstan", 11 February 2014. Available from <http://en.tengrinews.kz/finance/Tenge-meltdown-disrupts-e-Gov-and-online-shopping-in-Kazakhstan-25954/> (accessed 16/02/2014).

⁷⁹ Custom Union structure. Available from <http://www.tsouz.ru/AboutETS/Pages/default.aspx> (accessed 30/01/2014).

⁸⁰ Agency on Statistics, Statistical Yearbook "Kazakhstan in 2012", Astana, 2013, 78 p. Available from <http://www.stat.gov.kz> (accessed 10/01/2014).

by official rate					
Volume index of GDP per capita, as per cent of previous year	102.0	98.6	105.8	106.0	103.5
Dollar rate, KZT per 1 US dollar	120.30	147.5	147.4	146.6	149.1

Source: Agency on Statistics (2013).

4.4 Labour Force and Unemployment Rate⁸¹

Economically active population	8,981,900 (at the age 15 and older, 2012)
Economically active rate, as %	71.7% (2012)
Employed population	8,507,100 (2012)
Unemployment rate	5.3% (2012)

Source: Agency on Statistics (2013).

Unemployment Rate by Region (2012)⁸²

Region	Rate
Akmolinskaya	5.3
Aktubinskaya	5.0
Almatinskaya	5.0
Atyrauskaya	5.0
Zapadno-Kazakhstanskaya	5.1
Zhambylskaya	5.4
Karagandiskaya	5.1
Kostanaiskaya	5.2
Kyzylordinskaya	5.3
Mangistauskaya	5.7
Yuzhno-Kazakhstanskaya	5.6
Pavlodarskaya	4.9
Severo-Kazakhstanskaya	5.2
Vostochno-Kazakhstanskaya	5.1
Astana city	5.7
Almaty city	5.6

Number of persons employed by types of economic activity (2012)⁸³

<u>Total employment in the economy of which:</u>	<u>Number of persons employed (in thousands)</u>
Total employment	8,507.1
Agriculture, forestry and fishing	2,172.7
Industry	1,004.4
Mining and Quarrying	225.1

⁸¹ Agency on Statistics, Statistical Yearbook "Kazakhstan in 2012", Astana, 2013, 78 p. Available from <http://www.stat.gov.kz> (accessed 10/01/2014).

⁸² Ibid.

⁸³ Ibid.

Manufacturing	543.5
Electricity, gas, steam and air conditioning supply	158.5
Water supply; sewerage, waste management and remediation activities	77.3
Construction	644.5
Wholesale and retail trade; repair of motor vehicles and motorcycles	1,200.7
Transportation and storage	570.9
Accommodation and food service activities	129.0
Information and communication	134.2
Financial and insurance activities	138.8
Real estate activities	112.4

4.5 Other Economic Indicators

4.5.1 Inflation Rate⁸⁴

IMF - World Economic Outlook	
Inflation rate (consumer prices)	5.5% (2012 estimate)

“According to the forecast, the annual inflation rate will be in the range of 6-8% in 2014-2018, Minister of Economy and Budget Planning Yerbolat Dossayev said at a meeting of the Government.”⁸⁵

4.5.2 Investment

“Favourable business climate and political stability promoted a considerable Foreign Direct Investment (FDI) inflow to Kazakhstan. Since 2005 Kazakhstan has attracted FDI of over USD 160 bln.”⁸⁶

⁸⁴ International Monetary Fund, "World Economic Outlook" April 2012/ World Bank, Available from <http://data.worldbank.org/indicator/NE.EXP.GNFS.ZS>, (accessed on 29/11/2013), CIA World Factbook, "Central Asia: Kazakhstan", February 2013. Available from http://www.indexmundi.com/kazakhstan/demographics_profile.html (accessed 03/04/2014).

⁸⁵ Kazakhstan 2050, "The Central Communications Service for the President of Kazakhstan. Budgetary Policy" on 28/08/2013. Available from <http://www.strategy2050.kz/en/news/682/> (accessed 14/04/2014).

⁸⁶ Invest in Kazakhstan "National Agency for Export and Investment «KAZNEX INVEST». Available from <http://www.invest.gov.kz/?option=content§ion=4> (accessed 10/01/2014).

Foreign Direct Investment⁸⁷



Source: Ministry of Industry and New Technologies of the Republic of Kazakhstan (2013).

Fixed capital investment⁸⁸ by type of ownership⁸⁹

in millions KZT

	2008	2009	2010	2011	2012
Fixed capital investment	4,210,878	4,585,298	4,653,528	5,010,231	5,473,161
of which:					
state	813,337	851,452	1,036,774	1,068,226	1,178,397
private	2,302,592	2,307,747	2,239,306	2,640,408	3,162,533
foreign	1,094,949	1,426,099	1,377,448	1,301,597	1,132,231

Source: Agency on Statistics (2013).

Sources of financing fixed capital investment⁹⁰

in millions KZT

	2008	2009	2010	2011	2012
Total	4,210,878	4,585,298	4,653,528	5,010,231	5,473,161
of which:					
republican budget	604,711	712,441	834,721	2,555,192	2,572,016
local budget	183,590	154,892	180,505		
own funds	1,706,104	1,491,433	1,895,953	2,411,455	2,407,458
foreign investment	1,064,839	1,697,493	1,240,887	1,588,598	1,959,341
other loan proceeds	651,634	529,039	501,462	866,441	941,804

Source: Agency on Statistics (2013).

⁸⁷ Invest in Kazakhstan "National Agency for Export and Investment «KAZNEX INVEST». Foreign Direct Investments Available from <http://www.invest.gov.kz/?option=content§ion=4> (accessed 10/01/2014).

⁸⁸ Fixed capital investments comprise investment in buildings and constructions; machinery and equipment; acquisition of workstock and productive livestock; plantations; mineral prospecting; computer and software support; original literary and art works; new information; special knowledge which is very rarely used in production (Agency on Statistics, Statistical Yearbook "Kazakhstan in 2012", Astana, 2013, 100 p. Available from Available from <http://www.stat.gov.kz> (accessed 10/01/2014).

⁸⁹ Agency on Statistics, Statistical Yearbook "Kazakhstan in 2012", Astana, 2013, 78 p. Available from Available from <http://www.stat.gov.kz> (accessed 10/01/2014).

⁹⁰ Ibid.

4.5.3 Public Budget⁹¹

	2008	2009	2010	2011	2012
Receipts of the state budget, bln. KZT	4,034.4	3,505.3	4,299.1	5,370.8	5,813.0
Per cent of GDP	25.1	20.6	19.7	19.5	19.2
Outlays of the state budget, bln. KZT	3,394.1	3,746.8	4,457.2	5423.2	6269.0
Per cent of GDP	21.1	22.0	20.4	19.7	20.7
Deficit of the state budget, bln. KZT	-333.2	-492.7	-527.3	-568.6	-890.3
Per cent of GDP	-2.1	-2.9	-2.4	-2.1	-2.9

Source: Agency on Statistics (2013).

4.5.4 Public Debt (as % of GDP)⁹²

2008	6.7%
2009	10.2%
2010	10.7%
2011	10.9%
2012	9.6% (estimate)

Source: International Monetary Fund (2012).

4.5.5 Industrial Production Growth Rate

In comparison to 2011, the overall industrial production volume was 1.6 per cent higher in 2012. The growth of the mining industry has been 99.8 per cent while the real volume index for processing industry was 104.4 per cent.⁹³

4.5.6 Current Account⁹⁴

Balance	USD 13.1 billion (IMF, 2010 estimate)
Balance by % of GDP	6.6% (IMF, 2010 estimate)
Exports as % of GDP	44% (World Bank, 2010 estimate)

Source: International Monetary Fund (2012).

4.5.7 Reserves of Foreign Exchange and Gold

From June 2011 to June 2012 the net international reserves (including assets in foreign currency) declined by 2.5 per cent reaching to USD 83.2 billion. The National Bank's net international reserves on current prices decreased from 2011 by 5.8 per cent in 2012 to USD 31.8 billion. The net currency reserves decreased by 7 per cent between 2011 and

⁹¹ Ibid.

⁹² International Monetary Fund, "World Economic Outlook" April 2012/ World Bank, Available from <http://data.worldbank.org/indicator/NE.EXP.GNFS.ZS>, (accessed on 29/11/2013).

⁹³ Kazkommertsbank, "Kazakhstan Financial Review by the Bank", June 2012 Available from <http://en.kkb.kz/attach/KazakhstanInBrief/KazFinRevJun12.pdf> (accessed 03/12/2013).

⁹⁴ International Monetary Fund, "World Economic Outlook" April 2012/ World Bank, Available from <http://data.worldbank.org/indicator/NE.EXP.GNFS.ZS>, (accessed on 29/11/2013).

2012 to USD 27 billion and assets on gold, for the same period increased by 1.7 per cent reaching USD 5.1 billion.⁹⁵

⁹⁵ Kazkommertsbank, "Kazakhstan Financial Review by the Bank", June 2012. Available from <http://en.kkb.kz/attach/KazakhstanInBrief/KazFinRevJun12.pdf> (accessed 03/12/2013).

5. INFRASTRUCTURE

5.1 E-Government

In 2005, the Republic of Kazakhstan has launched an "Electronic Government" to deliver information and services to the country's citizens. Lists of services to be provided by agencies shall be also available through capacity of the special portal <http://www.egov.kz>. Also population may use electronic application for various payments, such as tax, penalties, fees related for issuance of any documents. Generally, the e-government can be used as an alternative option for obtaining for state services indicated below in this document.

The portal provides videos with step-by-step manuals to apply for services in the following areas: family, public health, education, employment and labour, human services, citizenship, migration and immigration, real estate, taxes and finances, legal assistance, transport and communications, tourism and sport, military registration and security.

The main requirement for authorization on the portal is personal "Electronic digital signature" (EDS) of the applicant. To obtain an EDS, an applicant needs to have the software installed and to submit application online. On the external device or on file system, an EDS private key will be generated. Upon successfully submitting the application, the applicant should complete the application form of and come to the Public Service Center to confirm the submitting of application via portal.

"There are two options of the EDS issuance. 1) Save EDS on the chip of the ID card. Applicant is to visit the Public service centre bringing ID card. Further work with EDS on ID card is available through the special card reader. 2) Submit online-application for EDS and save it on your PC. In this case an applicant will need to visit the PSC for the conformation of the submitted application."⁹⁶

The digitalization of government and delivery of state services over various e-platforms has picked up speed during last two years, though it is still too early to say that the government has perfected the delivery of state services and achieved all its objectives including full transparency in decision making and public consultation. Experts underline that both the general public and government officials still need to be educated on the opportunities and services provided by e-government. Yet, the development of e-government has had a significant impact on many aspects of social and political development in the country as well as on governance.⁹⁷

"The UN highly appraised the development of the e-Government in Kazakhstan. In accordance with the UN annual survey of global readiness for e-Government, Kazakhstan demonstrates steady progress climbing up the world rankings from the 46th to the 38th position in 2011 compared to the 81th place in 2008."⁹⁸

5.2 Banking System

The Banking system of the Republic of Kazakhstan is a two-tier banking system.

The National Bank of the Republic of Kazakhstan is the central bank of Kazakhstan and is the upper (first) tier of the banking system of Kazakhstan. All other banks are lower (second) tier of the banking system with the exception of the Kazakhstan Development Bank which has a special legal status.

⁹⁶ E-government service portal, "EDS acceptance for legal and natural entities". Available from <http://egov.kz/wps/portal/Content?contentPath=/egovcontent/getecp&lang=en> (accessed 10/01/2014).

⁹⁷ Rafiz Abazov, Central Asia-Caucasus Institute Analyst, "Digitizing Governance in Kazakhstan", 10 April 2012. Available from <http://old.cacianalyst.org/?q=node/5845> (accessed 30/01/2014).

⁹⁸ Kazinform, "Kazakhstan leads Central Asian Countries in e-Governant development index", 1 March 2012. Available from <http://inform.kz/rus/article/2445261> (accessed 10/01/2014).

Structure of the Banking Sector of the Republic of Kazakhstan⁹⁹

Banking sector structure	01.01.2012	01.01.2013	01.11.2013
Number of the second-tier banks, including:	38	38	38
- banks with 100% government equity capital	1	1	1
- number of non-resident bank representative offices in the Republic of Kazakhstan	19	19	17
- second-tier subsidiary banks	16	16	14
Number of the second-tier banks subsidiaries	363	362	374

Source: National Agency for Export and Investment (2014).

Between 2007 and 2009, Kazakhstan's financial sector was damaged by the global economic crisis more than any other country within the CIS region. The effect on Kazakh banks was their inability to borrow money on external debt and equity markets. Consequently, banks were not able to lend money which further harmed important sectors of Kazakhstan's economy such as business, trade and construction.

In order to support the national economy of Kazakhstan, the government drafted a plan to retain the liquidity and financial sustainability of Kazakhstan's financial institutions. Along with the National Bank, the Supervision of Financial markets and organizations, and the Agency on Regulation, the government implemented a program to provide banks with additional liquidity in order to increase their level of capital.

During 2009, Kazakhstan's financial situation remained affected by the crisis and due to fears of high financial and economic risks, lending activities remained low. Yet, as a result of the governmental plan to tackle the economic crisis, Kazakhstan's banking system has been growing, in terms of the loan portfolio, since 2010.

"The growth of the banking sector, which dominates Kazakhstan's financial sector, has resumed with an uncertain outlook due to high problem loans and low profitability. Growth in total credit has slightly improved to 14.8 per cent in August 2013 compared with 13.4 per cent in August 2012. Credit to individuals was the main contributor to this improvement, with an increase of 28 per cent in August 2013 (of which the consumer lending segment was up by 50 per cent), compared to 19 per cent in August 2012. Banks' liquidity has remained comfortable with the loan to deposit ratio at 108 per cent in August 2013. Meanwhile, non-performing loans (NPLs) remain high, showing only a marginal decrease from 37 per cent in May 2012 to 35 per cent in May 2013 despite the large increase in the overall level of lending. The average banking capital adequacy ratio has remained above minimum regulatory requirements (17.5 per cent by end-2012); however, it will remain under pressure due to the weak capacity of banks to generate capital. Profitability measured as return on assets has remained low and it is expected to stay at 1 per cent on average during 2013."¹⁰⁰

⁹⁹ Invest in Kazakhstan "National Agency for Export and Investment «KAZNEX INVEST». Available from <http://invest.gov.kz/?option=content§ion=1&itemid=124> (accessed 10/01/2014).

¹⁰⁰ The World Bank: *Kazakhstan: Solid Growth, Unsettled Global Environment* (Washington DC, Fall 2013) p. 7 Available from http://www-wds.worldbank.org/external/default/WDSContentServer/WDSP/IB/2013/11/13/000456286_20131113145258/Rendered/PDF/826280WP0Kazak00Box379867B00PUBLIC0.pdf (accessed 25/11/2013).

Contact details of largest bank institutions

Title	Address of central office and web	24/7 Call-Center Free for all regions of the country
Halyq Bank	109V, Abay ave, Almaty, 050008, www.halyqbank.kz/	8 8000-8000-59
Kazkommertsbank	135 zh, Gagarin Ave., 050008, Almaty http://www.kkb.kz/	+7 (727) 258-54-44
ATF bank	100B, Furmanov str, 050008, Almaty http://atfbank.kz/	8 8000 800 283
Bank CenterCredit	38 Al-Farabi Avenue, 050059, Almaty www.bcc.kz/	+7 (727) 244 30 00
BTA	97, Zholdasbekov str, Samal-2. http://www.bta.kz/en/	8 (8000) 800-111
Alliance Bank	50 Furmanov str., 050004, Almaty www.alb.kz/	8 8000 800 819

5.3 Telecommunication

“The Kazakh telecoms market has experienced significant growth since its modernization in 1995 and is enjoying a strong start to 2013. Legislation established in 2004 ended Kazakhtelecom's monopolization of the market and paved the way for further development of the industry, as well as allowing for increased economic growth. The mobile sector in particular has recorded impressive growth, with penetration rocketing to 162% at the beginning of 2013, partly due to the delay in advancing fixed-line services. Furthermore, in 2010 three GSM operators launched 3G services to enhance their mobile offerings after acquiring licenses from the government. The Ministry of Transport Communications and Tourism last year confirmed preparations for the deployment of 4G LTE. The service is due to be available to customers in Almaty and Astana by 2013, with further plans to extend coverage to all regional centres by 2014, and all municipalities (which covers a population of over 50,000) by 2015.”¹⁰¹

In 2013, the Agency for Protection of Competition (Antimonopoly agency) has established an interagency working group to amend the legislation to end so-called “mobile slavery”. According to Mr. Kuandykov Bolatbek, the Chair of the Agency, the “mobile slavery” will be cancelled by the end of 2015. The cancellation will allow the consumers to change mobile operators without changing the number.¹⁰²

Main indicators of information society accessibility¹⁰³

Per cent

	2008	2009	2010	2011	2012
Number of fixed telephone lines for 100 person	22.9	24.2	24.9	25.8	26.0
Number of mobile phone service subscribers for 100 person	102.6	106.0	118.9	152.0	180.0
Number of subscribers for Internet for 100 person	3.8	4.8	6.0	7.6	9.5
Index of Internet service tariffs for households (to previous year)	99.2	97.8	99.0	99.7	98.8

¹⁰¹ Laura Hedges, Capacity magazine, “Kazakhstan telecoms market”, 21 June 2013. Available from <http://www.capacitymagazine.com/Article/3222029/Kazakhstan-telecoms-market.html> (accessed 30/01/2014).

¹⁰² Kuandykov Bolatbek, the chair of Antimonopoly agency, news portal “Kapital.kz” 20.05.2013. Available from <http://kapital.kz/tehnology/15818/krupnye-operator-ne-boyatsya-otmeny-mobilnogo-rabstva.html> (accessed 14/04/2014).

¹⁰³ Agency on Statistics, Statistical Yearbook “Kazakhstan in 2012”, Astana, 2013, 78 p. Available from Available from <http://www.stat.gov.kz> (accessed 10/01/2014).

Index of Internet service tariffs for enterprises (at the end of the period to December of previous year)	98.9	94.7	97.9	87.0	77.8
broadband	99.8	86.2	97.5	86.4	76.2
dial-up	96.7	99.0	96.8	100.0	100.0
ADSL	95.7	98.8	99.2	-	-

Source: Agency of Statistics (2013).

Area Codes - Fixed Local Numbers¹⁰⁴

Abay	72131	Kokshetau	7162	Shuchinsk	71636
Almaty	727	Kostanay	7142	Shymkent	7252
Aktau	7292	Kulsary	71237	Stepnogorsk	71645
Aktobe	7132	Kyzylorda	7242	Taldykorgan	7282
Astana	7172	Pavlodar	7182	Taraz	7262
Atyrau	7122	Petropavlovsk	7152	Temirtau	7213
Balkhash	71036	Ridder	72336	Turkestan	72533
Ekibastuz	7187	Rudny	71431	Uralsk	7112
Karaganda	7212	Saran	72137	Ust Kamenogorsk	7232
Kaskelen	727	Satpaev	71063	Zhanaozen	72934
Kentau	72536	Semey	7222	Zhezkazgan	7102

Emergency numbers that may be dialled free from any landline, whether public or private

Fire Emergency	101
Police	102
Medical Emergency Service	103
Rescue Service	112

5.4 Postal Services

There are three Kazakh postal services operating in and out of Kazakhstan:

- ✓ Kazpost
- ✓ Exline
- ✓ Bekk Courier Kazakhstan

Kazpost is Kazakhstan's national Postal service operator and represents the Republic of Kazakhstan in the global community. It provides numerous agent and financial services and owns most of subsidy networks covering the whole country with particular attention to rural areas.

"Kazpost's postal services include the following:

- ✓ Hard copy correspondence, parcel and post package forwarding and delivery;
- ✓ Bulk and heavy weight card forwarding and delivery;
- ✓ EMS-Kazpost;
- ✓ Special communication;
- ✓ Hybrid electronic mail (wire communication);
- ✓ Direct mail;
- ✓ Press subscription;
- ✓ Catalogue trade."¹⁰⁵

Exline Company operates to all regions of Kazakhstan via road, rail and air transportation.

"It provides the following postal services:

¹⁰⁴ "How to call abroad", International calling Guide. Available from <http://www.howtocallabroad.com/kazakhstan/> (accessed 30/01/2014).

¹⁰⁵ Kazpost, "Services" Available from <http://www.kazpost.kz/en/services> (accessed 28/11/2013).

- ✓ International express delivery;
- ✓ Express delivery within Kazakhstan;
- ✓ City express delivery;
- ✓ Delivery before 10 a.m.;
- ✓ Delivery by the time specified;
- ✓ Extra packing of cargo;
- ✓ Mail and cargo tracing;
- ✓ Delivery confirmation;
- ✓ Loading and unloading of packages delivered.”¹⁰⁶

Bekk Courier Kazakhstan is a courier company that covers all regions and districts within Kazakhstan as well as all countries of the CIS and other countries around the world. It provides transportation of freights, correspondence and parcels via air, water, road and rail.

“The company provides special services such as:

- ✓ Documents and freight delivery to Astana, Karaganda and reverse directions: (I) standard delivery - within the following working day, (II) express delivery - up to 12.00 a.m. of the following working day;
- ✓ Dangerous goods delivery;
- ✓ Heavy weight and non-standard shipments delivery, irrespective of weight;
- ✓ Packing, transportation and delivery of valuable and fragile objects;
- ✓ Special express delivery at week-end and holidays;
- ✓ Call of courier free of charge;
- ✓ Shipment insurance.”¹⁰⁷

International companies operating in Kazakhstan:

- ✓ DHL
- ✓ TNT express
- ✓ World Economy
- ✓ FedEx
- ✓ La Poste

The service providers operate in all oblasts of Kazakhstan.

5.5 Transportation

5.5.1 Road

The approximate length of automobile roads in Kazakhstan is 148,000 km. International transportation is primarily executed via 5 routes:

1. Tashkent - Shymkent - Taraz - Almaty - Khorgos and Shymkent - Kyzylorda - Aktobe - Uralsk - Samara;
2. Almaty - Karaganda -Astana - Petropavlovsk;
3. Astrakhan - Atyrau - Aktau - border of Turkmenistan;
4. Omsk - Pavlodar - Semey - Maikapshagay;
5. Astana - Kostanay - Chelyabinsk – Yekaterinburg.

“Kazakhstan is ranked 117th (out of 144) in the global rating of roads quality”, Tengrinews.kz reports citing the report of the Global Economic Forum. The experts have evaluated the quality of roads in Kazakhstan at 2.7 points out of 7.¹⁰⁸

¹⁰⁶ Exline. Available from <http://exline.kz/> (accessed 28/11/2013).

¹⁰⁷ Courier Kazakhstan. Available from <http://www.kazcs.com/> (accessed 28/11/2013).

¹⁰⁸ Tengri News, "Kazakhstan ranked 117th by road and 29th by railway quality, 25 March 2013. Available from http://en.tengrinews.kz/industry_infrastructure/Kazakhstan-ranked-117th-by-road-and-29th-by-railway-quality-17420/ (accessed 10/01/2014).

The transcontinental corridor “Western Europe – Western China”¹⁰⁹

Kazakhstan, located in the centre of Eurasian continent, executes a sequential formation and development of the modern transport infrastructure, particularly, automobile highways of international relevance. Active process of integration into European and Asian regional systems of highways connecting most of the states of the Eurasian continent, large road junctions and terminals is in progress. Regarding this transcontinental automobile road corridor “Western Europe – Western China” is the major branch project of this millennium beginning. Major trade partners of Kazakhstan are interested in its development. Till date intergovernmental memorandums have been signed with the Russian Federation, the People’s Republic of China, and European Union.

Despite the world financial crisis an agreement on loan provision from the leading world financial institutions has been achieved. World Bank (IBRD) allocates finance resources for the amount of USD 2.125 billion. This is the largest loan in the history of bank allocated to any country of the world. Taking into account Asian, European and Islamic Development Bank total amount of loans on the project will be USD 3.5 billion. Allocation of large financial resources on profitable terms for 25 years testifies the highest level of trust of the world financial institutions to the Kazakhstan’s economy.

The total length of the Corridor Saint-Petersburg – Moscow – Nizhniy Novgorod – Kazan – Orenburg – Aktobe – Kyzyl-Orda – Shymkent – Taraz – Kordai – Almaty – Khorgos – Urumqi – Lanzhou – Changzhou – Lianyungang is 8,445 km. 2,233 km of them pass through Russian Federation territory, 2,787 km – Republic of Kazakhstan, 3,425 km – People’s Republic of China.

5.5.2 Public Transport

There are 21 airports that provide transportation services to the general public in Kazakhstan, of which 15 are international: Astana, Almaty, Aktau, Atyrau, Oral, Aktobe, Kostanay, Petropavlovsk, Zhekazgan, Pavlodar, Semey, Karaganda, Taraz, Shymkent and Oskemen.

"Air Astana" is the primary airline company and the most popular operating flights in Kazakhstan. Other major Kazakh companies are Sayakhat, Irbus and SCAT. There are also 23 foreign airline companies flying in Kazakhstan, amongst them: Air France, Air Freight Express LTD, British Airways, China Xinjiang Airlines, Iran Air, KLM, Korean Air, Lufthansa and Turkish Airlines.

There are 14,200 km railroads currently in use, of which 29 per cent are electrified lines with a traffic density of 24.2 million ton-km/km.

14 railway connections are established between Kazakhstan and other countries: nine connections with the Russian Federation, three with Uzbekistan, one with Kyrgyzstan, and one with the People’s Republic of China which is also the largest international railroad.

The seaport Aktau is the main port of Kazakhstan's maritime industry. Other seaports in Kazakhstan are located in Bautino, Kuryk and Atyrau harbor. The Aktau port has a worldwide reputation for shipments of oil and dry cargos. Its capacity is estimated for 10 million tons of oil and 1.5 of dry cargos for a year. Bautino port, located in the Caspian Sea, is primarily used as a support base for maritime operations and it is located in the Turkaragan gulf. It has mainly been used for oil companies and has a capacity of 2.5 million tons per year. Finally, the Kuryk port is also used for oil shipment while the Atyrau harbor, located in the Ural River, is used for oil and dry cargo shipments.

Various sources such as 'VirtualTourist' and the Embassy of Kazakhstan state that the main roads in Kazakhstan are not well maintained.¹¹⁰ According to the latter source, problems concern transport sector's fixed assets, outdated infrastructure and technology. In addition, it

¹⁰⁹ Europe-China, Silk road project's web-portal. Available from <http://europe-china.kz/en/info> (accessed 11/11/2013).

¹¹⁰ VirtualTourist, "Kazakhstan Transportation", 2014. Available from <http://www.virtualtourist.com/travel/Asia/Kazakhstan/Transportation-Kazakhstan-TG-C-1.html> (accessed on 09/04/2014).

is indicated that the transport burden on tax payers is very high compare to other industrialized nations.¹¹¹

Each year the European Commission publishes a list of airlines around the globe that are subject to a ban within the EU due to their negative safety standards. The list is concluded following the inspections by the civil aviation authorities of Member States of the European Union. The list includes air carriers from 21 countries. Concerning Kazakhstan, all of its air carriers except *Air Astana* are included in this "black list".¹¹²

5.6 Power and Heat Supply

Power is provided by power-only plants and Combined Heat and Power (CHP) plants. The latter also provides heat for households, industries and services. About 55 per cent of all power is supplied is by power-only plants whereas the rest 45 per cent is provided by CHP. Both types of plant are outdated in Kazakhstan which in turn causes inefficiencies, large amounts of emissions and low quality of service providers. Approximately 55 per cent of the heat demanded in Kazakhstan is supplied by Heat-Only Boilers (HOB) while the rest 45 per cent is provided by CHP. Both HOB and CHP plants are obsolete. Precisely, in 2010 39 per cent of all CGP units were 40 years or older.¹¹³

Electricity balance of the Republic of Kazakhstan¹¹⁴

mln. kWh

	2008	2009	2010	2011	2012
Electric power produced	80,326.7	78,710.1	82,629.3	86,567.1	90,613.9
Electric power imported	2,768.0	1,709.6	2,104.6	3,405.5	2,565.7
Total electric power consumed	80,612.1	78,040.8	83,173.7	81,684.5	82,990.1
among which:					
industry	50,706.2	48,497.3	53,317.9	56,956.0	57,656.2
construction	970.0	965.5	997.8	1,184.1	1,353.6
agriculture	2,416.7	2,327.4	1,905.1	1,932.8	1,845.3
transport and communications	4,929.3	4,835.5	4,825.3	4,784.1	4,612.4
other branches	14,476.2	14,959.5	15,514.8	16,827.4	17,499.4
losses of general purpose electric networks	7,113.7	6,455.6	6,612.9	6,479.4	8,915.7
Electric power exported	2,482.6	2,379.0	1,560.2	1,808.7	1,273.8

Source: Agency on Statistics (2013).

5.7 Water Supply

According to the president of the Association Kazakhstan Su Arnasy (Water Utility), Valery Syundyukov, the length of the water supply in Kazakhstan is 27,000 km but of which

¹¹¹ Embassy of the Republic of Kazakhstan, "Transport and Communications", 2014. Available from <http://www.kazakhembus.com/page/transport-and-communications> (accessed on 11/04/2014).

¹¹² European Commission, "List of Air Carriers of which all Operations are Subject to a Ban within the EU, with Exceptions", 10/04/2014. Available from http://ec.europa.eu/transport/modes/air/safety/air-ban/doc/list_en.pdf (accessed on 11/04/2014).

¹¹³ Asian Development Bank Project Data Sheets Asian Development Fund, "Regional: Preparation of Sector Road Maps for Central and West Asia (Kazakhstan)", November 2012. Available from <http://www.adb.org/projects/documents/preparation-sector-road-maps-central-and-west-asia-kazakhstan-tacr> (accessed 27/11/2013).

¹¹⁴ Agency on Statistics, Statistical Yearbook "Kazakhstan in 2012", Astana, 2013, 78 p. Available from Available from <http://www.stat.gov.kz> (accessed 10/01/2014).

approximately 19,999 km or 70 per cent of the network needs replacement. The water waste disposal network is 12,500 km, of which 8,500 km require replacement. The water supply meets the needs of 82 per cent of the total population that lives in cities, whereas the sewerage covers 73 per cent of the total population living in cities.¹¹⁵

Fresh water consumption¹¹⁶

mln. cub. m

	2008	2009	2010	2011	2012
Total	18,034	19,259	20,856	19,232	18,403
of which for:					
irrigation, supplying with water and agricultural water supply	10,002	10,932	11,703	9,373	9,141
industrial purposes	5,199	5,104	5,632	5,173	5,240
household and drinking purposes	735	742	751	790	724

Source: Agency on Statistics (2013).

5.8 Agriculture

According to the Ministry of Agriculture, the sown area of crops in 2012 was 21.5 billion hectares, 1.4 per cent more than in 2011. Specifically, from 2011 to 2012 wheat crops decreased by 359,500 hectares, spring crops increased by 294,100 hectares, corn increased by 2,300 hectares, legumes increased by 34,200 hectares, safflower increased by 25,500 hectares, colza seeds increased by 71,100 hectares, soybeans increased by 11,500 hectares, flax increased by 93,200 hectares, potatoes increased by 5,600 hectares, fodder crops increased by 220,400 hectares, fruit crops and grapes increased by 3,500 hectares and greenhouse vegetables increased by 211,300 hectares. In 2012, 11 million tons of grain, including flour, has been produced, which is a highest since the independence of Kazakhstan. On the domestic side, gross harvest oilseeds amounted to 976,800 tons which covers 197 per cent of Kazakhstan's demand. Furthermore, 178 per cent is covered for domestic demand for vegetables, 265 per cent for potatoes and 75 per cent for fruit crops and grapes. Local farmers export their excess of agriculture production mainly to the Russian Federation, Uzbekistan and/or Turkmenistan.¹¹⁷

According to G.A. Kaliev, President of the Academy of Agricultural Sciences of the Republic of Kazakhstan, Doctor of Economic Sciences, in Kazakhstan, a prerequisite for risks are natural limits of cropping: arid climate, poor soil, the presence of sand masses, which is the reason for the low productivity of crops and animals, low intensity and production efficiency. Average rainfall here is - 250-300 mm per year, whereas in the Russian Federation 450-500 mm, Belarus 650-700 mm, in the EU- 800-900 mm. Despite these unfavorable natural conditions for the cultivation of crops in Kazakhstan, farmers receive a low level of state support for agriculture. Per hectare of crops, state subsidies account for USD 11 in Kazakhstan, while in the Russian Federation USD 30, in Belarus USD 220 and in the EU USD 400. Hence, the level of competitiveness of agricultural products is much lower than in the countries above mentioned.¹¹⁸

¹¹⁵ Serik Sabekov, meta.kz, "More than 70% of Kazakh water supply system is worn out", 29 March 2012. Available from <http://meta.kz/novosti/kazakhstan/642300-bolee-70-setey-vodosnabzheniya-v-kazahstane-iznosheny.html> (accessed 30/01/2014).

¹¹⁶ Agency on Statistics, Statistical Yearbook "Kazakhstan in 2012", Astana, 2013, 78 p. Available from Available from <http://www.stat.gov.kz> (accessed 10/01/2014)

¹¹⁷ The Ministry of Agriculture. Directions of development. Available from <http://mgov.kz/napravleniya-razvitiya/apk-kazahstana/> (accessed 30/01/2014).

¹¹⁸ On the problems of competitiveness of the agricultural sector of Kazakhstan in terms of its accession to the WTO:

Current concerns are primarily raised regarding customs duties. During the transitional period of Kazakhstan, rates on import duties differed from rates established by the Common Customs Tariff of the Customs Union (CU). Import duties on greenhouses until the end of 2012 have been set at 0 per cent. Since then, greenhouses are operating at common customs tariff rate of TC 20 per cent. During a meeting held on 25 December 2012, the Collegium of the Eurasian Economic Commission decided to impose special protective duties on imports of grain harvesters into customs territory. The adoption of this measurement meant that harvesters will be subject to special safeguard duty when supplied in excess from foreign countries of the import duty. In this regard, Kazakhstan's position, according to the Ministry of Agriculture, on the abolition of the provisional protective duty, will impact the state of production of agricultural machinery of Kazakhstan's partners' production.¹¹⁹

Agricultural indicators

Number of persons employed (agriculture, forestry, fishing)	2,172,700
Average monthly nominal earnings (agriculture, forestry, fishing)	KZT 51,045
Total land area used (agriculture, forestry, fishing)	90,341,900 thousand hectares
Number of agricultural enterprises	5,170
Number of farms, units	164,856
Gross agricultural output	KZT 1,999,046.6 million ¹²⁰

Source: Agency on Statistics (2013).

<http://2013.astanaforum.org/en/events/russian%D0%BF%D0%B5%D1%80%D1%81%D0%BF%D0%B5%D0%BA%D1%82%D0%B8%D0%B2%D1%8B-%D1%80%D0%B0%D0%B7%D0%B2%D0%B8%D1%82%D0%B8%D1%8F-%D0%B0%D0%BF%D0%BA-%D0%BA%D0%B0%D0%B7%D0%B0%D1%85%D1%81%D1%82%D0%B0%D0%BD> (accessed on 18/04/2014)

¹¹⁹ Ministry of Agriculture, report for 2012. Available from <http://mgov.kz/napravleniya-razvitiya/apk-kazahstana/>, (accessed 29/11/2013).

¹²⁰ Agency on Statistics, Statistical Yearbook "Kazakhstan in 2012", Astana, 2013. Available from <http://www.stat.gov.kz> (accessed 10/01/2014).

6. SOCIOECONOMIC SITUATION

6.1 General Information

6.1.1 Human Development Index¹²¹

The Human Development Index (HDI) defines well-being and provides a combined determination of three dimensions of human development: education, health and income. According to the "Human Development Report 2013" published by the United Nations Development Programme (UNDP), in 2012, Kazakhstan's HDI for health was 0.747, 0.839 for education and 0.686 for income. Kazakhstan's overall 2012 HDI was 0.754 positioning the country at 69 out of 187 countries and territories analysed by UNDP. This was below the average of 0.758 for countries in the high human development group and below the average of 0.771 for countries in Europe and Central Asia. From Europe and Central Asia, countries which are close to Kazakhstan in 2012 HDI rank and population size included Ukraine and the Russian Federation, which have HDIs ranked at 0.78 and 0.55 respectively.

6.1.2 Population Below Poverty Line¹²²

The Multidimensional Poverty Index (MPI) measured by UNDP identifies multiple deprivations in the same households in education, health and standard of living. For its 2013 Human Development Report, UNDP based its MPI estimations for Kazakhstan on survey data collected in 2006. The country's MPI value, which is the share of the population that is multi-dimensionally poor adjusted by the intensity of the deprivations, was 0.002. Ukraine and the Russian Federation had MPI values of 0.008 and 0.005 respectively. According to the survey results, 0.1 per cent of Kazakhstan's population lived with an income below USD 1.25 per day. However, 0.6 of the population lived in multidimensional poverty (the MPI 'head count'), meaning that they were deprived in health, education or other living conditions. Moreover, an additional 5 per cent of Kazakhstan's population were "vulnerable to poverty".

6.2 Social System

6.2.1 General Information

Since 1991, the Government of the Republic of Kazakhstan has been adopting legislation to establish a system to cover different fields of social life of the country. The legislation is aimed to improve social welfare of relevant categories of citizens of the country (social protection of young families, WWII veterans, elderly citizens and people with disabilities, orphans, disabled children, etc.)

The Ministry of Labour and Social Protection of Population is the responsible governmental agency for development and implementation of the social policy. The State Centres for Pension Payment (SCPP) under Ministry of Labour and Social Protection of Population are responsible for managing all kinds of pensions and benefits.

¹²¹ UNDP Human Development Report, 2013, Kazakhstan *HDI values and rank changes in the 2013 Human Development Report*. Available from <http://hdr.undp.org/sites/default/files/Country-Profiles/KAZ.pdf> (accessed 10/01/2014).

¹²² UNDP Human Development Report, 2013, Kazakhstan *HDI values and rank changes in the 2013 Human Development Report*. Available from <http://hdr.undp.org/sites/default/files/Country-Profiles/KAZ.pdf> (accessed 10/01/2014).

6.2.2 Available State Programmes¹²³

There are social allowances and social benefit system in Kazakhstan. Allowances are paid from the state budget to all citizens; benefits are paid from the fund of social insurance and relate strictly to those who are participating in the system of obligatory social insurance.

According to Article 8 of the Law of the Republic of Kazakhstan "On obligatory social insurance" the following persons are liable to social insurance:

- ✓ Workers, excluding working persons on retirement;
- ✓ Self-employed persons excluding foreign citizens and stateless persons permanently residing in the Republic of Kazakhstan and carrying out activity which benefits the Republic of Kazakhstan.
- ✓ Consequently participant of the system of social insurance is an individual whose employer pays social expenditures to the social insurance fund.

The "Monthly Calculation Index" (MCI) is an index for calculating pensions, allowances, other social payments as well as fines, taxes and other payments. The MCI as of 1 January 2014 was KZT 1,852.¹²⁴

Child birth allowance is a one-time payment made by the state to a child's mother (employed and unemployed). For the first, second and third child, the child birth payment is 30 MCI per child, and for each additional child 50 MCI.¹²⁵

The entitled applicant should apply to the State Pension Payments Center.¹²⁶ Required documents: application, copy of the child birth certificate, copy of the applicant's identity documents, copy of the document proving the place of residence of the applicant.

Maternity allowance is a one-time payment made by the state to a child's mother (only employed and members of the system of obligatory social insurance). The payments are calculated by multiplying average monthly income for the last 12 calendar months (evidenced by monthly obligatory social contributions) by 4.2 and then subtracting 10 per cent of pension contributions. Example: average monthly salary is KZT 100,000: (KZT 100,000 x 4.2) – 10 per cent of pension contributions = KZT 378,000.

However, in accordance with the amendments to the Labour Code in 2013, the maximum amount to be paid by state is KZT 199,660 in 2014, while the rest amount may be paid by the employer (if it is included to the employment contract).

The entitled applicant should apply to the State Pension Payments Center. Required documents: application, copy of the applicant's identity documents, copy of the document proving the place of residence of the applicant, certificate of income for the last 12 months, bank account details.

Child care benefit is a monthly payment made by the state to a child's parent(s) or legal guardian(s) (to persons that are unemployed and are not member of the state system of obligatory social insurance). Child care payment is paid until end of the child's 1st year. For the first child, the monthly child care benefit payment is 5.5 MCI, for the second child 6.5 MCI, for the third 7.5 MCI, and for the fourth and each additional child 8.5 MCI per month.

The entitled applicant should apply to the State Pension Payments Center. Required documents: application, copy of the applicant's identity documents, copy of child birth

¹²³Allowances and social benefits in Kazakhstan", Available from http://egov.kz/wps/portal/Content?contentPath=/egovcontent/citizens/social/soc_docs/article/allowance&lang=en (accessed 13/01/14).

¹²⁴Basic rates of MCI, MW for 2014, Available from http://egov.kz/wps/portal/Content?contentPath=/egovcontent/citizens/social/assist_for/article/article_mci_2012&lang=ru (accessed 17/02/14).

¹²⁵Allowances and social benefits in Kazakhstan", Available from http://egov.kz/wps/portal/Content?contentPath=/egovcontent/citizens/social/soc_docs/article/allowance&lang=en (accessed 13/01/14).

¹²⁶Contact information of the State Pension Payments Center's branches in oblasts <http://www.gcvp.kz/ru/about/divisions/> (accessed 17/02/14).

certificate, copy of the document proving the place of residence of the applicant, data about family composition.

Maternity benefit is a monthly payment made by the state to a child's mother (only employed and members of the system of obligatory social insurance). The monthly payments are calculated by multiplying average monthly income for the last two years (evidenced by monthly obligatory social contributions) by 0.4 and then subtracting 10 per cent of pension contributions. Example: average monthly salary for two years is KZT 100,000: (KZT 100,000 x 0.4) – 10 per cent of pension contributions = KZT 36,000 to be paid monthly until end of the child's first year.

The entitled applicant should apply to the State Pension Payments Center. Required documents: application, copy of child birth certificate, copy of the applicant's identity documents, copy of the document proving the place of residence of the applicant, certificate of income for the last 12 months or document proving the income loss, bank account details.

Child care benefit is a monthly payment made by the state to child's parents or legal guardians (families with income below minimum subsistence level). Child care benefit is paid until end of the child's 18th year in amount of 1 MCI per month per each child. Minimum subsistence level (MSL) for calculation of basic social payments rates has been KZT 19,966 as of 1 January 2014.¹²⁷

The entitled applicant should apply to the State Pension Payments Center. Required documents: application, copy of child birth certificate, copy of the applicant's identity documents, copy of the document proving the place of residence of the applicant, data about family composition and family income.

Disabled child care benefit is a monthly payment made by the state to disabled child's parents or legal guardians. Child care benefit is paid monthly until end of the child's 18th year in amount of 1 MW per month per each child. Minimum wage (MW) has been KZT 19,966 as of 1 January 2014.¹²⁸

The entitled applicant should apply to the State Pension Payments Center. Required documents: application, copy of child birth certificate, copy of the applicant's identity documents, copy of the document proving the place of residence of the applicant, certificate of disability.

There are also state benefits for disabled persons, veterans of the Great Patriotic War, social labour heroes, mothers with many children and persons who work at heavy conditions:¹²⁹

Disability category	Disability group	Size of the allowance in MSL	In KZT
Disabled persons who suffered from a systemic disease and military servants of internal affairs agencies in case of emergency	Group 1	1.36	25,956
	Group 2	1.06	21,164
	Group 3	0.74	14,775
Disabled children under 16		1.00	19,966
Persons disabled from the childhood, disabled persons from 16 to 18 years old	Group 1	1.36	27,154
	Group 2	1.11	22,162
	Group 3	0.87	17,370

¹²⁷Basic rates of MCI, MW for 2014, Available from http://egov.kz/wps/portal/Content?contentPath=/egovcontent/citizens/social/assist_for/article/article_mci_2012&lang=ru (accessed 17/02/14).

¹²⁸ Ibid.

¹²⁹E-government service portal "Allowances and social benefits in Kazakhstan". Available from http://egov.kz/wps/portal/Content?contentPath=/egovcontent/citizens/social/soc_docs/article/allowance&lang=en (accessed 13/01/14).

Compulsory duty servicemen, liquidators of nuclear disasters, disabled due to environmental emergencies	Group 1	1.61	32,145
	Group 2	1.30	25,956
	Group 3	1.00	19,966
Military servicemen, workers of the internal affairs departments who became disabled in the line of duty	Group 1	2.09	41,729
	Group 2	1.49	29,749
	Group 3	1.00	19,966

Source: E-Government Service Portal (2014).

6.3 Housing

6.3.1 Housing Market Situation

Main indicators of housing conditions of the population¹³⁰

	2008	2009	2010	2011	2012
Total average housing provided to the population per inhabitant, sq. m of total area	18.1	18.3	18.4	18.7	19.6
of which:					
urban area	19.7	20.0	20.2	20.6	22.1
rural area	16.4	16.5	16.5	16.6	16.8
Provision of municipal housing stock with utilities, per cent:					
water-supply	58.9	58.6	58.7	64.6	78.1
sewerage	47.4	47.1	48.4	44.7	50.6
central heating	40.5	40.1	42.8	40.3	39.7
bathrooms	42.4	42.1	43.2	40.3	40.5
gas	87.6	87.3	87.9	86.5	88.4
hot water	35.4	35.1	37.8	34.8	39.7
floor electric cookers	8.5	8.5	9.0	9.5	9.7

Source: Agency on Statistics (2013).

According to the official statistics, there are approximately 400,000 families waiting for new houses, while the housing deficit is to be 28 million sq. meters.¹³¹

6.3.2 Available State Programs

Since mid-2000s, the Government of Kazakhstan has adopted a number of programs on housing construction development. These were the programs of housing construction development for 2005-2007 and 2008-2010, as well as the new program for 2011-2014 which is currently being implemented.

¹³⁰ Agency on Statistics, Statistical Yearbook "Kazakhstan in 2012", Astana, 2013, 78 p. Available from <http://www.stat.gov.kz> (accessed 10/01/2014).

¹³¹ Olga Kazantseva, Kazakhstanskaya Pravda "There is no welfare without housing", 8 December 2012. Available from <http://newsite.kazpravda.kz/print/1354929789> (accessed 08/01/2014).

Taking into consideration that the majority of citizens representing the priority categories of the society don't have money to pay initial instalment, they may obtain credits through the housing construction savings system using preliminary loan.

"However, despite taken measures a number of issues remained unsolved in the country. The construction of leasehold housing for people in the state waiting lists was underfinanced. Besides, the capabilities of the housing construction savings system were used insufficiently; an efficient construction industry market was not formed in the country. We also couldn't provide the bulk of the economically active population including young families with affordable housing", Serik Nokin, the Chairman of the Agency for Construction, Housing and Utilities, said".¹³²

In 2012, the new housing construction program "Affordable Housing – 2020" was launched in the regions of Kazakhstan. The new program aims to reduce deficit of housing at the real estate market and to develop the domestic industry to a new level.

There are several projects operated by different bodies within the program, such as:

1. Housing for those people who are included in the state waiting lists managed by municipal government authorities. Only vulnerable groups of people, such as people with disabilities, people living in small and overcrowded spaces (less than 10 m² per person); large families of four or more children; and several other groups are eligible for the state housing. They may apply to local *Akimat* for more information and also send their application online through e-government.¹³³
2. In 2003, the "Housing Construction Savings Bank of Kazakhstan" has been established by the government to improve housing conditions for the general population. The bank is a system of individual housing savings. In accordance with one of the programs, the client must accumulate 50 per cent of total cost of supposed housing during at least three years and then may apply for a loan. During the period of accumulation, the bank pays 2 per cent each month while the state pays 20 per cent benefit each year. This system gives an opportunity for all citizens of Kazakhstan, without exception (even those with low incomes), to solve their housing issues.¹³⁴
3. Rental housing with a subsequent purchase is available for various groups of people, such as young families, public servants, employees of state-financed organizations and others. Lease with purchase includes the following conditions: the lease term with the purchase is 15 years, after which the housing becomes the property of the tenant; first payment is not less than six monthly payments, etc. Citizens may apply to local executive bodies to get more information, list of required documents and apply to participate in this programme. This project is operated by another state company "Kazakhstan Mortgage Company."¹³⁵

Temporary accommodation is provided by governmental agencies, NGOs, religious communities and others:

- ✓ Special state institutions are available for the elderly, disabled adults and children where they can be accommodated for free and will have access to any medical assistance needed;
- ✓ Orphanage graduates have a right to apply for state housing;

¹³² Serik Nokin (**Chairman of the Agency for Construction, Housing and Utilities**) in Prime Minister of Kazakhstan Serik Akhmetov official website, "Serik Nokin comments on housing construction development in Kazakhstan Interview with. Available from <http://primeminister.kz/page/serik-nokin-o-razvitii-zhilischnogo-stroitelstva-v-kazahstane?lang=en> (accessed 08/01/2014).

¹³³ E-government service portal, "How to receive housing from the state and who has on this right". Available from http://egov.kz/wps/portal/Content?contentPath=egovcontent/house/buy_sell_rent/article/receive_housing&lang=ru (accessed 12/01/14).

¹³⁴ Housing Construction Savings Bank of Kazakhstan, Regulations of loaning. Available from <http://www.hcsbk.kz/31285> (accessed 30/01/14).

¹³⁵ Invest in Kazakhstan "Kazakhstan Mortgage Company". Affordable Housing 2020. Available from <http://kmc.kz/about/news/2213-arendnoe-zhile-s-vykupom-v-ramkakh-programmy.html> (accessed 30/01/14).

- ✓ Crisis centres and shelters are provided by various ministries for both adults and children, as well as social institutions aimed at assisting children and families;
- ✓ There are shelters for vulnerable groups mostly run by NGOs. Most of the NGOs are financed by international donors due to lack of state funding.

According to UN Special Rapporteur Raquel Rolnik there are “Long waiting periods for social housing continue to be a serious problem in Kazakhstan, as already noted in 2010 by the Committee on Economic, Social and Cultural Rights in its concluding observations on Kazakhstan. In July 2010, 140,043 citizens were registered as eligible households in need of housing from the State Housing Fund, including 1,432 persons with disabilities and war veterans and 79,536 persons belonging to low income and socially protected groups. In July 2010, 17,461 citizens in Astana and 8,439 in Almaty were on the waiting lists for public housing. According to information received, eligible households have to wait for up to 10 years to receive an apartment from the public housing stock. The State acknowledges that the average wait is between six and eight years.”¹³⁶

6.3.3 Reconstruction Assistance

In accordance with the article 189 of the Civil Code of the Republic of Kazakhstan, an “owner bears the burden of property belonging to him, unless otherwise stipulated by legislative acts or the contract, and cannot unilaterally shift this burden to a third party”. Owners have an obligation to comply with building, health, fire and other mandatory rules and regulations, and are responsible for reconstruction and expenses for its maintenance.

At the same time, there is a state programme “Housing Modernization Program” to support owners to reconstruct the common property of condominium (apartment house). The programme requires that owners accumulate at least 15 per cent of the cost of repairs, and the remaining 85 per cent are allocated by the state. But it must be emphasized that these 85 per cent should be returned by the owners to the state during a certain period of time. Low-income families may apply for state housing assistance to cover their costs to repair the common property of condominium.

6.3.4 Restitution of Property

In accordance with the Article 26 of the Constitution, “Citizens of the Republic of Kazakhstan may privately own any legally acquired property. No one may be deprived of his property unless otherwise stipulated by a court decision. Forcible alienation of property for the public use in extraordinary cases stipulated by law may be exercised on condition of its equivalent compensation.”¹³⁷

The alienation of private and commercial property is regulated by the Civil Code, the Land Code and the Law on State Property of the Republic of Kazakhstan.

In accordance with the Article 12 of the Land Code, the alienation relates to the governmental agencies actions aimed at disposition of rights for land ownership or land use in the manner and on the terms regulated by the Code and other laws of the Republic of Kazakhstan¹³⁸.

In accordance with the Articles 1 and 65 of the Law on State Property, the alienation of the property for state needs is made with the consent of the owner/land user or by court decision and is a subject to equal compensation.¹³⁹

Zhangeldy Zhakupov, the president of the public organization “International Center for Human Rights”, said that “Lawyers have always a lot of questions related to the compensation paid. Usually, the price assessment is conducted by the companies affiliated

¹³⁶ Raquel Rolnik, UN Mission to Kazakhstan, “Report of the Special Rapporteur on adequate housing as a component of the right to an adequate standard of living, and on the right to non-discrimination in this context”, 19 January 2011, p. 17 <http://www2.ohchr.org/english/bodies/hrcouncil/docs/16session/A-HRC-16-42-Add3.pdf> (accessed on 27.01.2014).

¹³⁷ The Constitution of the Republic of Kazakhstan. Available from <http://www.akorda.kz/en/category/konstituciya> (accessed on 18/02/2014).

¹³⁸ The Land Code of the Republic of Kazakhstan. Available from http://adilet.zan.kz/rus/docs/K030000442_#z48 (accessed on 18/02/2014).

¹³⁹ The Law on State Property of the Republic of Kazakhstan. Available from <http://adilet.zan.kz/rus/docs/Z1100000413#z1667> (accessed on 18/02/2014).

with the state agencies, which deal directly with the alienation. The compensation must be equal to the market prices of the land.¹⁴⁰

Since the building boom in the 2000s, for each oblast, the Akimat adopts urban planning for appropriate locality (mostly in regional centers and the capital), the so called General Plan. Akimats can relocate private and commercial property to ensure constructing in the region within the adopted General Plan. The amount of money to be reimbursed is decided by local authorities. Usually, however, the Akimats' decisions on the amount to be reimbursed are not equal to current prices of property in the market. In addition, owners of property have to apply for court proceedings, which may delay the process of relocation.

There is also a practice of direct restitution of property by private constructing companies. In this case, the amount of reimbursement has to be agreed between the company and the property owner without the Akimat's intervention. Demolitions can begin once fees for property are reimbursed and owners are relocated.

6.3.5 Average Renting Costs

According to the media, in September 2013, the most expensive rent was registered in Astana. The average rental price in the capital is KZT 2,300 per square meter. Over the year, the price of rental housing in Astana increased significantly, by 25.4 per cent. The second place takes Almaty, where KZT 2,200 is paid per square meter. Aktau comes third in this rating – as in September it was about KZT 2,000 per square meter. The cheapest rental housing in the country by the end of September 2013 belongs to Taraz with KZT 663 per square meter.¹⁴¹

The highest prices for renting and purchasing apartments are in Almaty, Astana, Aktau and Atyrau.

Cities	Renting price/month		
	1 room	2 rooms	3 rooms
Astana	USD 700	USD 1,188	USD 1,962
Almaty	USD 566	USD 856	USD 1,210
Aktau	USD 650	USD 813	USD 1,084
Atyrau	USD 500	USD 1,000	USD 1,300
Karagandy	USD 350	USD 450	USD 550

Sources: KRN Real Estate; Krisha Real Estate.¹⁴²

6.4 Education

6.4.1 General Information

“Education is a high priority for Kazakhstan. In 2009, Kazakhstan ranked first on UNESCO's “Education for All Development Index” by achieving near-universal levels of primary education, adult literacy, and gender parity. These results have reflected Kazakhstan's efforts of expanding pre-school access and free, compulsory secondary education. For the next 10 years [starting from 2012], Kazakhstan is embarking on further major reforms across all education levels.”¹⁴³

¹⁴⁰ The owner is not protected during the alienation. Available from http://www.megapolis.kz/art/Pri_izyatii_zemli_dlya_gosnuzhd_sobstvennik_bezzashchiten (accessed on 18/02/2014).

¹⁴¹ Azhar Ashirova, Tengri News, “Renting list for the cheapest housing for rent in Kazakhstan”, 29.09.2013. Available from <http://tengrinews.kz/buildings/sostavlen-reyting-samogo-deshevogo-arendnogo-jilya-v-kazahstane-242473/> (accessed 11/01/14).

¹⁴² For further details please see KRN Real estate (available at <http://www.krn.kz/>) or Krisha Real Estate (available at <http://krisha.kz/>) (accessed 27/01/14).

¹⁴³ The World Bank's Overview, “Kazakhstan Overview”. Available from <http://www.worldbank.org/en/country/kazakhstan/overview> (accessed on 8/05/2014)

Education and youth policies in general face the following problems:

- ✓ There no centralized system for coordinating work among young people;
- ✓ According to a social survey conducted in 2009, the share of young people involved in youth activities was 22 per cent of the total youth population;
- ✓ The share of young people participating in the decision making process regarding youth policies does not reach 1 per cent;
- ✓ 64 per cent of the survey's respondents believe that state universities are corrupted; 54 per cent believe high schools are very corrupted and 28 per cent believe diplomas are bought.

On top of the aforementioned, there is no single database of education statistics. There is no in-depth analysis on them and they are not available to the public. The indicators of national education statistics do not comply with the requirements of international statistics.¹⁴⁴

At present, the education system in Kazakhstan is comprised of the following institutions:¹⁴⁵

- ✓ Pre-school;
- ✓ General education (primary, basic, secondary, general secondary);
- ✓ Technical and vocational education;
- ✓ Post-secondary education;
- ✓ Higher education;
- ✓ Undergraduate and postgraduate education;
- ✓ Specialized education;
- ✓ Education of orphans and children left without parental care;
- ✓ Supplementary education for children;
- ✓ Supplementary education for adults.

The following documents are key legislation regulating the education system in Kazakhstan:¹⁴⁶

- ✓ Law of the Republic of Kazakhstan dated 27 July 2007 No. 319-III "On Education";
- ✓ Order of the Prime Minister of the Republic of Kazakhstan dated 7 November 2007 No. 328-p on "Measure to implement the laws of the Republic of Kazakhstan on Education" and "On amendments and changes to some legislative acts of the Republic of Kazakhstan on education";
- ✓ Directive of the Minister of Education and Science of the Republic of Kazakhstan dated 12 September 2007 No. 424 "On Measures for the revision, development and approval of regulation, ensuring the implementation of the Law of the Republic of Kazakhstan on Education";
- ✓ International documents ratified by Kazakhstan: Convention on the Recognition of Qualifications concerning Higher Education in the European Region, so called "The Lisbon Recognition Convention"; The Bologna Declaration of 19 June 1999.

The 7th Article of the Constitution guarantees two official languages to be compulsory in Kazakhstan's education: Kazakh and Russian language.

Kazakh-language (3,843) and Russian-language (1,508) schools prevail in Kazakhstan. Comparing to the previous academic year the number of Kazakh-language schools has been increased by 0.4 per cent (15 schools). There also 58 Uzbek-language schools, 14 Uighur-language schools, eight English-language schools and two Tajik-language schools. Moreover, 2,163 schools are bilingual.

¹⁴⁴ Ministry of Education and Science. Available from http://www.edu.gov.kz/ru/dejatelnost/abiturient_2013/ (accessed 31/01/14).

¹⁴⁵ Article 40 of the Law on Education. Available from http://online.zakon.kz/Document/?doc_id=30118747#sub_id=260000 (accessed 10/01/2014).

¹⁴⁶ Online database of legal acts. Available from <http://online.zakon.kz/ContentPages/DocList.aspx?m=ShowLink&id=1002395337> (accessed 17/10/13).

The Agency on Statistics notes that the country has created conditions for the development of the languages of the ethnicities of Kazakhstan.

In 2011-2012, pupils could also learn one additional language: Dungan (4,853), Turkish (4,291), Uyghur (4,076), English (2,054), Polish (728), Kurdish (463), Azerbaijan (385), Korean (228), Tatar (109) and other languages.¹⁴⁷

6.4.2 Educational System

Pre-school education:

Application for enrolling to pre-school and general education is managed by the state and is a subject for consideration by local authorities (Akimats). Children are eligible to enrol in primary schools or general schools located close to their place of residence. If a child applies to a school which is not located in his or her home district, the institution can refuse if there are no vacant places. Yet, a child must be accepted by one of the institutions in his or her home district. This rule does not apply to paid private institutions, as they are more flexible.

General education:

According to the Constitution of the Republic of Kazakhstan (Article 30), Kazakhstan citizens are guaranteed free-of-charge secondary education to be provided by state educational institutions. Duration of the general education is 11 years. The first nine years are mandatory for all students, while the last two are optional. After graduation of the 9th grade students have a choice to continue their secondary education or to apply for technical and vocational education or post-secondary education.

Higher education:

To enter a higher institution or university a school graduate must possess a certificate of completed general education, technical/vocational education or post-secondary education. In addition, he or she has to pass the Unified National Test (UNT), which includes three mandatory exams: Mathematics, Languages and Kazakhstani History; and one exam which is selected by the student depending on future specialization. All candidates who have reached a minimum exam results (in 2013 it was 60 points out of 125) may apply for paid education in any higher institution. The candidates with higher scores may apply for free-of-charge state education.

According to the 2007 law "On Education", there are three levels and qualifications of higher education:

1. Higher basic education (4 years bachelor degree);
2. Postgraduate studies including scientific and pedagogical direction of learning;
3. Doctor of Philosophy (PhD), 3 years at least.

According to the National report on education, in 2011 there were 148 universities (nine national, two international, 32 state, 12 non-civilian and 93 private including 16 corporatized ones), which educate more than 595,000 people.¹⁴⁸ The same report also indicates that one of the most important tasks of the education system is the formation of a modern and intellectual nation with competitive knowledge, creative thinking and with high civil and moral principles, patriotism and social responsibility.

6.4.3 Administrative Requirements

For pre-school, the following documents are required:¹⁴⁹

- Application form;

¹⁴⁷ Nur KZ, "In Kazakhstan there are 3,843 Kazakh language schools and 1,508 are Russian", 25 January 2012. Available from <http://news.nur.kz/207313.html> (accessed 17/10/13).

¹⁴⁸ Ministry of Education and science report for 2011. P. 49. Available from http://www.edu.gov.kz/fileadmin/user_upload/devyatnost/nac_sistema_ocenki/Nacdoklad_2011_kratkaja_versija_na_russ.pdf (accessed 31/01/14).

¹⁴⁹ E-government service portal, "Place child on waiting list to the kindergarten". Available from: http://egov.kz/wps/portal/Content?contentPath=/egovcontent/family/child/passport/037pass_mon&lang=ru (accessed 01/11/13).

- Identity document of one of the parents or legal representatives;
- Child's birth certificate;
- Document confirming residence in the same district;
- Medical records.

For general education the following documents are required¹⁵⁰:

- Application from parents;
- Health Passport;
- Vaccination card;
- Birth certificate;
- Proof of residence (house book);
- Certificate from parents' work;
- Photo 3x4 (2 pictures);
- Folder for personal records;
- Certificate of General Secondary Education (for 10-11 grades only);
- Private identification number (PIN).

For higher educational institutions, the following documents are required:¹⁵¹

- Diploma certificate;
- Copy of identity card (2 pictures);
- 3x4 photo (6);
- Medical certificate and vaccination passport;
- Certificate which proves reaching Unified National Testing;
- A copy of Military authorities registration certificate (only for boys);
- Private identification number (PIN).

6.4.4 Costs, Loans and Scholarships

Local authorities are responsible for managing school education. For pre-school institutions, costs are established by *Akimats* in coordination with Directors of State pre-school institutions in the respective cities. Costs may vary in different regions: in Astana and Almaty the average cost per month is approximately KZT 24,000 for state pre-school institutions and KZT 80,000 for private intuitions.¹⁵² In Karagandy, the cost is roughly 7,500 per month for state pre-school institutions and KZT 50,000 for private.¹⁵³ In Shymkent, KZT 6,200 is a cost for state and KZT 40,000 is for private.¹⁵⁴

As already mentioned, general education is free at state schools.

People may also apply for free-of-charge higher education on a competitive basis. In this regard, the Ministry of Education and Science annually establishes a limited number of educational grants. Grants are awarded to those candidates who score the highest points as a result of the Unified National Testing (UNT). In addition, these students are also provided with free accommodation (state residential facilities) and state stipends.

¹⁵⁰ List of documents required for application to school <http://bilimal.kz/?page=information&cat=090979480d0a58c1a9704b76e24862b6&id=0e1bc27db02b813b0044d01170c39591> (accessed 01/11/13).

¹⁵¹ E-government service portal: "Documents acceptance and enrollment to the higher educational institutions on educational programs of higher professional education". Available from http://egov.kz/wps/portal/Content?contentPath=/egovcontent/education/edu_heis/passport/192pass_mon&lang=r_u (accessed 01/11/13).

¹⁵² Togzhan Kaliaskarova, Vlast, national news portal, "How much does education in private kindergartens cost?". 7 June 2013. Available from http://vlast.kz/article/skolko_stoit_obuchenie_v_chastnyh_detskih_sadah_almaty_-_2004.html (accessed 01/11/13).

¹⁵³ Raisa Kenesheva, Deputy Head of the Department of Education in Karaganda (2012) Interviewed by Faina Sapozhnikova on *news of Karagandy oblast*, eKaraganda. Available from http://ekaraganda.kz/?mod=news_read&id=8486 (accessed 01/11/13).

¹⁵⁴ Yelena Boyarshinova, Otyrar, news of South Kazakhstan oblast, "Kindergarten in Shymkent", 01.08.2012.. Available from <http://otyrar.kz/2012/08/kak-obstoyat-dela-s-detskimi-sadami-v-shymkente/> (accessed 01/11/13).

The below table shows the amounts in KZT provided for each category of students:

Title of the category	Amount in KZT
University students	15,235
Intern (students of Medical educational institutions)	27,596
Master	38,931
Doctoral	59,635
Undergraduates, listeners residency (clinical interns)	44,772

Source: Minister's decree N 116 from 7 February 2008 "On Approving the Rules destination, payment and size of government scholarships for students in educational institutions".

There are two additional special stipends that aimed to cover educational costs of the most talented students. One stipend is called "*Orken*" and covers primary, basic, secondary and general secondary education for the most talented students in specialized institutions "Nazarbayev Intellectual Schools".¹⁵⁵ The *Bolashak* International Scholarship is awarded to high-performing students from Kazakhstan to study overseas with all expenses paid, provided that they return to Kazakhstan to work for at least 5 years after their graduation.¹⁵⁶

Those students, who failed to gain enough points to get a free higher education, may apply for an educational loan. Nearly every bank provides special educational loans in Kazakhstan. Finance institutions request applicants to provide a mortgage property as a guarantee of repayment of the loan. To ensure coordination between students, financial institutions and higher education bodies, the Government of Kazakhstan has established a special agency called "Finance Center", which acts as a guarantor for students who do not own real estate.¹⁵⁷

The requirements for obtaining loan through the "Finance center" are as follows:

- ✓ Citizenship of the Republic of Kazakhstan;
- ✓ Permanent or temporary residence registration in the territory of the Republic of Kazakhstan;
- ✓ Average performance of the beneficiary not less than fifty (50) points of the UNT;
- ✓ Average score on the results of the current examination session credit system not less than 3.5 points (out of 5 points);
- ✓ Average score on the results of the current examination session credit (four-point) system not less than 1.33 points.

The rate of interest and other specifications for obtaining loans are determined by the banks. Interest rate varies from 8 per cent to 15 per cent. Maximum duration is 12 years. During the period of education, students should cover only the interest rate. One year after graduation students start to pay back the main debt. For educational grant students may apply to Halyk bank, Sberbank Kazakhstan, BTA bank, and Allianz bank.

Article 26 of the Law on Education indicates the following categories of students to be provided with free-of-charge higher education:

- People with disabilities;
- Persons treated for benefits and guarantees to participants of World War II;
- Residents of rural areas who applied for education which will contribute to the social and economic development of the rural area;
- Kazakhs who are not citizens of the Republic of Kazakhstan;

¹⁵⁵ "Nazarbayev Intellectual Schools", http://adilet.zan.kz/rus/docs/P090000317_#z4 (accessed 01/11/13).

¹⁵⁶ Bolashak International Scholarship resource, History of the program, "During the period from 1993 through 2013 Bolashak International Scholarship has been awarded to 10,025 Kazakhstanis for studying at the top 200 universities of 33 countries of the world". Available from <http://bolashak.gov.kz/index.php/ru/> (accessed 31/01/14).

¹⁵⁷ Finance center, Informational portal of JSC., "As of 30 January 2014, 5 944 guarantees have been issued (1,6 billion KZT)". Available from <http://www.fincenter.kz/lending/static.php> (accessed 31/01/14).

- Orphans and children left without care.¹⁵⁸

6.4.5 Approval and Verification of Foreign Diplomas

Procedures of approval and verification of diplomas and certificates issued by foreign education institutions are regulated by the Decree of the Minister of Education and Science dated 10 January 2008. According to the document, the "National centre of accreditation" (<http://educontrol.kz/>) acts as an agency for approval of all foreign certificates in Kazakhstan. The National centre for accreditation considers the following two main categories of certificates: (I) Diplomas of higher education and (II) Diplomas of general education (school education).

For obtaining an approval of a Diploma on education, applicants must provide the following list of documents:

- Certificate of diploma;
- Annex of the diploma or certificate;
- Certified translation of Diploma and annex' into Kazakh and Russian language;
- Copy of payment invoice (KZT 12,450);
- Case for the documents

6.4.6 References and Contacts

Below provided contact details of Ministry of Education and Science of the Republic of Kazakhstan and its network of branches in the country. The State agency is responsible for control on quality of state service providing in education institutions.

Oblasts	Contact details
Akmola	89 A, Abay street. Tel: 8 (7162) 401402; www.akmo.kz
Aktobe	40, Abylkhaiyr khana ave. Tel: +7 (7132) 560474 www.aktob.kz
Almatinskaya	26, Kabanbay Batyra street, Taldykorgan city; Tel: +7 (7282) 272731 www.almaty-reg.kz
Atyrau	77, Aiteke bi. Tel: +7 (7122) 354965 www.atyrauobl.kz
West Kazakhstan	72 Pochitalin str. Oral city. Tel/fax: +7 (7112) 260468 www.western.kz
Zhambyl	125, Abay ave, Taraz city. Tel./fax: +7 (7262) 431552 www.zhambyl.kz
Karagandy	19, Alikhanov street. Tel/fax: +7 (7212) 425443 www.karaganda-region.kz
Qostanay	56, Al Farabi street, Tel: +7(7142) 575310 www.kostanay.kz
Qyzyl Orda	48, Abay street, Tel.: +7 (7242) 272934 www.kyzylorda.kz
Mangystau	13-47 Aqtau, Tel.:+7 (7292) 435100 www.mangystau.kz
South Kazakhstan	12 A, Republic ave. Tel.:+7 (7252) 563247 www.ontustik.gov.kz
Pavlodar	32, Qayirbayev street. Tel/fax: +7 (7182) 320965 www.pavlodar.kz
North Kazakhstan	58, Constitution of Kazakhstan str., tel.:+7 (7152) 463288 www.akimat-sko.kz
East Kazakhstan	K. Libnekht str. Tel./fax: +7 (7232) 570151 www.akimvko.gov.kz
Astana City	11, Beibitshilik, str., tel.: +7 7172 55 68 51 www.bilim.astana.kz
Almaty City	29 D Satpayev str. Tel.: + 7 727 392-19-09 www.edualmaty.kz
Head office Ministry	8 Orynbor St., House of Ministers, tel.: +7 7172 74-24-28 http://www.edu.gov.kz

Top-50 national, state and largest private higher education institutions in Kazakhstan:

University	Location
1 L.N.Gumilyov Eurasian National University	Astana
2 Al-Farabi Kazakh National University	Almaty
4 Karaganda State University	Karaganda
5 Kazakh National Pedagogical University	Almaty
6 University of Central Asia	Almaty
7 Karaganda University of Economics	Karaganda
8 East-Kazakhstan State University	Ust-Kamenogorsk
9 Taraz State University	Taraz
10 Almaty Technological University	Almaty
11 Pavlodar State University	Pavlodar
12 Academy of Public Administration under the President of Kazakhstan	Astana

¹⁵⁸ Law on Education of the Republic of Kazakhstan. Available from http://adilet.zan.kz/rus/docs/Z070000319_#z161 (accessed 01/11/13).

13 Kazakh National Medical University	Almaty
14 Arkalyk State Pedagogical Institute	Arkalyk
15 Nazarbayev University	Astana
16 Deutsch-Kasachische Universität	Almaty
17 Pavlodar State Pedagogical Institute	Pavlodar
18 Kazakh National Technical University	Almaty
19 Kazakh-British Technical University	Almaty
20 Turan University	Almaty
21 Kazakh Economics University	Almaty
22 Kazakh-American Free University	Ust-Kamenogorsk
23 East-Kazakhstan State Technical University	Ust-Kamenogorsk
24 Kazakh State Teacher Training University	Almaty
25 Karaganda State Technical University	Karaganda
26 Aktobe State Pedagogical Institute	Aktobe
27 Innovative University of Eurasia	Pavlodar
28 Süleyman Demirel Üniversitesi	Kaskelen
29 International Kazakh-Turkish University	Turkestan
30 University of International Business	Almaty
31 Almaty University of Power Engineering and Telecommunications	Almaty
32 Kostanay State University	Kostanai
33 Kazakh Academy of Sport and Tourism	Almaty
34 North Kazakhstan State University	Petropavlovsk
35 Kazakh Ablai Khan University of International Relations and World Languages	Almaty
36 International Academy of Business	Almaty
37 South Kazakhstan State University	Shymkent
38 Eurasian Institute for the Humanities	Astana
39 Kazakh Leading Academy of Architecture and Civil Engineering	Almaty
40 S. Seifullin Kazakh Agro Technical University	Astana
41 Kazakh Academy of Transport and Communication	Almaty
42 Kazakh National Conservatory	Almaty
43 Kostanay Social-Technical University	Kostanai
44 Kazakh-American University	Almaty
45 Semipalatinsk State University	Semey
46 West Kazakhstan State University	Uralsk
47 Kazakh University of Economics, Finance and International Trade	Astana
48 Kostanay Engineering-Pedagogical University	Kostanai
49 Semipalatinsk State Pedagogical Institute	Semey
50 Taraz State Pedagogical Institute	Taraz

6.5 Employment

6.5.1 General Information

Employment is regulated by the Labour Code and the Law on Employment of the Population of the Republic of Kazakhstan. The Ministry of Labour and Social Protection of Population is responsible for employment issues in Kazakhstan. In addition, there are state inspectors on labour to monitor compliance with the Labour Code in all oblasts throughout Kazakhstan.

According to the Labour Code, an employment contract may be concluded only with citizens who have reached the age of 16. To contract citizens under this age, employers have to come into agreement with parents or legal guardians. Employers are obliged also to ensure safety and that there are no risks to harm the health of minor employees, and the job does not disrupt his/her learning process.

Persons found guilty on any type of crime are not allowed to apply for certain positions, particularly for state agencies.

In order to protect the domestic labour market, the government established quotas for foreign workers' inflow to Kazakhstan. To hire a foreigner, the employer shall obtain a work permit issued by the local executive authority.

A working permit is not required for:

- Head of foreign organizations branches and representative offices;
- Persons who are on short term business trip, provided that the total duration of such trips, within a year, does not exceed 60 calendar days.

Each year the government announces a quota for work permits for foreigners. In 2013, the quota represented 1.2 per cent of the economically active population in Kazakhstan. In most cases work permits are issued for one year.

Quota for foreign citizens with work permits 2013, distributed by the Ministry of Labour, Population and Social Protection of Population of the Republic of Kazakhstan¹⁵⁹

Region	Number of quotas
Akmola region	397
Aktobe region	1,719
Almaty region	1,917
Atyrau region	9,378
East Kazakhstan	1,395
Zhambyl region	1,998
West Kazakhstan	789
Karagandy region	441
Kostanay region	125
Kyzylorda region	552
Mangystau region	4,884
Pavlodar region	2,740
North Kazakhstan	69
South Kazakhstan	3,236
Almaty	9,315
Astana	6,275
Total	45,230

Source: Ministry of Labour and Social Protection of Population (2014).

6.5.2 Taxes and Contributions

There are three types of contributions calculated for each salary:

1. Mandatory pension contribution;
2. Individual income tax payment; .
3. Social contributions.

The formulas to calculate the contributions to be paid are as follows:

- Mandatory pension contribution (MPC) = monthly salary x 10 per cent;
- Individual income tax payment = (monthly salary – MPC – index of the minimum wage) x 10 per cent;
- Social contributions = monthly salary x 10 per cent.

6.5.3 Salary Scale¹⁶⁰

Oblasts	Average salaries by region, 2013, in KZT/month					
	January	February	March	April	May	June
Kazakhstan	99,152	98,736	108,836	105,289	106,286	109,970
Akmola	72,040	72,019	78,170	73,592	78,735	81,032
Aktobe	88,977	87,342	94,587	91,705	92,429	97,330
Almatinskaya	76,255	77,408	80,974	78,375	80,284	84,506
Atyrau	174,456	172,038	190,094	184,998	189,591	186,752

¹⁵⁹ Ministry of Labor and Social Protection of Population, Invest in Kazakhstan, "Hiring Employees". Available from <http://www.invest.gov.kz/?option=content§ion=5&itemid=112&lang=ru> (accessed 31/01/14).

¹⁶⁰ Majorplaza.kz, "Average wages in Kazakhstan: The Statistics of wages by region and type of economic activity". Available from <http://mojazarplata.kz/main/zarabotnaja-plata/srednie-zarabotnye-platy> (accessed 31/01/14).

West Kazakhstan	91,714	86,170	98,904	92,318	98,266	99,303
Zhambyl	73,376	71,354	75,914	74,781	76,351	79,683
Karagandy	95,246	94,046	99,011	97,128	98,237	100,741
Qostanay	74,680	74,213	79,329	78,465	82,947	83,218
Qyzyl Orda	92,142	90,279	96,068	96,872	96,240	101,560
Mangystau	153,265	157,696	208,033	190,040	169,077	178,757
South Kazakhstan	73,197	74,056	77,923	77,307	78,822	88,179
Pavlodar	85,733	82,808	91,682	89,059	89,509	91,713
North Kazakhstan	69,446	67,959	72,611	70,101	73,191	77,137
East Kazakhstan	82,822	82,035	88,904	86,704	88,569	91,589
Astana City	138,538	136,521	155,332	149,590	145,541	160,423
Almaty City	129,480	132,385	144,304	139,047	143,133	140,119

Source: Majorplaza.kz (2014).

6.5.4 Employment Market

The website www.kyzmet.kz is a portal used by all governmental agencies to post vacancies.¹⁶¹ The website is managed by the Agency for Civil Service Affairs of the Republic of Kazakhstan. Private recruitment agencies are also available in the country. The most popular private online sources in Kazakhstan are as follows: www.headhunter.kz, www.gojob.kz, www.works.kz.

6.5.5 Special Program on Employment - Placement Service

There is a special state program “Employment-2020” for unemployed people.¹⁶² Thousands of vacancies are advertised at a website www.enbek.kz.¹⁶³

Within the framework of this program, the Government provides assistance throughout the country citizens eligible for state programme:

- ✓ Consultation on education and employment;
- ✓ Free training courses and vocational trainings;
- ✓ Grants to students (for travel to and from places of learning, living in a dorm or reimbursement of costs associated with renting accommodation);
- ✓ Search for suitable vacancies and promotion of employment (including social jobs);
- ✓ Partial wage subsidies for individuals participating in active measures to support employment;
- ✓ Psychological support.

The Law on Employment of Population establishes the following groups of unemployed citizen eligible for state programme:

- ✓ People with low income;
- ✓ Young people under the age of 21 years;
- ✓ Orphans and children left without parental care;
- ✓ Citizens who in accordance with the laws of the Republic of Kazakhstan are considered in need of special care, assistance or supervision;
- ✓ People approaching retirement age (2 years before retirement age);
- ✓ People with disabilities;
- ✓ Persons discharged from the Armed Forces of the Republic of Kazakhstan;
- ✓ Persons who are released from prison, and compulsory treatment;

¹⁶¹ Agency for Civil Service Affairs of the Republic of Kazakhstan. Available from <http://kyzmet.gov.kz/kzm/index.html> last (accessed 12/11/13).

¹⁶² State social insurance fund. Available from <http://www.gfss.kz/ru/programs/detail.php?ID=42338> (accessed 31/01/14)

¹⁶³ Enbek.kz, Job information portal. Available from <http://www.enbek.kz/ru/frontpage/rk?system=vacancy> (accessed 12/11/13).

- ✓ Graduates of institutions of higher and postgraduate education.

In order to be eligible for the benefits, applicants need to submit the following documents to the Centres of Employment and Social Programs:

- ✓ A copy of identity document;
- ✓ A copy of document confirming the registration of permanent residence;
- ✓ A copy of the Employment Record Book (or its duplicate), as well as other documents confirming his or her education;
- ✓ A copy of health certificate;
- ✓ The certificate of the employer proving that the employee was transferred to part-time or shorter hours of work.

Also in accordance with the Law “On targeted state social assistance”, if applicant failed to find a job he/she is provided with special social payment. This assistance can be given to citizens of the Republic of Kazakhstan, oralmans (returnees), refugees, foreigners and stateless persons permanently residing in the Republic of Kazakhstan. According to p. 4 of the Article 8 of Law of the Republic of Kazakhstan dated 25 April 2003 № 405-II “On obligatory social insurance”, the maximum period of social payments in case of job loss is four months.

Amount of targeted social assistance to person (family) is calculated by the authorized body in the form of the difference between per capita income and the poverty line based to total number of family members.

6.5.6 References and Contacts

To provide assistance on employment for vulnerable groups, the government has established employment centers, assisting persons to find job for free, and/or registering them as officially unemployed. Employment centers are available in each oblast and are run by local departments of Employment and Social Programs.

Oblasts	Contact details
Akmola	23, Pushkin street. Tel: (87162) 76-35-50; e-mail: akmout@mail.online.kz
Aktobe	101, Maresyev street. Tel: 8 (7132) 54-57-14 and 8 (7132) 56-84-69; e-mail: aktobe@enbek.kz
Almatinskaya	26, Kabanbay Batyra street, Taldykorgan city; Tel: 8 (7282) 27-14-51; e-mail: Al-obltrud@mail.ru
Atyrau	31 A, Azattyq avenue. Tel: 8-7122 32-22-28; e-mail: atyrau@enbek.kz
West Kazakhstan	44/2, Saraishyq street, Oral city. Tel/Fax: 8-7112 51-25-83; e-mail: ZKO@enbek.kz
Zhambyl	1, Karakhan street, Taraz city. Tel./Fax: 8-7262 45-37-67; e-mail: taraz@enbek.kz
Karagandy	47/3, Yerzhanov street. Tel/Fax: 8-7212 43-20-82/85; e-mail: karagandatrud@mail.ru
Qostanay	34, Qassymkhanov street. Tel: 8-7142 501-895; e-mail: hysainova@social.kostanay.kz
Qyzyl Orda	47, Zhakayev street. Tel: 8-7242 27-02-06; e-mail: korda2004@mail.ru
Mangystau	7, 24 District, Aqtau city. Tel: 8-7292 60-52-53; e-mail: aktau@enbek.kz
South Kazakhstan	20, Zheltoqsan street. Tel: 8-7252 30-10-40; e-mail: dtiszn@mail.ru
Pavlodar	32, Qayirbayev street. Tel/Fax: 8-7182 32-59-63/32-56-76; e-mail: kense.dsz@pavlodar.gov.kz
North Kazakhstan	64, Abay street. Tel/Fax: 8-7152 46-56-48; e-mail: obl-dep@mail.online.kz , zsp@sko.kz
East Kazakhstan	1, Kievskaya street.

Tel./Fax: 8-7232 75-44-77; e-mail: oblzan@mail.kz

Astana City

16, Imanbayev str.,
Tel:+7 (7172) 21-04-92; fax: +7 (7172) 21-28-39;
e-mail: deptrud@astanatelecom.kz

Almaty City

122, Kunayev street.
Tel: +7 (727) 2616778; e-mail: mt_almaty1@gcvp.kz

6.6 Health Care

6.6.1 General information

According to the World Bank (2013), "Kazakhstan faces challenges in restructuring its healthcare system. The country's health outcomes lag behind its rapidly increasing income. The major causes of adult mortality are non-communicable diseases such as cancer, cardiovascular disease, other tobacco and alcohol-related diseases and injuries. The new State Health Care Development Program recognizes health as one of the country's major priorities and a pre-requisite for sustainable socioeconomic development."¹⁶⁴

As the Kazakhstan news agency "Interfax" reported, "Healthcare costs in 2012-2014 are set at 1,315 trillion tenge, including 441.3 billion tenge in 2012, 443.7 billion tenge in 2013 and 430 billion tenge in 2014. The Senate proposed providing 5.6-billion tenge extra funds for construction of health facilities in Aktobe and seismic resistance of Almaty health facilities."¹⁶⁵

Population expenditure per capita on health services, 2010 (in KZT)

Akmola	1,929
Aktobe	3,957
Almaty	2,500
Atyrau	2,263
East Kazakhstan	2,450
Zhambyl	1,924
West Kazakhstan	2,254
Karaganda	3,720
Kostanai	3,179
Kyzylorda	2,295
Mangystau	6,619
Pavlodar	3,575
North Kazakhstan	2,048
South Kazakhstan	1,657
Almaty city	6,185
Astana city	10,424
Kazakhstan overall	3,154

Source: Agency of Statistics, 2011.

6.6.2 Life Expectancy

According to the UNDP Human Development Report 2013, life expectancy at birth is 67.4 in Kazakhstan.¹⁶⁶

Observations on Kazakhstan's life expectancy have shown similar trends to those in the CIS region; however, after 1991 the life expectancy in Kazakhstan declined and has remained below the CIS average.¹⁶⁷

¹⁶⁴ The World Bank, "Kazakhstan Overview". Available from <http://www.worldbank.org/en/country/kazakhstan/overview> (accessed 06/01/14).

¹⁶⁵ Interfax.kz, "Kazakh Parliament Adopts National Budget Program 2012-2014", 10 February 2014. Available from http://www.interfax.kz/?lang=eng&int_id=expert_opinions&news_id=639 (accessed 10/02/2014).

¹⁶⁶ UNDP (2013) : "The UNDP Human Development Report". Available from <http://hdrstats.undp.org/en/countries/profiles/KAZ> (accessed 26(03/2014).

¹⁶⁷ Alexandr Katsaga, Marina Karanikolos, Maksut Kulzhanov and Bernd Rechel, WHO on behalf of the European Observatory on Health Systems and Policies, *Kazakhstan: Health system review* (2012). Available from http://www.euro.who.int/_data/assets/pdf_file/0007/161557/e96451.pdf (accessed 04/12/2013).

According to 2009 data on Kazakhstan, there are considerable regional variations. Almaty and Astana city are the most prosperous regions in terms of life expectancy over the rest of the country. Differences among the two sexes are also very substantial. All-cause mortality for men, for 2009, had been estimated to be 1,677 per 100,000 persons while for women 929. These figures are among the highest reported in the World Health Organization of the European Region. The main cause for the drop in life expectancy after 1991 is cardiovascular diseases, particularly for men. Circulatory diseases were the cause for 598 deaths per 100,000 persons in 1990, increasing to 846 in 2005 and lastly decreasing to 626 in 2009.¹⁶⁸

Main causes of death per 100,000 persons (2009)¹⁶⁹

Infectious diseases	19.41
TB	14.04
AIDS/HIV	0.83
Circulatory diseases	626.37
Ischaemic heart diseases	238.37
Cerebrovascular diseases	180.41
All cancers	155.30
Colon cancers	13.86
Larynx, trachea, bronchus and lung cancer	31.05
Breast cancer	19.70
Cervical cancer	9.35
Diabetes	9.46
Mental and behavioural disorders	3.10
Respiratory diseases	64.57
Diseases of the digestive system	58.04
Transport accidents	20.98
Suicides	24.47

Source: WHO (2011).

Consumption of alcohol, smoking, consumption of food high in fats and low in antioxidants and poor rates of identification and treatment of hypertension are crucial factors leading to cardiovascular mortality. External causes of death, such as accidents, poisonings, traumas and injuries, are also causing high rates of death. In recent years, Kazakhstan has also witnessed an increase in incidences of diabetes. The rate had increased from 35 per 100,000 persons in 1995 to 148 in 2009 placing Kazakhstan below the CIS average.

Outbreaks of TB infections have increased since the early 1990s reaching 185 per 100,000 persons in 2002 and decreasing to 129 in 2009 making Kazakhstan the country with the highest number of TB incidence among the WHO European Region.¹⁷⁰

¹⁶⁸ Ibid.

¹⁶⁹ WHO Europe, "WHO Regional Office for Europe guidance for sentinel influenza surveillance in humans", May 2011. Available from http://www.euro.who.int/data/assets/pdf_file/0020/90443/E92738.pdf (accessed 04/12/2013).

¹⁷⁰ Alexandr Katsaga, Marina Karanikolos, Maksut Kulzhanov and Bernd Rechel, WHO on behalf of the European Observatory on Health Systems and Policies, *Kazakhstan: Health system review*. (2012). Available from http://www.euro.who.int/data/assets/pdf_file/0007/161557/e96451.pdf (accessed 04/12/2013).

Infectious disease incidence (2009)¹⁷¹

TB incidence per 100,000	129
Absolute number of new HIV infections	2,081
Syphilis incidence per 100,000	46
Gonococcal infection incidence per 100,000	48

Source: WHO (2011).

6.6.3 Health Insurance System

During the Soviet era health services were provided for free to the general public. After the independence of Kazakhstan, free access to health services decreased and out-of-pocket payments (see below) started to be implemented.¹⁷²

In 1996 the government introduced mandatory health insurance by providing the public with two packages: (I) Guaranteed Benefits Package and (II) Basic Benefits Package. The Guaranteed Benefits Package provided emergency and blood transfusion services, admissions to special hospitals and admission for programs for communicable diseases. The Basic Benefits Package provided inpatient and ambulatory services.¹⁷³

In the early years of 2000s, the government announced to run the National Program for Health Care Reform and Development 2005-2010 which introduced the State Guaranteed Benefit package providing health services free of charge as it is paid from the republican budget. The benefit package includes inpatient care, outpatient care and emergency care. For services not included in the package, beneficiaries must pay themselves through out-of-pocket payments or apply for voluntary health insurance or be covered by an employer or other source.¹⁷⁴ Access to pharmaceutical services requires the consumer's co-payment. For patients having access to inpatient care, pharmaceutical expenses are covered by hospitals, whereas patients covered by ambulatory care shall pay their medications. The result of this system leads to incentives for seeking inpatient instead of outpatient care.¹⁷⁵

6.6.4 Out-of-pocket Payments

For services not included in the State Guaranteed Benefits Package, beneficiaries have to pay the expenses to the health-care provider. The level of such payments is decided by the Oblast administration and requires complete payments for services which are not considered to be necessary such as cosmetic operations. Out-of-pocket payments also apply for pharmaceuticals prescribed to outpatient patients.

List of paid medical services:¹⁷⁶

- Non-emergency medical services of primary care;
- Consultation and diagnostic services to those citizens who have applied without referral from specialist of primary health care ;
- Any treatment and prevention, counselling, diagnostic services which are carried out at the request of the patient;

¹⁷¹ WHO Europe, "WHO Regional Office for Europe guidance for sentinel influenza surveillance in humans", May 2011. Available from http://www.euro.who.int/_data/assets/pdf_file/0020/90443/E92738.pdf (accessed 04/12/2013).

¹⁷² Alexandr Katsaga, Marina Karanikolos, Maksut Kulzhanov and Bernd Rechel, WHO on behalf of the European Observatory on Health Systems and Policies, *Kazakhstan: Health system review*. (2012). Available from http://www.euro.who.int/_data/assets/pdf_file/0007/161557/e96451.pdf (accessed 04/12/2013).

¹⁷³ Alexandr Katsaga, Marina Karanikolos, Maksut Kulzhanov and Bernd Rechel, WHO on behalf of the European Observatory on Health Systems and Policies, *Kazakhstan: Health system review*. (2012). Available from http://www.euro.who.int/_data/assets/pdf_file/0007/161557/e96451.pdf (accessed 04/12/2013).

¹⁷⁴ Ibid.

¹⁷⁵ Ibid.

¹⁷⁶ What does state free of charge medical services include? <http://www.druginfo.kz/index.php/ru/component/k2/item/119-cto-takoe-gobmp> (accessed on 18/04/2014).

- Preventive examinations of adult population;
- Inpatient care, including medicines, to adult citizens who do not need urgent and emergency assistance and apply without a referral from specialist of primary health care;
- Dental care and dentures to adult population, including orthodontics for children under 18 years of age, except for cases with acute dental pain;
- Rehabilitation measures to adults who accompany children over six years in health-care organizations, as well as to children and parents without referral;
- Physiotherapy medical care to adult population;
- Medico-genetic studies (without medical indication): people getting married; women up to the age of 35, planning pregnancy; spouses, planning pregnancy, except for those with chromosomal anomalies, malformations, hereditary disease history and intermarriage;
- Oral contraceptives, intrauterine devices, including women at risk;
- Expensive types of examination and treatment of patients: hormonal analyzes; in vitro fertilization; pregnancy determination (tests on urine human chorionic gonadotropin); cosmetic plastic surgery; excision of foreskin; artificial insemination: hysterosalpingography; radionuclide studies; nuclear magnetic resonance, computed tomography;
- Other services which are not included in this list and the state order of the medical diagnostic organization.

6.6.5 Organization and Administration

Kazakhstan's health policy making is centralized with the government as the executive organ. Specific policies are set by the government and then implemented by local and national authorities.

In respect to the "Code on People's health and the Health-Care System" approved by Decree in September 2009, the Ministry of Public Health executes the following tasks:

- ✓ Implementation of national health policies;
- ✓ Development of health planning;
- ✓ Approval of health delivery duties;
- ✓ Approval of legislation;
- ✓ Approval and development of health-care standards;
- ✓ Monitoring and evaluation;
- ✓ Management of health-care activities;
- ✓ Organization of training of medical and pharmaceutical staff;
- ✓ Approval of appointments of heads of local health administrations;
- ✓ Development of intersectoral cooperation;
- ✓ Regulation of prices on drugs and services that state organizations provide;
- ✓ Purchase of health services within the State Guaranteed Benefits Package;
- ✓ Organization of the accreditation of health-care entities;
- ✓ Ensuring the preparedness of organizations responsible for prevention management of emergency situations¹⁷⁷

There are 14 departments of public health in oblasts and two departments in Astana and Almaty cities. The departments operate the state hospitals and clinics in their respective regions.

Directors of city and oblast health departments are appointed by *Akims*. Their duties include the following:

- ✓ Planning of expenditure;
- ✓ Contracting health-care providers;
- ✓ Calculating tariffs and financing base rates, approved by the Ministry of Public Health;
- ✓ Maintaining the health information system;

¹⁷⁷ Alexandr Katsaga, Marina Karanikolos, Maksut Kulzhanov and Bernd Rechel, WHO on behalf of the European Observatory on Health Systems and Policies, *Kazakhstan: Health system review*. (2012). Available from http://www.euro.who.int/_data/assets/pdf_file/0007/161557/e96451.pdf (accessed 04/12/2013).

- ✓ Appointing and dismissing the heads of state-owned health organization;
- ✓ Realization of residents' rights to the State Guaranteed Benefits Package, in respect to state standards;
- ✓ Appointing and dismissing the heads of oblast and city health departments;
- ✓ Implementing collaboration in the area of health protection.¹⁷⁸

Rayon-level administration is only responsible for transport of patients.¹⁷⁹

The share of private clinics is about twenty per cent of the total in Kazakhstan. Private clinics are popular in mostly in major cities such as Astana, Almaty and Shymkent. According to experts, half of the population prefer medical assistance of the private clinics.¹⁸⁰

6.6.6 Available State Programs

Since 2011, the government has introduced a comprehensive Kazakhstan Health Programme "Sallamaty Kazakhstan 2011-2015", which has replaced several sector and disease specific programmes, including the national AIDS programme. It is expected that by 2015 HIV prevalence among adults (15-49 years old) will remain within 0.2-0.6 per cent range. The health programme emphasizes the importance to address the co-morbidity of HIV and TB. It is expected that the TB morbidity will lessen through 98.1 per 100,000 persons in 2013 to 94.7 per 100,000 persons in 2015. The health programme devotes an entire sub-programme to preventing HIV and TB in prisons. The programme also focuses on improved access to sexual and reproductive health education of and services for young people.¹⁸¹

In 2009, Kazakhstan adopted the Code "On Public Health and Healthcare System", which prohibits dismissal, refusal to hire, non-admission to pre-schools and schools as well as violation of other rights and legitimate interests of persons living with HIV, as well as infringement of housing and other rights of their families and relatives.

TB Programs:

"In 2011, the World health Organization estimated 168 of every 100,000 people in Kazakhstan had TB".¹⁸² The British Red Cross in collaboration with the Kazakh Red Crescent have been supporting people affected by TB and HIV since 2005, while a 2-year programme was started in January 2012 benefitting 1,500 people affected with the disease.¹⁸³

Kazakhstan has received numerous grants by the "Global Fund to Fight AIDS, Tuberculosis and Malaria" to control TB. Kazakhstan has also implemented actions to ameliorate its intersectoral cooperation on TB inspection and treatment as multisectoral working groups were set up to tackle different features of TB. At the regional level, health departments, by providing health facilities, cooperate with the oblasts/cities to implement TB activities. Furthermore, the National Coordination Committee on Health Protection was successful in implementing the Intersectoral Plan to Fight Tuberculosis for the period 2008-2012.¹⁸⁴

AIDS/HIV Programs:

The HIV epidemic in the Republic of Kazakhstan is a recent health issue that mostly affects sex workers and drug users. Moreover, due to the fact that Kazakhstan is situated on

¹⁷⁸ Ibid.

¹⁷⁹ Ibid.

¹⁸⁰ Private medical centers in Kazakhstan. Available from <http://www.economix.kz/chastnye-meditsinskie-kliniki-v-kazakhstan> (accessed on 18/02/2014).

¹⁸¹ State Ministry of Public Health of Kazakhstan, "Program of Health of Kazakhstan 'Salamatty Kazakhstan' for 2011-2015), approved on 29 November 2013. Available from <http://adilet.zan.kz/rus/docs/U1000001113> (accessed 09/02/2014).

¹⁸² Redcross, "TB and HIV in Kazakhstan" (2014). Available from <http://www.redcross.org.uk/What-we-do/Health-and-social-care/Health-issues/Tuberculosis/TB-in-Kazakhstan> (accessed 09/02/2014).

¹⁸³ Ibid.

¹⁸⁴ Alexandr Katsaga, Marina Karanikolos, Maksut Kulzhanov and Bernd Rechel, WHO on behalf of the European Observatory on Health Systems and Policies, *Kazakhstan: Health system review*. (2012). Available from http://www.euro.who.int/_data/assets/pdf_file/0007/161557/e96451.pdf (accessed 04/12/2013).

important trafficking routes in Central Asia and also due to high unemployment and poverty, high risk behaviours related to HIV are common.¹⁸⁵

What is very important to mention is the incidence of 2006, when "outbreaks through blood transfusions and nosocomial transmission (that is, via hospitals and medical treatment) in the Shymkent region caused more than 100 children to become infected".¹⁸⁶ The Republic of Kazakhstan is funded by the Global Fund to Fight Aids, Tuberculosis and Malaria, yet, according to this source, free treatment for 'opportunistic infections' (except tuberculosis) was not available. In accordance with the Republican AIDS Centre, in 2007, 40 per cent of people needing treatment did not receive it. This was partially due to the "limited availability of opiate substitution therapy (a programme which runs as pilot since 2008 in three regions, only 118 people are getting treatment as of November 2012)". Other important issues are the lack of information about HIV/AIDS; lack of trust in the healthcare providers and discrimination.¹⁸⁷

In 2008, Kazakhstan was ranked the highest in HIV incidence among all other Central Asian countries. Kazakhstan's health-care system ran the following projects:

- Accessible, voluntary and anonymous HIV testing for free;
- HIV/AIDS monitoring and provision of legal, medical and psychological advice;
- Provision of drugs and health care for people infected with HIV/AIDS within the State Guaranteed Benefits Package;
- Fight against discrimination towards people living with HIV/AIDS;
- Intervention to prevent mother-to-child transmission.¹⁸⁸

Treatment of cancer¹⁸⁹.

According to a press release issued in February 2014 by the Ministry of Health, "in total more than 146 thousand cancer patients are registered in the country. More than 10,000 people die from cancer every year. The main reason of the high mortality rate is late detection, when the treatment is ineffective.

In this regard, six screenings aimed at early detection of cancer were introduced in the country (since 2008 – breast cancer and cervical cancer, since 2011 – colorectal cancer, in 2013 – prostate cancer, esophagus and stomach, liver).

Thus, detection of breast cancer in the early stages before the screening was 74 per cent in 2009, it was nearly 85 per cent by the end 2013. However, international practice shows that this figure can be increased to 95 per cent.

Experts noted that all conditions for cancer cure are created in the country at world standards. Five interregional high-tech cancer treatment centres where patients can receive the most modern methods of treatment and diagnosis will be created this year.

Kazakhstan has completely transferred to the international standards of cancer treatment. Last year, more than 150 young professionals have been trained in leading hospitals of Europe, Asia and America. Cancer Program implementation will allow Kazakh centres to reach the international level of diagnosis and treatment of cancer."¹⁹⁰

Diabetes Centre:

The "National Program of Health Care Reform and Development" was put into action for 2005-2010 to make endocrinologists available in every district for the purpose of improving diagnosis and treatment of diabetes and other endocrine disorders. Yet, limited staffing remains an obstacle for effective implementation of the program, especially in rural areas

¹⁸⁵ AIDS Foundation East West, "Kazakhstan"(2013). Available from <http://www.afew.org/about-afew/where-we-work/kazakhstan/> (accessed 02/12/2013).

¹⁸⁶ Ibid.

¹⁸⁷ AIDS Foundation East West, "Kazakhstan"(2013). Available from <http://www.afew.org/about-afew/where-we-work/kazakhstan/> (accessed 02/12/2013).

¹⁸⁸ Alexandr Katsaga, Marina Karanikolos, Maksut Kulzhanov and Bernd Rechel, WHO on behalf of the European Observatory on Health Systems and Policies, *Kazakhstan: Health system review*. (2012). Available from http://www.euro.who.int/_data/assets/pdf_file/0007/161557/e96451.pdf (accessed 04/12/2013).

¹⁸⁹ For further details please also see: National Cancer Institute in Kazakhstan: <http://www.uicc.org/membership/kazakh-research-institute-oncologyradiology>

¹⁹⁰ Ministry of Health of the Republic of Kazakhstan, Press release 27.02.2014: "Kazakhstan fully moved toward international standards of cancer treatment". Available from <http://strategy2050.kz/en/news/6535/> (accessed 06/05/2014).

where the number of endocrinologists per 100,000 persons is approximately six times less than in urban areas.

For raising public awareness, the Diabetes Association is the leading organization. As its primary mandate is to support the long and healthy life of diabetes patients, it has been working with the Ministry of Public Health Ministry for more than ten years.

Health Promotion:

Responsible for health promotion is the National Centre for Health Lifestyles. Presently, it cooperates with the oblasts/cities and the 40 rayon administrations, 242 health centres and more than 500 health facilities to promote and advice on prevention techniques and healthy lifestyles. Particular attention is paid by the state on children and young people. Health promotion services approximately comprise of 16,500 teachers and 5,000 specialists providing counselling to young people and children concerning addictive substances and sexually transmitted diseases as well as other infections.

To improve the effectiveness of health promotion, protocols were introduced at the primary health-care level to standardize health education on ways of prevention, prevention of risk factors. Two important programs have also been implemented at national and regional level sponsored by republican and local funds:

- Prevention of alcohol and tobacco consumption, drug abuse, chronic and communicable diseases, sexually transmitted infections, accidents and poisonings;
- Promotion of physical activity, healthy nutrition and reproductive health.

6.6.7 Treatment of Mental Illnesses

According to data from the Ministry of Public Health, for January 2010 there was 295,760 psychiatric patients which represent 1.9 per cent of the total population in Kazakhstan and 27 per cent of these have been recognized as disabled. The health system of Kazakhstan officially provides access to a number of mental health-care services such as prevention, diagnosis, treatment and rehabilitation. Legal provisions have also been put into place to reintegrate mentally ill persons in the labour market by providing special training and setting quotas. Nonetheless these provisions have not yet been thoroughly implemented. Furthermore, children with mental or physical disabilities are restrained from specialized support while most of relevant legislations remain declaratory and with no substantial financial aid. Further obstacles include lack of personnel, exclusion of people with disabilities and no employment opportunities. According to the Government Resolution No. 468 of 30 March 2000 mental illnesses are defined as "hazardous diseases" and therefore patients are entitled to outpatient pharmaceuticals without payment obligations.¹⁹¹

6.6.8 Hospitals

During the 1990s the number of hospitals reduced significantly, predominantly in rural regions where many hospitals were shut down. Precisely the number reduced from 1,796 hospitals in 1991 to 845 in 2001 and increased to 1,041 in 2009. The ratio of hospital beds in 2009 was 756 per 100,000 persons while Almaty oblast has the least with a ratio of 447 per 100,000 persons and Akmola oblast has the most with a ratio 989 per 100,000 persons.¹⁹²

In respect to the number of health workers, in 2010 there were 870 nurses, 403 physicians, 77 pharmacists, ten dentists and 42 midwives for 100,000 persons (WHO Regional Office for Europe, 2011).

Oblasts	Largest State Hospital
Akmola	Oblast hospital. 1, Sabatay str. Kokshetau city Tel: +7 7162 269604; 266161; 315943

¹⁹¹ Alexandr Katsaga, Marina Karanikolos, Maksut Kulzhanov and Bernd Rechel, WHO on behalf of the European Observatory on Health Systems and Policies, *Kazakhstan: Health system review* (2012). Available from http://www.euro.who.int/_data/assets/pdf_file/0007/161557/e96451.pdf (accessed 04/12/2013).

¹⁹² Ministry of Public Health (2010): Ministry of Public Health, Health care report. http://www.mz.gov.kz/index.php?option=com_content&view=article&id=451&Itemid=842&lang=ru (accessed 31/01/2014).

Aktobe	Oblast Clinical Diagnostic Center. Aviagorodok district. Tel: +7 7132 22 71 02
Almaty obl.	Oblast hospital. 283, Eskeldy Bi str. Tel: + 7 7282 23 45 20
Atyrau	Oblast hospital. 99, Vladimirskaya str. Tel: +7 7122 28 09 95
West Kazakhstan	Oblast clinic hospital. 85, Savichev str. Uralsk city. Tel: +7 7112 26 62 71 http://okb.batis.kz/ru
Zhambyl	Oblast hospital. 2, Aiyatiev str., Taraz city. Tel: +7 7262 45 64 08 http://oa.zhambyl.kz
Karagandy	Oblast hospital. 41/43, Erubayev str. Tel: + 7 7212 41-05-20. http://okb.karaganda.kz/
Qostanay	Oblast hospital. 151, 1 st May str. Tel: + 7 7142 54 28 48
Qyzyl Orda	Oblast Medicine center 51, Abay. Tel.:+7 7242 23 52 94 http://omc-kzo.kz/
Mangystau	Oblast Hospital. 24 micro-district, Aqtau city. Tel: +7 7213 21 02 75.
South Kazakhstan	Oblast clinic hospital. 4, Maily Qozha str., Shymkent city. Tel: + 7 7252 53 65 14
Pavlodar	Oblast hospital named after Sultanov. 63, Shedrin str. Tel: +7 7182 50 07 76
North Kazakhstan	Oblast hospital. 20, Brusilovskiy str. Petropavlovsk city. Tel: +7 7152 46 46 63 http://www.ob.sko.kz/rus/index.php
East Kazakhstan	Oblast hospital. 26, Auezov av., Ust-Kamenogorsk. Tel:+7 7232 25 52 51
Almaty city	23-42-23. City clinic hospital. 6, Zhandosov str. Tel: +7 727 274 97 16
Astana city	City Hospital # 1. 66, Qoshqarbayev Str. Tel: + 7 7172 23 42 23. www.auruhana1.kz

6.6.9 NGOs providing population with medical assistance

Title	Target groups / Aim	Contact details
Public Association "Kostanai branch of Kazakhstan Association on Sexual & Reproductive Health"	Protection of fundamental reproductive rights of young people, women and men; Improving reproductive health of Kazakhstan's population, especially socially vulnerable, poor and young people; Improving quality of health services and ensuring access to them; Informing and educating population and medical staff; Main target groups: Youth, women and men of reproductive age, migrants	April 5 Str., 67 (3 entrance) Tel.: +7 7142 53 22 35 E-mail: kost_kmpa@mail.ru
Red Crescent Society branch in Astana	Assistance in emergency situations; assistance to vulnerable population; prevention of diseases;	5/1-42, Republic Avenue Tel/fax: +7 (7172) 439797, 440189 E-mail: okp-astana@mail.ru
Public Association "Gender Information Analytical Center", Karagandy city	The organizations' work is mainly concentrated on achieving gender equality, combating human-trafficking, combating domestic violence, and protection of children and women.	Tattimbet Str. 4, office 112 Tel.: +7 7212 333 057 E-mail: giac@mail.ru
Association of AIDS Service Organizations "Zholdas". Kostanay oblast	Information campaign in prevention on HIV and AIDS; direct assistance to population with HIV and AIDS	Karasu village, Shapagat street. Tel.: +7 71452 30784
NGO "Ardager"	Consulting population on available state medical services and drug coverage - NGO "Ardager"	40 Abulkhair str, Aqtobe city. Tel.: +7 7132 932030 E-mail: ardager@nur.kz
"Association of Women with Disabilities "Shyrak", Almaty city	Health care for women with disabilities.	mkr. Koktem-1, d. 26, kv. 3, Tel./fax: +7 727 3953075 http://www.shyrak.kz
NGO "Association for Support of the cancer and rare diseases"	Creating a project "Cancer can be beaten!" Assistance to population with Cancer and diabetes;	155-144 Chaikovskiy str. Tel: + 7 727 2952812 E-mail: rookz@mail.ru

6.6.10 Insurance Companies

Voluntary insurance is mainly functioning through contracts with private companies of many sectors such as the financial, oil and gas sector. For 2009, 1.2 per cent of the total population had voluntary insurance. Insurance premiums vary depending on the insurance company but according to Lievens et al., 2010, the minimum premium is USD 70 with a benefit ceiling of USD 900 and the maximum premium is USD 2,000 with a maximum benefit ceiling of USD 30,000¹⁹³

Alliance	www.alliance-life.kz
Amanat insurance	www.amanat-insurance.kz
«NOMAD LIFE» (Life insurance)	www.nomadlife.kz
Alatau	www.alatau-ins.kz
BTA Life	www.btalife.kz
Interteach	www.interteach.kz
Kazcommerce-Life	www.kklife.kz
London-Almaty	www.laic.kz
Khalyq-Life	www.halyklife.kz

¹⁹³ Agency of statistics. Bulletin. Available from http://www.stat.gov.kz/faces/wcnav_externalId/homeNumbersHealthCare?_afLoop=58036809551395&_afWindowMode=0&_afWindowId=x2clez1pl_70#%40%3F_afWindowId%3Dx2clez1pl_70%26_afLoop%3D58036809551395%26_afWindowMode%3D0%26_adf.ctrl-state%3Dx2clez1pl_86 (accessed 31/01/14).

7. SITUATION OF MIGRANTS AFTER RETURN¹⁹⁴

7.1 Oralman (returnees)

Oralman ("returnee" from Kazakh language) is an official term used to describe ethnic Kazakhs and their children who have been permanently residing abroad when Kazakhstan gained independence (1991) and who have immigrated to Kazakhstan for permanent residence.

Resettlement of ethnic Kazakhs to Kazakhstan is being carried out since 1991. Mostly oralman come from Uzbekistan, Turkmenistan, Tajikistan, the People's Republic of China, Mongolia, the Islamic Republic of Iran, Afghanistan and other countries. During the period from 1991 to present, around 933,000 of people moved to Kazakhstan.¹⁹⁵

Ethnic Kazakhs who have arrived to Kazakhstan by themselves should submit application for a status of oralman to local executive bodies. Ethnic Kazakhs who is being residing abroad should submit application for a status of oralman to embassies and consulates of Kazakhstan abroad, which are responsible to forward the applications to the relevant authorities in Kazakhstan.

According to the article 15 of the Law on Migration of Population of Kazakhstan, local executive authorities consider applications from ethnic Kazakhs and make decisions on awarding of status of oralman. The criteria for the status of oralman are outlined by the article 1 of the Law on Migration of Population of Kazakhstan: ethnic Kazakhs and their children who have been permanently residing abroad when Kazakhstan gained independence (1991) and who have immigrated to Kazakhstan for permanent residence in the regions of the country identified by the Government and who have got their status in an order described by the Law. The decision on the status is taken within three months after application.

According to the Government's decree #248 dated 20 March 2014; the following oblasts are identified for accommodation of oralman:

1. Akmola oblast;
2. Atyrau oblast;
3. East Kazakhstan oblast;
4. West Kazakhstan oblast;
5. Kostanay oblast;
6. Pavlodar oblast;
7. North Kazakhstan oblast.¹⁹⁶

According to the article 23 of the Law on Migration of Population of Kazakhstan, the oralman are eligible to the following social assistance:

1. Free of charge adaptation and integration services;
2. Medical care in accordance with health legislation of Kazakhstan;
3. Access to education (pre-schools and schools), and access to technical, vocational and higher education in accordance with the legislation;
4. Social protection equally with the citizens of Kazakhstan;
5. Promotion of employment in accordance with the legislation of Kazakhstan.

In accordance with the land legislation of Kazakhstan, oralman are provided with land property for temporary free-of-charge usage for private farming, gardening and agriculture.

¹⁹⁴ E-government service portal, "Oralman (repatriants) status and rights". Available from http://egov.kz/wps/portal/Content?contentPath=/egovcontent/citizen_migration/citizenship_of_rk/article/oralman_rights_conditions&lang=en (accessed 18/12/13).

¹⁹⁵ News portal zakon.kz, <http://www.zakon.kz/4614637-blagodarja-rabote-migracionnoji-policii.html> (accessed 18/04/2014).

¹⁹⁶ The Decree of Government of Kazakhstan "On the definition of regions for resettlement of Oralman" dated 20.03.2014 <http://adilet.zan.kz/rus/docs/P1400000248> (accessed 14/04/14).

Local executive authorities may establish lump-sum grants to oralmans to cover expenditures related to relocation to the place of permanent residence and transportation of property.

Those oralmans, who have immigrated to the oblasts identified by the Government, are provided with preferential credit loans for the construction, rehabilitation or acquisition of housing. In case of internal migration of oralmans from the oblasts identified and in case of emigration from Kazakhstan for permanent residence abroad, the oralmans who have received the credit loans must reimburse it in full before the scheduled date.

7.2 Return of Other Migrants to Kazakhstan

The Ministry of Foreign Affairs operates a hotline for Kazakh citizens abroad: +7 7172 72 04 72.

Apart from state programme for oralmans, there are no specialized state programs for other returnees after their arrival to Kazakhstan.

The returnees, who have been permanently residing in Kazakhstan when Kazakhstan gained independence (1991) and who have got Kazakhstan citizenship, may not apply for status of oralman. As citizens of Kazakhstan, upon arrival to Kazakhstan they are eligible to the state services equally with other citizens of Kazakhstan.

IOM provides post-arrival assistance to returnees, which ranges from providing arrival services to schemes to assist long-term reintegration and economic viability of the migrants once they are back to the country upon request of IOM offices in the countries of destination, mostly Belgium, Netherlands, and Norway, provided that there is funding available.¹⁹⁷

In 2005-2013, IOM Kazakhstan assisted 166 migrants, citizens of Kazakhstan returning from Canada and the EU countries. Most of them are ethnic Uighur, Russian, Uzbek, Kazakh, and to a lesser extent Dungan, Tatar, Ingush, Chechen, and others. The main host countries are Belgium, Norway and Netherlands.

7.3 Return of Unaccompanied Minors

There is no protocol which outlines the procedures for return of unaccompanied minors identified abroad. The responsibilities of governmental agencies are described in various documents.

In accordance with the Provisions on diplomatic and equivalent representation of Kazakhstan,¹⁹⁸ the main responsibility of the diplomatic and equivalent representation is to protect rights and interests of the Republic of Kazakhstan, its citizens and legal entities. Also in accordance with the paragraph 7 of the Consular regulation,¹⁹⁹ the consul takes measures to establish guardian ship and custody under minors without parental care identified in his consular district. In particular, the consular is responsible for documentation of unaccompanied minors and arranging their return to Kazakhstan in coordination with the Ministry of Education and Science and the Ministry of Internal Affairs.

Upon arrival to Kazakhstan, in accordance with the Law on Marriage and Family, protection of rights and interests of orphans and children left without parental care is assigned to the guardianship authorities, which work under the city Departments of Education (under the Ministry of Education and Science). The guardianship authorities identify the most appropriate accommodation of unaccompanied minors and arrange follow-up control over

¹⁹⁷ Upon arrival returnees can contact IOM office in Almaty by phone or come to the office in person with prior appointment. Local staff consults the migrants on allowance use opportunities and any other issues arising upon arrival to Kazakhstan. All the documents provided by the applicants for payments are forwarded to IOM office in the countries of destination for approval. Once they are approved, IOM processes the bank payment to the recipient or supplier.

¹⁹⁸ Legal information system of Regulatory Legal Acts of the Republic of Kazakhstan, Provisions on diplomatic and equivalent representation of Kazakhstan, <http://adilet.zan.kz/rus/docs/U040001287> (accessed on 18/04/2014).

¹⁹⁹ Consular regulations, <http://adilet.zan.kz/rus/docs/U990000217> (accessed on 18/04/2014).

conditions of their accommodation, care and education. For transitional period, unaccompanied minors may be placed at the State Adaptation Centers for Minors. There are 18 State Adaptation Centres for Minors throughout the country. The centres were established to provide minors with urgent assistance and temporary accommodation during crisis situations and to facilitate family reunion.

Those three groups are eligible to be placed to the Adaptation Centres for Minors:

- ✓ unaccompanied minors of the age 3-18 years;
- ✓ children without parental care;
- ✓ minors referring to specialized education institutions.

In accordance with the Law on prevention of juvenile crimes and prevention of child neglect and abandonment,²⁰⁰ the internal affairs authorities are responsible for tracing unaccompanied minors' families.

To process a case of return of an unaccompanied minor, the relevant agencies should apply to an official diplomatic representation of the Republic of Kazakhstan in the host country or the closest consular or diplomatic representation in a third country.

Kazakhstan is a member of the CIS-countries' Agreement on issues of return of minors to their countries of residence (2002).²⁰¹

²⁰⁰ Legal information system of Regulatory Legal Acts of the Republic of Kazakhstan, Law on prevention of juvenile delinquency and child neglect and homelessness <http://adilet.zan.kz/rus/docs/Z040000591> (accessed on 18/04/2014)

²⁰¹ Legal information system of Regulatory Legal Acts of the Republic of Kazakhstan, Agreement on issues of return of minors to their countries of residence <http://adilet.zan.kz/rus/docs/P040000756> (accessed 18/12/13).

8. VULNERABLE GROUPS

8.1 General Information

In accordance with the Constitution, human rights and freedoms in the Republic of Kazakhstan shall be recognized and guaranteed to everyone by virtue of birth, as absolute and inalienable. Kazakhstan is a member of more than 60 international universal treaties on human rights, including seven major human rights UN Conventions.

In September 2013, the Human Rights Committee under the President of the Republic of Kazakhstan presented a Report on Human Rights in Kazakhstan in 2012. The report states, that "compared to the year 2011, proclaimed and embodied in the Constitution and other legislative acts, the human rights were further developed and specified in 2012. Civil, political, economic, social, cultural human rights and freedoms, guaranteed by the Constitution and the legislation of the Republic of Kazakhstan, its international obligations in the field of human rights, were generally respected, except for certain violations of law and human rights, which were reflected in this report and the reports of other authorized state governmental bodies, human rights NGOs."²⁰²

During the period from 1 January to 31 December 2012, the Secretariat of the Human Rights Commission received 1,355 written complaints of individuals and entities on violations of their human and civil rights. The following main groups of complaints were identified:

- ✓ complaints of citizens who disagree with the decisions of the courts - 34.31%;
- ✓ complaints on law enforcement agencies - 21.57%;
- ✓ complaints related to the execution of court decisions - 11.51%;
- ✓ complaints involving violations of social rights - 4.94 %;
- ✓ complaints related to violations of housing rights - 4.42%;
- ✓ complaints related to violations of labour rights - 3.17%;
- ✓ complaints on officials of economic entities - 2.95%;
- ✓ complaints on Akims and other officials of the executive and representative branches of government - 2.28%;
- ✓ complaints on judiciary - 1.99%;
- ✓ other complaints - 12.86%.

At the same time, in accordance with the Human Rights report for 2012 of United States Department of State, Bureau of Democracy, Human Rights and Labour, in Kazakhstan "the most significant human rights problems were severe limits on citizens' rights to change their government; restrictions on freedom of speech, press, assembly, religion, and association; and lack of an independent judiciary and due process, especially in dealing with pervasive corruption and law enforcement and judicial abuse. Other reported abuses included: arbitrary or unlawful killings; military hazing that led to deaths; detainee and prisoner torture and other abuse; harsh and sometimes life-threatening prison conditions; arbitrary arrest and detention; infringements on citizens' privacy rights; restrictions on freedom of religion; prohibitive political party registration requirements; restrictions on the activities of nongovernmental organizations (NGOs); violence and discrimination against women; abuse of children; sex and labor trafficking; discrimination against persons with disabilities and ethnic minorities; societal discrimination against gay, lesbian, bisexual, and transgender (LGBT) persons and persons with HIV/AIDS; and child labour"²⁰³

8.2 Legal Gender Equality

²⁰² The Human Rights Commission under the President of the Republic of Kazakhstan, "Report on the Human Rights Situation in the Republic of Kazakhstan in 2012(Astana, 2013), p. 170. Available from <http://bureau.kz/news/download/398.pdf> (accessed 03/12/13).

²⁰³ United States Department of State, Bureau of Democracy, Human Rights and Labor, "Country Reports on Human Rights Practices for 2012". Available from <http://www.state.gov/j/drl/rls/hrrpt/humanrightsreport/#wrapper> (accessed 06/01/2014).

The National Strategy on Gender Equality for 2006-2016 was adopted by the President of Kazakhstan.²⁰⁴ The key directions include incorporation of gender equality aspects into all spheres of educational sphere, enhancing women's economic rights, particularly women's entrepreneurship, supporting women's political participation, prevention of violence against women, securing reproductive health of women and men and promoting family values. The Strategy contains key indicators aligned with the Committee on the Elimination of Discrimination against Women (CEDAW), Millennium Development Goals and Beijing Platform of Action. Currently, its mid-term Action Plan for 2012-2016 is implemented. According to the President's statement, 90 per cent of personnel working in the education and health-care systems are women, 22 per cent of the Parliament members are women, four ministers, including one Deputy Prime-Minister, are women.²⁰⁵

8.3 Domestic Violence

There are special police units for the protection of women against violence in the system of Internal Affairs authorities. The main objective of these units is to protect women's constitutional rights and freedoms as well as legitimate interests against unlawful offences, including cases of violence against women. In 2009, a law on the prevention of domestic violence and a law on equal rights and opportunities for men and women came into force. The law on prevention on domestic violence included the definition of domestic violence, identified some of the responsible parties, and introduced the issuance of protective orders for survivors.

According to the chairman of the Union of Crisis Centers of Kazakhstan, a member of the Interagency Commission on Crime Prevention and Juvenile Justice under the Government of the Republic of Kazakhstan Ms. Zulfiya Baysakova, up to 500 women die due to domestic violence per year.²⁰⁶ "According to the representatives of the Crisis Centre "Girlfriends", every fifth family is suffering from domestic violence in Kazakhstan. According to the report of the Statistics Agency of the Republic of Kazakhstan, in 2012 there were 13,797 recorded crimes against women and most of them are cases of domestic violence".²⁰⁷

"A phenomenon of early marriage is in place in the country although it is not legal and is not practiced widely. " In Kazakhstan annually up to three thousand teenage girls get married. According to statistics from the Ministry of Justice of Kazakhstan during the last 10 years, there were more than 30,000 early marriages registered. Young bride did not even have time to finish school".²⁰⁸ Today in Kazakhstan, the statistics available do not allow for calculation of the frequency of child marriage in the country. Reliable statistical data are only available with regard to de jure marriage. However, child marriages tend to be de facto marriages, with the unions not officially registered. Marriages contracted by religious ceremony, which are the most common form of registration of marriage of minors, as well as cohabitation, are not registered by official marriage registration authorities. Registration of a marriage with an individual who has not reached the age of majority is possible, but not before the age of 16 (the age of consent) and then only in exceptional circumstances: the birth of a child or pregnancy. Therefore, there are no official statistics for de facto marriages under the age of

²⁰⁴ The Decree of the President # 1677 from 29/11/2005 Available from http://online.zakon.kz/Document/?doc_id=30035525 (accessed 31/01/2014).

²⁰⁵ President Nazarbayev's remarks on the meeting with Representatives of women community "Koktem shuagy". Available from http://www.akorda.kz/ru/page/page_today-at-akorda-president-nursultan-nazarbayev-holds-a-meeting-with-women-repres_1348722789 (accessed 31/01/2014).

²⁰⁶ Zulfiya Baysakov (2011) Interviewed by Torgyn Nurseitova on Zakon.kz, 9 December 2011. Available from <http://www.zakon.kz/4462265-zulfiya-bajisakova-v-kazakhstane.html> (accessed 06/01/2014).

²⁰⁷ Joanna Lillis, Eurasianet.org, "Kazakhstan: Authorities include the problem of domestic violence in its agenda", 11 December 2013. Available from <http://russian.eurasianet.org/node/60427> (accessed 06/01/2014)

²⁰⁸ Child marriages are the pain of the civilized world. Radio Azattyq, available from <http://rus.azattyq.org/content/brak-rannie-niger-kazakhstan/24649754.html> (accessed 06/01/2014).

16, and the number of child marriages cannot be precisely measured. Information on cohabitation and marriages contracted by religious ceremony remain inaccessible.”²⁰⁹

8.4 Women’s Shelters

Due to its economic situation and geographical location, Kazakhstan serves as a destination, transit and source country for victims of trafficking for sexual exploitation and forced labour. Despite the consequences of the global economic crisis, Kazakhstan remains attractive for citizens from less economically stable countries of Central Asia. The absolute majority of victims trafficked to Kazakhstan comes from neighbouring Uzbekistan. The main destination countries for Kazakhs are UAE, Turkey, and the Russian Federation. Local labour market is mainly restricted to the biggest cities, therefore, a number of in-country trafficking cases increased in past years.

In 2010, the Regional Center for Migration and Refugee Issues (RCMRI) and IOM presented a research on scales of human trafficking in Central Asia. Findings of the research demonstrate that human trafficking in the region remains one of the major crimes and human rights violations. According to the research, after the Russian Federation, Kazakhstan is the second largest country of destination for migrant workers from the other four Central Asian republics. The majority of the migrants is in irregular situation and works illegally and become targets of forced labor and human trafficking.

During the period of 2004 - 2013, IOM Kazakhstan provided direct assistance to 1,004 victims of trafficking through its network of partner NGOs. Most cases were referred to IOM by NGOs, IOM Missions in other countries or by other diplomatic missions, while only 38 per cent of the cases were identified by police. Out of the 1,004 trafficked persons assisted in the framework of the IOM CT Programme in Kazakhstan, 49 per cent (491) were citizens of Kazakhstan, 48 per cent (479) citizens of Central Asian countries and the rest (3%) came from other countries outside the region, such as the Russian Federation, Ukraine, the Republic of Moldova, and the People’s Republic of China. Data from IOM Offices in Uzbekistan, Kyrgyzstan and Tajikistan indicate that victims of Trafficking in Persons (TIP) for forced labor trafficked into Kazakhstan often return home unidentified and without any assistance. IOM Offices in Central Asian countries also report that 1,412 beneficiaries assisted within their programs were trafficked to Kazakhstan; which means that 66 per cent were identified as VoTs only upon their return to their respective country of origin.

IOM has been involved in anti-trafficking activities in Kazakhstan for almost fifteen years. IOM response to human trafficking focuses on three broad areas known as three ‘Ps’: Prevention, Protection and Prosecution. The various components are funded by the US Agency for International Development (USAID), the Royal Norwegian Ministry of Foreign Affairs, and the Bureau of International Narcotics and Law Enforcement Affairs/US Department of States.

IOM established two shelters for victims of trafficking in Almaty run by the NGO “Rodnik” (2006) and in Kokshetau run by NGO “Feminist League” (2008), as well as a toll-free hotline (11616) for victims of trafficking and vulnerable migrants (2006). IOM also supports 14 partner NGOs working throughout the country to assist victims of trafficking and to conduct awareness raising campaign among target groups in Kazakhstan.

In 2009, the Ministry of Justice gave a grant to NGO “Korgau Astana” to establish and operate shelter for trafficking victims in Astana. IOM also works closely with the shelter to provide training to the shelter staff and cover assistance which is not supported within the state budget.

In total, there are 28 crisis centers for victims of domestic violence and victims of trafficking, including seven with shelters, operated by non-governmental organizations in Kazakhstan.

²⁰⁹ UNFPA, "Kazakhstan: child marriage", October 2012, p. 3. Available from <http://eeca.unfpa.org/webdav/site/eeca/shared/documents/publications/Kazakhstan%20English.pdf> (accessed 29/11/2013).

8.5 Child Care Centres

The child protection system in Kazakhstan provides services to orphans, children without parental care and children with disabilities among others. Every year about 2,000 children in Kazakhstan are placed in residential care.

Residential institution for orphans and children without parental care in the system of education (as of 01.01.2011)²¹⁰

	Number of institutions	Number of residents
Kazakhstan	166	11,612
Including		
Governmental institutions	149	11,120
Non-governmental institutions	17	492
Governmental institutions:		
Orphanages	51	5,471
Boarding schools for orphans	8	1,121
Special institutions for orphans with disabilities	15	1,987
Family-type orphanages	22	330
Children's Family-type Villages	7	349
Houses of Youth	25	1,298
Shelters	21	564
Non-governmental institutions:		
SOS Children's Villages	3	190
Houses of Youth	4	62
Orphanages, shelters	10	240

Contact details of NGOs acting on direct social assistance:

Title	Target groups	Contact details
Taldykorgan Regional Women Support Center	Women and children of Almaty region who find themselves in difficult situations	127, Kablisa Zhyrau St. Tel/Fax: +7 7282 241778
Red Crescent Society branch in Astana	Assistance in emergency situations; assistance to vulnerable population; prevention of diseases;	5/1-42, Republic Avenue Tel/fax: +7 (7172) 439797, 440189 E-mail: okp-astana@mail.ru
Public Association "Women Support Center" North Kazakhstan oblast	Children, women who find themselves in difficult situations, law enforcement, migrant workers	17, 30, Sutyusheva St. Tel.: +7 7152 5298 86; E-mail: ailnaorlova@rambler.ru
Social Fund «Enbekshikazakh local community fund», Almaty oblast.	<ul style="list-style-type: none"> - Social support and protection of people; - Strengthening peace, friendship and consensus among people, prevention of social, national and religious conflicts; - Strengthening the importance and role of family in the society; - Protection of maternity, childhood and fatherhood. - Focus on education, science, culture, art, and spiritual development of an individual; - Focus on preventive measures and health promotion, and advocacy of health lifestyle; - Focus on sport and physical activity; - Protection of environment and animals. 	76 Pugacheva str., Esik, Enbekshikazakh region, E-mail: belchibaeva@yandex.ru
The Union of Crisis Centers of Kazakhstan. Almaty, coverage – the country	Women and children, victims of domestic violence and human trafficking; Managing 116 16 hot-line on migration and human trafficking.	1 micro-district, 59, Apt. 43, Tel.: +7 727 3764037

²¹⁰ Zhakupova Raushan, "Analysis of orphans in Kazakhstan", 10 June 2013. Available from <http://www.koz2.edutexts.org/docs/335/index-51796.html?page=3#96417> (accessed 06/01/14).

Children's Fund of Kazakhstan. Almaty city.	Implementation of long-term projects: monitoring the observation of child's rights, the implementation of the UN Human Rights Conventions, «Participation in Destiny»; «Warm Home»; «Small Age Inmates of the Fascist Concentration Camps»; «Kind Heart»; «Behind Bars-Childish Eyes»; «Protection of Migrant families with children, Asylum Seekers»	85 Karasay Batyr Street hotline: +7 727 327 90 05
Public Foundation «Socio-Psychological Rehabilitation and Adaptation Center for Women and Children "Rodnik", Almaty city.	Promotion of gender equality, prevention of conflicts and divorces, preparation for marriage, combating trafficking in persons, community work with children, adolescents and youth, as well as elimination the worst forms of child labour. Main target groups: Families, women and children	Almagul, 23, Apt. 30 Tel.: +7 727 3961938;
Public Association "Aktobe Women Support Center"	Facilitation in ensuring equal rights for women in line with human rights and freedoms; Legal, psychological and social support to victims of violence; Implementation of terms and mechanisms to ensure women's participation in politics and all levels of decision-making	Ryskulova Str., 190, 4th floor Tel. +7 7132 24 40 70; E-mail: umitaigul@mail.ru
Karaganda Branch of the Kazakhstani Bureau for Human Rights and Rule of Law	Education on human rights; monitoring compliance with international human rights standards; implementation of international human rights norms into national legislation; identification of the cases involving human rights violations and measures to eliminate them; free legal assistance on cases related to the violation of human rights	24 Erubaeva Str. Tel/fax: +7 7212 42 37 05 E-mail: Akim6@yandex.ru
NGO Korgau Astana	Promotion of gender equality, prevention of conflicts and divorces, preparation for marriage, combating trafficking in persons, community work with children, adolescents and youth, as well as elimination the worst forms of child labour. Main target groups: Families, women and children	Tel.: +7 7172 373716, korgau_astana@mail.ru , 3, Pushkina, office #5, Astana

9. CONTACT LISTS

9.1 Contact List of Ministries and Agencies of the Republic of Kazakhstan²¹¹

Title	Address and contact details (central offices in Astana)
General Prosecutor's office	14, Orynbor street, Tel. :+7 (7172)71-28-68 115 - a call across Kazakhstan free http://prokuror.gov.kz/eng
Supreme court	39, Kunayev street, Tel.: +7 (7172) 74-75-85 http://sud.kz/eng
Ministry of Internal Affairs	1, Tauelsizdik avenue, Tel.: +7 (7172) 71-40-10 http://mvd.gov.kz/portal/page/portal/mvd/MVD
Ministry of Public Health	8 Orynbor street, 5 th entrance of the House of Ministries. Tel.: +7 (7172) 74–32–43 http://www.mz.gov.kz/index.php?lang=en
Ministry of Industry and New Technologies	«Transport Tower» building, 32/1 Kabanbay batyr avenue. tel.: +7 (7172) 24-04-75 http://www.mint.gov.kz/?lang=en
Ministry of Foreign Affairs	31, Kunayev street, Tel.: +7 (7172) 72 05 18 http://mfa.gov.kz/en/
Ministry of Defense	Astana, Left bank, Special economic zone, building 2 Citizen appeals office +7(7172) 72-15-91 Office of the Ministry of Defence +7(7172) 72-13-84 http://www.mod.gov.kz/mod-en/
Ministry of Education and Science	8 Orynbor street, 11 th entrance of the House of Ministries Tel.: +7 7172 74-24-28. http://www.edu.gov.kz/en/
Ministry of Environment and Water Resources	8 Orynbor street, 14 th entrance of the House of Ministries Tel. +7 (7172) 74 08 09 http://www.eco.gov.kz/new2012/en/
Ministry of Agriculture	36, Kenesary khan street. Tel.: +7 (7172) 555995 http://minagri.gov.kz/ (no English version)
Ministry of Transport and Communications	«Transport Tower» building, 32/1 Kabanbay batyr avenue. tel.: +7 (7172) 241 312, helpline: 8(7172)240 817 http://mtc.gov.kz/index.php/en/
Ministry of Labor and Social Protection of Population	8 Orynbor street, 6 th entrance of the House of the Ministries. Tel.: +7 (7172) 74-37-23 http://www.enbek.gov.kz/en
Ministry of Finance	11 Zhenys avenue, Tel.: +7 (7172) 71 77 64 http://www.minfin.gov.kz/irj/portal/anonymus
Ministry of Economy and Budget Planning	8 Orynbor street, 7 th entrance of the House of the Ministries. Tel.: +7(7172) 743-798 http://www.minplan.gov.kz/en/
Minister of Economic Integration	8 Orynbor street, Tel.: +7 (7172) 74-30-51
Ministry of Emergency Situations	8 Orynbor street, 2 nd entrance of the House of the Ministries. Tel.: +7 (7172) 32-32-86 http://emer.gov.kz/ (no version in English)
Ministry of Culture	8 Orynbor street, 15 th entrance of the House of the Ministries Tel.: +7 (7172) 74-04-29 http://www.mki.gov.kz/eng/index.php
Ministry of Justice	8 Orynbor street, 13 th entrance of the House of the

²¹¹ <http://en.government.kz/resources/govsites> (accessed 07/05/2014).

	Ministries Tel.: +7 (7172) 74 06 37 Hot-line 119. http://www.adilet.gov.kz/en
Ministry of Oil and Gas	19 Qabanbay Batyr Avenue. Tel.: +7 (7172) 97-69-81 http://mgm.gov.kz/news/55
Ministry of Regional Development	8 Orynbor street, 10 th entrance of the House of the Ministries + 7 (7172) 74-22-43 http://minregion.gov.kz/eng/
National Space Agency	8 Orynbor street, 12 th entrance of the House of the Ministries Tel.: +7 7172 74 24 50 http://kazcosmos.gov.kz/
Agency for Statistics	8 Orynbor street, 4 th entrance of the House of the Ministries Tel. +7 (7172) 749016 http://www.stat.gov.kz/
Agency for Protection of Competition (Antimonopoly agency)	8 Orynbor street, 4 th entrance of the House of the Ministries Tel.: + 7 (7172) 74-95-16 http://azk.gov.kz/eng/
Agency for Religious Affairs	8 Orynbor street, 13 th entrance of the House of the Ministries Tel.: +7 (7172) 740-933 http://www.din.gov.kz/eng/index.php
The Agency for Civil Service Affairs	33A Abay avenue Tel.: +7 (7172) 75-33-67 http://kyzmet.gov.kz/kzm/index.html
Agency on Fighting with Economic and Corruption Crimes (Financial Police)	37 Seifullin street. Tel.: +7 (7172) 90-90-02Hotline 144 http://finpol.gov.kz/eng/contacts/
Agency for Sports and Physical Training	33A Abay avenue Tel.: +7 (7172) 75-92-02 http://sport.gov.kz/eng/
Agency for Communications and Information	«Transport Tower» building, 32/1 Kabanbay batyr avenue

Source: Government of the Republic of Kazakhstan.

9.2 List of Provided Contacts in Russian Language

Контактная информация:

Контактные данные центральных государственных органов:

Верховный суд Республики Казахстан
Адрес: 010000, г. Астана, ул. Д. Кунаева, 39
Веб-сайт: <http://www.supcourt.kz/>

Министерство юстиции Республики Казахстан
Адрес: 010000, г.Астана, Левый берег «Дом Министерств», ул.Орынбор -8.
Телефон: 7 (7172) 74-06-37
Веб-сайт: <http://www.minjust.kz/>

Министерство экономического развития и торговли Республики Казахстан
Адрес: 010000 г. Астана, ул.Орынбор 8, подъезд № 7.
Телефон: 7 (7172) 74-28-48
7 (7172) 74-30-49
E-mail: info@minplan.kz
Веб-сайт: <http://www.minplan.kz/>

Министерство финансов Республики Казахстан
Адрес: 010000, город Астана, проспект Победы, д.11.
Телефон: 8(7172) 71 77 64
8(7172) 71 77 65
Факс: 8(7172) 71 77 85
Веб-сайт: <http://www.minfin.kz/>

Министерство иностранных дел Республики Казахстан
Адрес: 010000, г. Астана, Левый берег, ул. Кунаева зд. 31
Телефон: +7 (7172) 72 05 18
+7 (7172) 72 05 16
Веб-сайт: <http://www.mfa.kz/>
E-mail: midrk@mfa.kz

Министерство внутренних дел Республики Казахстан
Адрес: 010000 Республика Казахстан, г. Астана, пр. Тауелсиздик, 1
Телефон: +7 (7172) 72 24 93
Веб-сайт: <http://www.mvd.kz>

Министерство индустрии и новых технологий Республики Казахстан
Адрес: 010000, г. Астана, пр-т Кабанбай батыра, 47, здание Transport Tower
Телефон: 8 (7172) 24-04-75,
Веб-сайт: www.mint.gov.kz

Министерство здравоохранения Республики Казахстан
Адрес: 010000, Казахстан, г.Астана, Левый берег, Дом Министерств, 5 подъезд
Телефон: +7 (7172) 74–32–43
e-mail: zdrav@mz.gov.kz
Веб-сайт: <http://www.mz.gov.kz> □

Министерство культуры Республики Казахстан
Адрес: 010000, Казахстан, г.Астана, левобережье, Дом министерств, 15 подъезд
Тел. приемной: 7(7172) 74-01-07
Факс: 7(7172) 50-30-51
E-mail: mkis@mki.kz
Веб-сайт: <http://mk.gov.kz/>

Министерство образования и науки Республики Казахстан
Адрес: 010000, Казахстан, г.Астана, ул.Оренбургская,8, 12 подъезд
Телефон: 7-7172-74-24-28
Факс:7-7172-74-24-16
E-mail: pressa@edu.gov.kz
Веб-сайт: <http://www.edu.gov.kz>

Министерство обороны Республики Казахстан
Адрес: 010000, Казахстан, г.Астана, Левый берег, специальная экономическая зона, дом 2
Телефон: +7(7172) 72-15-91,
Факс: +7 (7172) 24-15-95
E-mail: pressa@mod.kz
Веб-сайт: <http://www.mod.gov.kz>

Министерство охраны окружающей среды Республики Казахстан
Адрес: 010000, Казахстан, г.Астана, ул. Орынбор, 8, здание «Дом министерств», блок «А», 14 подъезд,
Телефон: 7 (7172) 74-00-75
Веб-сайт: <http://www.eco.gov.kz>

Министерство сельского хозяйства Республики Казахстан
Адрес: 010000, Казахстан, г.Астана, ул. Кенесары, 36
Телефон: 7 (7172) 55 59 95; 55 58 03
Факс: 8 (7172) 55 59 95
Веб-сайт: <http://minagri.gov.kz/>

Министерство транспорта и коммуникаций Республики Казахстан
Адрес: 010000, г. Астана, пр. Кабанбай Батыра, 32/1,
Телефон: 8 (7172) 241 312,
Факс: 8 (7172) 241 419
E-mail: mtc@mtc.gov.kz
Веб-сайт: <http://www.mtk.gov.kz/>

Министерство транспорта и коммуникаций Республики Казахстан
Адрес: 010000, г. Астана, пр. Кабанбай Батыра, 32/1,
Телефон: 8 (7172) 241 312,
Факс: 8 (7172) 241 419
E-mail: mtc@mtc.gov.kz
Веб-сайт: <http://www.mtk.gov.kz/>

Министерство труда и социальной защиты Республики Казахстан
Адрес: 010000, Казахстан, г.Астана, ул.Орынбор, 2, Дом Министерств, 6 подъезд
Телефон: + 7 (7172) 74-36-03, 74-36-04
Веб-сайт: <http://www.enbek.gov.kz>

Министерство нефти и газа Республики Казахстан
Адрес: 010000, Казахстан, г.Астана, пр.Кабанбай Батыра, 19
Телефон: 7(7172) 97 68 01
Веб-сайт: <http://mgm.gov.kz>

Министерство по чрезвычайным ситуациям Республики Казахстан
Адрес: 010000, Казахстан, г.Астана, ул. Бейбитшилик, 22
Телефон: 7(7172) 94 52 80
Веб-сайт: <http://www.emer.kz/>

Министерство туризма и спорта Республики Казахстан
Адрес: 010000, Казахстан, г.Астана, проспект Абая, 33.
Телефон: 7 (7172) 753010
Веб-сайт: <http://www.mts.gov.kz/>

Министерство связи и информации Республики Казахстан

Адрес: 010000, Казахстан, г.Астана, Есильский район, ул. Орынбор, Дом министерств, д. 8, подъезд 15.,

Телефон: 7 (7172) 74-10-03

Веб-сайт: <http://www.mci.gov.kz/>

Генеральная прокуратура Респубдублики Казахстан

Адрес: 010000, Республика Казахстан, город Астана, ул. Орынбор, 14

Тел.: (7172)71-28-68

115 - звонок по Казахстану бесплатный

<http://prokuror.gov.kz/rus>

Комитет национальной безопасности Республики Казахстан

Приемная Комитета национальной безопасности Республики Казахстан

010000, г.Астана, ул. Туркестан, 8/1 (левый берег)

контактные телефоны приемной Комитета: 8 (717) 276-11-36

контактные телефоны секретариата Комитета: 8 (717) 276-10-45

Национальное Космическое агентство

г.Астана ул. Орынбор 8, дом Министерств, подъезд №12, каб. 331

<http://kazcosmos.gov.kz/ru/>

тел.: 8 (7172) 74-24-76

Агентство Республики Казахстан по борьбе с экономической и коррупционной преступностью (финансовая полиция)

Адрес: 010000, г. Астана, ул. С. Сейфуллина, 37

8 (7172) 90-92-60

<http://finpol.gov.kz/rus>

E-mail: mail@abekp.kz

Агентство по делам религии Республики Казахстан

Адрес: 010000, Казахстан, г.Астана, Левый берег, Административное здание «Дом Министерств», 15 подъезд, 10 этаж

Телефон: +7 (7172) 74-02-16

Факс: +7 (7172) 74-07-76

Телефон доверия +7 (7172) 74-09-33

<http://www.din.gov.kz/rus/index.php>

Агентство по статистике Республики Казахстан

Адрес: 010000, Казахстан, г.Астана, Левый берег, Административное здание «Дом Министерств», 4 подъезд

Телефон: +7 (7172) 74-90-16

Факс: +7 (7172) 74-94-94

e-mail: statistika@stat.kz

Официальный сайт: <http://www.stat.gov.kz>

Национальный Банк Республики Казахстан

Алматы, Коктем-3 мкр-н, 21,

+7(727) 270-45-91, 270-45-66, 270-47-03.

<http://www.nationalbank.kz/>

Государственный центр по выплате пенсий Республики Казахстан
 010000, г. Астана, ул. Кравцова, 18 (Манаса, 2)
 Факс: 8(7172) 41-72-28
 e-mail: centr@gcsp.kz
 http://www.gcsp.kz

Контактные данные крупнейших банковских учреждений второго уровня:

Наименование	Контактные данные	Горячие линии по поддержке клиентов и информации 24/7
Халык Банк	Алматы, пр. Абая 109V, 050008, www.halykbank.kz/	8 8000-8000-59
КазКоммерцБанк	Алматы, пр. Гагарина 135 . 050008 http://www.kkb.kz/	+7 (727) 258-54-44
АТФ банк	Алматы, ул. Фурманова 100В. 050008, http://atfbank.kz/	8 8000 800 283
Банк ЦентрКредит	Алматы, пр. Ал Фараби 38. 050059 www.bcc.kz/	+7 (727) 244 30 00
БТА Банк	Алматы, ул. Жолдасбекова 97, Самал-2 http://www.bta.kz/en/	8 (8000) 800-111
Alliance Bank	Алматы, ул. Фурманова 50. 050004 www.alb.kz/	8 8000 800 819

Управления образования Республики Казахстан:

Область	Контактные данные
Акмолинская	Город Кокшетау, ул. Абая 89.А. Tel: 8 (7162) 401402; www.akmo.kz
Актюбинская	Площадь Абылхайыр хана, 40 . Tel: +7 (7132) 560474 www.akto.kz
Алматинская	г. Талдыкорган, ул. Кабанбай батыра 26; Tel: +7 (7282) 272731 www.almaty-reg.kz
Атырауская	ул. Айтеке би 77. Tel: +7 (7122) 354965 www.atyrauobl.kz
Западно Казахстанская	г. Уральск, ул. Почиталина 72 Tel/fax: +7 (7112) 260468 www.western.kz
Жамбылская	г. Тараз, пр. Абая 125. Tel./fax: +7 (7262) 431552 www.zhambyl.kz
Карагандинская	ул. Алиханова 19. Tel/fax: +7 (7212) 425443 www.karaganda-region.kz
Костанайская	ул. Аль Фараби 56. Tel: +7(7142) 575310 www.kostanay.kz
Кызылординская	ул. Абая 48. Tel.: +7 (7242) 272934 www.kyzylorda.kz
Мангыстауская	г. Актау 13-47 . Tel.:+7 (7292) 435100 www.mangystau.kz
Южно Казахстанская	г. Шымкент. пр. Республики 12 А. Tel.:+7 (7252) 563247 www.ontustik.gov.kz
Павлодарская	ул. Кайырбаева 32. Tel/fax: +7 (7182) 320965 www.pavlodar.kz
Северно Казахстанская	г. Петропавловск, ул. Конституции 58. tel.:+7 (7152) 463288 www.akimat-sko.kz
Восточно Казахстанская	г. Усть-Каменогорск, ул. К. Либнехта 16. Tel./fax: +7 (7232) 570151 www.akimvko.gov.kz
город Астана	ул. Бейбитшилик 11. tel.: +7 7172 55 68 51 www.bilim.astana.kz
город Алматы	ул. Сатпаева 29. Tel.: + 7 727 392-19-09 www.edualmaty.kz
Центральный апарат Министерство	Дом министерств, ул. Орынбор 8. tel.: +7 7172 74-24-28 http://www.edu.gov.kz

Управления по труду и социальной защите населения Республики Казахстан:

Область	Контактные данные
Акмолинская	ул. Пушкина 23. Tel: (87162) 76-35-50; e-mail: akmout@mail.online.kz
Актюбинская	ул. Маресьева 101. Tel: 8(7132) 54-57-14 and 8(7132) 56-84-69; e-mail: aktobe@enbek.kz
Алматинская	г. Талдыкорган, ул. Кабанбай батыра 26. Tel: 8 (7282) 27-14-51 e-mail: Al-obltrud@mail.ru
Атырауская	пр. Азаттык 31 А. Tel: 8-7122 32-22-28 e-mail: atyrau@enbek.kz
Западно Казахстанская	г. Уральск, ул. Сарайшык 44/2. Tel/fax: 8-7112 51-25-83 e-mail: ZKO@enbek.kz
Жамбылская	г. Тараз, ул. Карахан 1. Tel./fax: 8-7262 45-37-67 e-mail: taraz@enbek.kz
Карагандинская	ул. Ержанова, 47/3. Tel/fax: 8-7212 43-20-82/85; e-mail: karagandatrud@mail.ru
Костанайская	ул. Касымханов 34. Tel:8-7142 501-895. e-mail: hysainova@social.kostanay.kz
Кызылординская	ул. Жакаев 47. Tel: 8-7242 27-02-06 e-mail: korda2004@mail.ru
Мангыстауская	г. Актау, 7, 24. Tel: 8-7292 60-52-53 e-mail: aktau@enbek.kz
Южно Казахстанская	г. Шымкент, ул. Желтоксан 20. Tel: 8-7252 30-10-40 e-mail: dtiszn@mail.ru
Павлодарская	ул. Кайырбаев 32. Tel/fax: 8-7182 32-59-63/32-56-76 e-mail: kense.dsz@pavlodar.gov.kz
Северно Казахстанская	г. Петропавловск, ул. Абай 64. Tel/Fax: 8-7152 46-56-48 e-mail: obl-dep@mail.online.kz , zsp@sko.kz
Восточно Казахстанская	г. Устькаменогорск, ул. Киевская 1. Tel./fax: 8-7232 75-44-77 e-mail: oblzan@mail.kz
г. Астана	ул. Иманбаев 16. tel.:+7 (7172) 21-04-92; fax: +7 (7172) 21-28-39 e-mail: deptrud@astanatelecom.kz
г. Алматы	ул. Д. Конаев 122. tel. : +7 (727) 2616778 e-mail: mt_almaty1@gcvp.kz

Медицинские учреждения Республики Казахстан:

Область	Крупные государственные медицинские учреждения
Акмолинская	Областная клиника. г. Кокшетау, ул. Сабатай 1. Tel: +7 7162 269604; 266161; 315943
Актюбинская	Областной диагностический центр. Авиагородок. Tel: +7 7132 22 71 02
Алматинская	Областная больница. ул. Ескелди Батыр 283. Tel: + 7 7282 23 45 20
Атырауская	Областная больница. ул. Владимирская 99. str. Tel: +7 7122 28 09 95
Западно Казахстанская	Областная клиническая больница. г. Уральск, ул. Савичева 85. Tel: +7 7112 26 62 71 http://okb.batis.kz/ru
Жамбылская	Областная больница. г. Тараз, ул. Айтеева 2. Tel: +7 7262 45 64 08 http://oa.zhambyl.kz
Карагандинская	Областная больница. ул. Ерубеева 41/43. Tel: + 7 7212 41-05-20. http://okb.karaganda.kz/
Костанайская	Областная больница. Ул. 1-го Мая 151. Tel: + 7 7142 54 28 48
Кызылординская	Областной медцентр, ул. Абая 51. Tel.:+7 7242 23 52 94 http://omc-kzo.kz/
Мангыстауская	Областная больница. г. Актау, 24 мкрн. Tel: +7 7213 21 02 75.
Южно Казахстанская	Областная клиническая больница. г. Шымкент, ул. Майлы Кожа 4. Tel: + 7 7252 53 65 14

Павлодарская	Областная больница им. Султанова. ул. Щедрина 63. Tel: +7 7182 50 07 76
Северно Казахстанская	Областная больница. г. Петропавловск, ул. Брусиловского 20. Tel: +7 7152 46 46 63 http://www.ob.sko.kz/rus/index.php
Восточно Казахстанская	Областная больница. г. Устькаменогорск, ул. Ауезова 26. Tel:+7 7232 25 52 51
г. Астана	Клиническая больница. ул. Жандосова 6. Tel: +7 727 274 97 16
г. Алматы	Городская больница # 1. ул. Кошкарбаева 66. Tel: + 7 7172 23 42 23. www.auruhana1.kz

Общественные организации Республики Казахстан:

Наименование	Целевые группы	Контактные данные
Общественное объединение «Костанайский филиал КМПА»	Защита основных репродуктивных прав молодежи, женщин и мужчин; Улучшение репродуктивного здоровья населения Казахстана, особенно социально уязвимых, малоимущих и молодых людей; Улучшение качества медицинских услуг и обеспечение доступа к ним; Информирование и обучение населения и медицинского персонала; Основные целевые группы: молодежь, женщины и мужчины репродуктивного возраста, мигранты	г. Костанай, ул. 5-го Апреля 67 (3 подъезд) Tel.: +7 7142 53 22 35 E-mail: kost_kmpa@mail.ru
Общество Красного полумесяца в городе Астана	Помощь в чрезвычайных ситуациях; помощь уязвимым слоям населения; профилактика заболеваний;	Астана, пр. Республики 5/1, кв 42 Tel/fax: +7 (7172) 439797, 440189 E-mail: okp-astana@mail.ru
Общественное объединение “Гендерно информационный центр”, Караганды	Работа организаций сосредоточена на достижение гендерного равенства, борьбы с торговлей людьми, борьбе с бытовым насилием, и защита детей и женщин.	ул. Таттимбета 4, кв 112 Tel.: +7 7212 333 057 E-mail: giac@mail.ru
Объединение организаций по борьбе со СПИДом "Жолдас". Костанайская область	Информационные кампании для профилактики СПИД и ВИЧ; прямая помощь носителям этих заболеваний	Село Карасу, ул. Шапагат. Tel.: +7 71452 30784
НПО "Ардагер"	Консультации населения о доступных государственных медицинских услугах и лекарственном обеспечении	г. Актобе, ул. Абылхайыр Хана 40. Tel.: +7 7132 932030 E-mail: ardager@nur.kz
«Ассоциация женщин с ограниченными возможностями" Шырак », Алматы	Медицинское обслуживание для женщин с ограниченными возможностями.	Мкрн. Коктем-1, д. 26, кв. 3, Tel./fax: +7 727 3953075 http://www.shyrak.kz
НПО «Объединение	Создание проекта "Рак можно победить!"	г. Алматы ул. Чайковского 155-144

для оказания помощи больным раковыми заболеваниями»	Помощь населению с раком и диабетом;	+ 7 727 2952812 rookz@mail.ru
Талдыкорганский региональный Центр поддержки женщин	Женщины и дети из Алматинской области, оказавшиеся в трудной жизненной ситуации	ул. Каблиса Жырау 127. Tel/Fax: +7 7282 241778
Общество Красного полумесяца в городе Астана	Помощь в чрезвычайных ситуациях; помощь уязвимым слоям населения; профилактика заболеваний;	Астана, пр. Республики 5/1, кв 42 Tel/fax: +7 (7172) 439797, 440189 E-mail: okp-astana@mail.ru
Общественное объединение “Центр поддержки женщин” Северно Казахстанская область	Дети, женщины, оказавшиеся в трудной жизненной ситуации, правоохранительные органы, трудящиеся-мигранты	г. Петропавловск, ул. Суйтушев 17, кв. 30. Tel.: +7 7152 5298 86; E-mail: ailnaorlova@rambler.ru
Социальный фонд «Енбекшиказахское местное сообщество фонд», Алматинская область.	<ul style="list-style-type: none"> - Социальная поддержка и защита людей; - Укрепление мира, дружбы и согласия между людьми, предотвращение социальных, национальных и религиозных конфликтов; - Осознание важности и роли семьи в обществе; - Защита материнства, детства и отцовства. - Фокус на образование, наука, культура, искусство и духовное развитие личности; - Фокус на превентивные меры и укрепление здоровья, и пропаганде здорового образа жизни; - Сосредоточьтесь на спорте и физической активности; - Охрана окружающей среды и животных. 	76 Pugacheva str., Esik, Enbekshikazakh region, E-mail: belchibaeva@yandex.ru
Союз Кризисных центров Казахстана. Город Алматы. Покрывает всю страну	Женщины и дети, жертвы насилия в насилие и человеческие торговля; Управление 116 16 горячей линией по вопросам миграции и торговли людьми.	Мкрн 1, д 59, кв. 43, Tel.: +7 727 3764037 Тел горячей линии 116 16
Детский Фонд Казахстан. Алматы	Реализация долгосрочных проектов: мониторинг соблюдения прав ребенка, реализация конвенций ООН по правам человека, «Участие в Destiny»; «Теплый дом»; «Маленькие Возраст Воспитанники фашистских концлагерей»; «Доброе сердце»; «За Vars-детскими глазами»; «Защита трудящихся семей с детьми, лиц, ищущих	ул. Карасай Батыр 85 горячая линия: +7 727 327 90 05

<p>Общественный фонд «Социально-психологическая реабилитация и адаптация центр для женщин и детей» Родник », г. Алматы.</p>	<p>убежища» Продвижение гендерного равенства, предотвращения конфликтов и разводов, подготовка к браку, борьбы с торговлей людьми, общественные работы с детьми, подростками и молодежью, а также ликвидации наихудших форм детского труда. Предоставляет временное убежище для жертв торговли людьми: Обеспечение безопасности: размещение в безопасном месте и предоставление продуктов питания, одежды, средств личной гигиены, оказание психологической поддержки жертвам торговли людьми Доступ к услугам здравоохранения для жертв торговли людьми Оказание правовой помощи жертвам торговли людьми Социальные услуги: жертвам торговли людьми</p>	<p>Tel.: +7 727 3961938;</p>
<p>Общественное объединение “Центр поддержки женщин Актобе”</p>	<p>Содействие в обеспечении равных прав для женщин в соответствии со прав и свобод человека; юридическую, психологическую и социальную поддержку жертвам насилия; Реализация условий и механизмов по обеспечению участия женщин в политике и на всех уровнях принятия решений</p>	<p>ул. Рыскулова 190, Tel. +7 7132 24 40 70; E-mail: umitaigul@mail.ru</p>
<p>Карагандинский филиал Бюро по правам человека и законности</p>	<p>Образование в области прав человека, мониторинг соблюдения международных стандартов в области прав человека; осуществление международных норм в области прав человека в национальное законодательство; выявление случаев, связанных с нарушениями прав человека и меры по их устранению; бесплатная юридическая помощь по делам, связанным в нарушении прав человека</p>	<p>ул. Ерубаетова 24 Tel/fax: +7 7212 42 37 05 E-mail: Akim6@yandex.ru</p>
<p>ОО Феминистская Лига Кокшетау</p>	<p>Продвижение гендерного равенства, предотвращения конфликтов и разводов, подготовка к браку, борьбы с торговлей людьми, общественные работы с детьми, подростками и молодежью, а также ликвидации наихудших форм детского труда. Предоставляет временное убежище жертвам торговли людьми: Обеспечение безопасности:</p>	<p>Tel.: +7 7162 262784</p>

размещение в безопасном месте и предоставление продуктов питания, одежды, средств личной гигиены, оказание психологической поддержки жертвам торговли людьми
Доступ к услугам здравоохранения для жертв торговли людьми
Оказание правовой помощи жертвам торговли людьми
Социальные услуги: жертвам торговли людьми

ЧФ Коргау Астана

Центр временного проживания жертв торговли людьми «Комек»
Обеспечение безопасности: размещение в безопасном месте и предоставление продуктов питания, одежды, средств личной гигиены, оказание психологической поддержки жертвам торговли людьми
Доступ к услугам здравоохранения для жертв торговли людьми
Оказание правовой помощи жертвам торговли людьми
Социальные услуги: жертвам торговли людьми

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