



**SUPREME COURT**  
OF THE REPUBLIC OF KAZAKHSTAN

## **ACHIEVEMENTS OF THE JUDICIARY SYSTEM IN ENSURING THE AVAILABILITY AND TRANSPARENCY OF JUSTICE**

[www.sud.gov.kz](http://www.sud.gov.kz)

# GENERAL INFORMATION

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IN 2016, IN THE REPUBLIC THERE WERE IN TOTAL

**370 COURTS**

from them:

- 17 REGIONAL AND EQUATED COURTS TO THEM;
- 88 SPECIALIZED COURTS;
- 265 DISTRICT AND EQUATED COURTS TO THEM.

# THE ELECTRONIC PROCEDURE



In 2014, in order to create a perfect system of justice, to enhance the confidence of judicial system, to simplify the court procedure, to develop of its efficiency, accessibility and transparency in the judicial system a full-scale work was carried out on implementation of modern information technology in the administration of justice.

- INFORMATION SYSTEM «TORELİK»
- INTERNET RESOURCE OF JUDICIARY SYSTEM
- SERVICE «JUDICIAL OFFICE»
- PUBLIC SERVICE CENTERS
- SERVICE «SUBPOENA»
- **SERVICE «STUDYING THE JUDICIAL DOCUMENTS»**
- SERVICE «SMS-NOTIFICATION»
- INTEGRATION WITH JSC «KAZPOST»
- CALL-CENTER OF THE JUDICIAL BODIES, HELPLINE
- AUDIO-, VIDEO FIXATION SYSTEM (AVF)
- REMOTE ADMINISTRATION OF JUSTICE THROUGH VIDEOCONFERENCING (VC)
- ELECTRONIC FILE OF COURT DOCUMENTS

# INFORMATION SYSTEM «TORELIK»

COMMITTEE ON LEGAL STATISTICS AND SPECIAL RECORDS OF THE GENERAL PROSECUTOR OF THE REPUBLIC OF KAZAKHSTAN

COMMITTEE ON ENFORCEMENT OF JUDICIAL ACTS OF THE MINISTRY OF JUSTICE OF THE REPUBLIC OF KAZAKHSTAN

COMMITTEE OF THE CORRECTIONAL SYSTEM OF THE MINISTRY OF INTERNAL AFFAIRS

PORTAL «ELECTRONIC GOVERNMENT»

AN INTEGRATED INFORMATION SYSTEM FOR PUBLIC SERVICE CENTERS

SINGLE ELECTRONIC DOCUMENT MANAGEMENT SYSTEM OF STATE BODIES

THE INTRANET PORTAL OF THE STATE BODIES

«KAZPOST»  
(Hybrid e-mail)

- JUDICIAL OFFICE
- AUDIO-, VIDEO FIXATION SYSTEM (AVF)
- INTERNAL PORTAL
- PERSONNEL RECORDS SYSTEM
- ELECTRONIC FILE
- ACCESS CONTROL AND MONITORING SYSTEM
- INTERNET RESOURCE OF THE JUDICIAL SYSTEM
- VIDEOCONFERENCING



[www.sud.gov.kz](http://www.sud.gov.kz)

THE INTRODUCTION OF IMPROVED INFORMATION SYSTEM «TORELIK» WHICH IS USED FOR OPTIMIZATION AND AUTOMATION OF PROCEDURE WILL LEAD TO SIMPLIFICATION OF BUREAUCRATIC BARRIERS AND RED TAPE.

## ADVANTAGES OF INFORMATION SYSTEM «TORELİK»:

### 1 INTEGRATION WITH INTERNAL AND EXTERNAL INFORMATION SYSTEMS

Transition to paperless interaction with government and law enforcement agencies.

### 2 THE CENTRALIZED ARCHITECTURE

- Preservation of case papers in a central database, as they become available;
- Online access of interested parties to documents and judicial acts.

### 3 AUTOMATED DISTRIBUTION OF CASES

The objective of the automated distribution of cases is the uniform distribution of cases and materials among the judges in accordance with the total load and specialization.

Information system «Torelik» through integration with internal information systems would eliminate a selective approach to this issue and put an end to the notorious opinion about the potential for interference in the procedure of distribution of cases.

### 4 DEADLINES CONTROL

Control at different levels of the judicial system for the Office of courts and judges on the processing time of cases, complaints, preparation and service of judicial acts and other issues will enhance the transparency of judicial activities.

### 5 AUDIO-, VIDEO FIXATION (AVF)

AVF system allows recording of the court session, with its automated logging. After the recording of the court session links to audio-, video fixation, and record of the hearing are automatically entered into the information system «Torelik». Subsequently, these data are transmitted to the «E-file».

### 6 JUDICIAL OFFICE

Judicial office gives the opportunity to access the electronic services of judicial bodies of the Republic of Kazakhstan. So, when submitting statements of claim, comments, complaints and petitions data will flow into the information system «Torelik». In turn, the information system «Torelik» provides an opportunity through judicial office to search for court cases, to obtain information on the assigned hearings, as well as viewing the judicial acts rendered in the case.

### 7 POSSIBILITY OF SUBMISSION OF CLAIMS AND COMPLAINTS THROUGH THE PEG AND PSC

Integration with PEG and PSC will simplify procedure for the public, as well as increase the efficiency and accessibility of justice. All data in an automated form enters into the information system «Torelik» for processing.

# INTERNET RESOURCE

## of the Judicial System



IN THE RATING



VISITORS



VIEWS

INTERNET RESOURCE OF THE SUPREME COURT AMONG THE OFFICIAL WEBSITES OF STATE BODIES IS IN THE 1 PLACE. THE WEBSITE TRAFFIC HAS INCREASED FOR SEVERAL TIMES AND HAD MORE THAN 11 THOUSAND VISITORS, NUMBER OF VIEWS - MORE THAN 15 THOUSAND PER DAY

www.sud.gov.kz

ҚАЗАҚСТАН РЕСПУБЛИКАСЫ  
ЖОҒАРҒЫ СҰТ

ҚР Жоғарғы Соты Тарағайының жеке парағы | ҚР Жоғарғы Сот Кеңесі | ҚР Судьялары

СҰТ ЖҮЙЕСІ | ҚҰСІМЕТ | ЗАҒАНАМА | БАСПАСӨЗ ОРТАЛЫҒЫ | ТАЛДАМА | ХАЛЫҚАРАЛЫҚ ҰЙЫМАҚТАСТЫҚ | ХАЛЫҚАДА ҚҰСІМЕТ | МЕМЛЕКЕТТІК КӨРСЕТІЛГЕН ҚҰСІМЕТТЕР

Басты бет • Баспасөз орталығы

**Жаңалықтар**

**Қазақстан Республикасы Президентінің жанындағы Орталық коммуникациялар қызметінде сот төрелігін жүзеге асыру және жүбесі жұмысының 2014 жылғы қорытындыларына арналған брифинг өтті**

28 қыңтар 2015

МОБИЛЬДІК ҚҰСЫМШАСЫ  
БАСПАСӨЗ ОРТАЛЫҒЫ  
Жаңалықтар  
Бейнежазба  
Фотогалерея  
БАҚ-тағы мақалалар  
Ақпараттық графика

ҚАЗАҚСТАН РЕСПУБЛИКАСЫ СУДИАРЫНЫҢ СЫЗ  
THE CONGRESS OF JUDGES OF THE REPUBLIC OF KAZAKHSTAN

«Халқы заңын сыйлайтын, сотына сенетін қоғам - ең дамыған қоғам»  
Қазақстан Республикасының Президенті Нұрсұлтан Назарбаев

Правительство | Жоғарғы Сот | Мемлекеттік қызмет | Жоғарғы Соттың сайты | Қазақстан 2050

ҚАЗАҚСТАН РЕСПУБЛИКАСЫ  
ЖОҒАРҒЫ СҰТ

ҚР Жоғарғы Соты Тарағайының жеке парағы | ҚР Жоғарғы Сот Кеңесі | ҚР Судьялары

СҰТ ЖҮЙЕСІ | ҚҰСІМЕТ | ЗАҒАНАМА | БАСПАСӨЗ ОРТАЛЫҒЫ | ТАЛДАМА | ХАЛЫҚАРАЛЫҚ ҰЙЫМАҚТАСТЫҚ | ХАЛЫҚАДА ҚҰСІМЕТ | МЕМЛЕКЕТТІК КӨРСЕТІЛГЕН ҚҰСІМЕТТЕР | ОБЫЛЫСТЫҚ СОТТАР

27 қыңтар 2015

Отпен жылы бас бостандығына айыруға сотталғандар санының үлес салмағы азайды

Жылғы 2014 жылда қорытынды бейнес жаңалықтар отпен айырылған мемлекеттік қызметкерлердің соттарда бас бостандығына айырылып қалғандарының үлес салмағы 0,3% ға азайды. Қысқартық кестер...

МОБИЛЬДІК ҚҰСЫМШАСЫ

Жоғарғы Сот Сайлас инновациялық қызметінің қорытындысы туралы ақпарат  
Сот жұмысында сыбайлас мемлекеттік қызметкерлердің 2015 жылғы қорытынды Қазақтың жетекшілік қабілетін арттырады

КЕСТЕРДІ ҚАРАУ

СӨТ ҚҰЖАТТАРЫМЕН ІЗДЕУ

168 840 мақалалы

СӨТ ҚАЗІМЕТІ

119 712 мақалалар бар

ПРОСМОТР СУДЕБНЫХ ДОКУМЕНТОВ в онлайн-режиме

ШІМІ | Дата процесса →

СОТҚА ШАҚЫРУ ҚАҒАЗЫ

18542 шақыру қағазы берілді

+7 (700) 300-3000 | SMS код ↓

Сот Кеңесі жөнеушісі ақпарат

Жаңалықтар тізбегі

Қыңтар 2015						
Дс	Сс	Бс	Жс	Сн	Же	
1	2	3	4			
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

ТЕЛЕЖОЛА «СОТ ТӨРЕЛІТІ»

28.01.2015 - 12:54  
Қазақстан Республикасы Президентінің жанындағы Орталық коммуникациялар қызметінде сот төрелігін жүзеге асыру және жүбесі жұмысының 2014 жылғы қорытындыларына арналған брифинг өтті

28.01.2015 - 18:07  
Ақпараттық қызметінің қызметінің қорытындысы туралы ақпарат  
Сот жұмысында сыбайлас мемлекеттік қызметкерлердің 2015 жылғы қорытынды Қазақтың жетекшілік қабілетін арттырады

28.01.2015 - 18:53  
Ақпараттық қызметінің қызметінің қорытындысы туралы ақпарат  
Сот жұмысында сыбайлас мемлекеттік қызметкерлердің 2015 жылғы қорытынды Қазақтың жетекшілік қабілетін арттырады

28.01.2015 - 18:39  
Материалдың зиянына әкеуі туралы шешім қабылдауы

26.01.2015 - 19:03  
Қостанай соты Департаменті

28.01.2015 - 12:54  
Қазақстан Республикасы Президентінің жанындағы Орталық коммуникациялар қызметінде сот төрелігін жүзеге асыру және жүбесі жұмысының 2014 жылғы қорытындыларына арналған брифинг өтті. Қ-шағра...

28.01.2015 - 18:07  
Ақпараттық қызметінің қызметінің қорытындысы туралы ақпарат  
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http://blog.sud.kz/

1401 Call-center  
Free from landline  
+7(7172)710000 From mobile numbers is fee

ҚАЗ  
РУС  
ENG

REGIONAL COURTS

TIMETABLES OF COURT CASES CONSIDERATION

1...  
2...

familiarization with JUDICIAL DOCUMENTS

212 143 familiarized

LOGIN  
\*\*\*

JUDICIAL OFFICE

685 658 applications filed



COURT DOCUMENTS EXAMINATION TO THE NOTICE

18575 views

STN

Date



SMS SUBPOENA

187598 subpoenas are issued

+7 (700) 300-3000

SMS-code



ЕДИНЫЙ КЛАССИФИКАТОР КАТЕГОРИИ ДЕЛ

953 обобщений

2872 актов

ФОРУМ "ТАЛДАУ"



Directory of Judicial Affairs



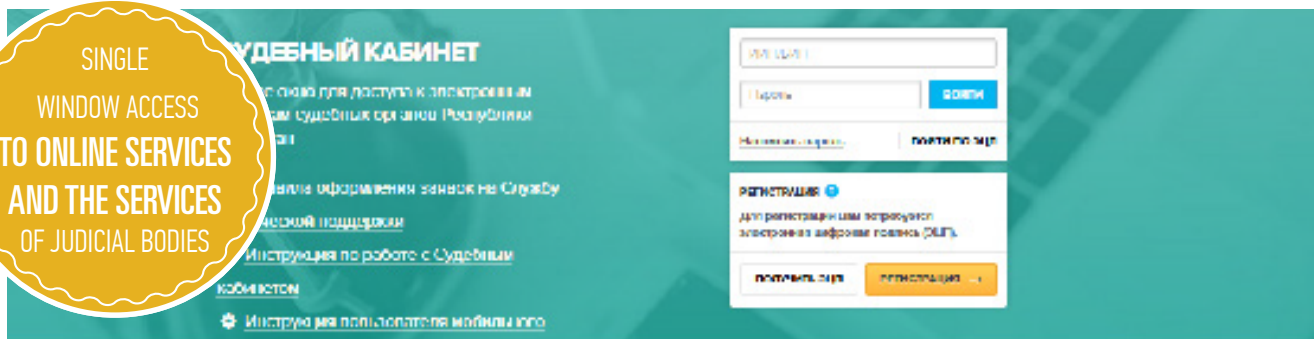
PERSONAL PAGE OF THE CHAIRMAN OF THE SUPREME COURT OF THE REPUBLIC OF KAZAKHSTAN



# service «JUDICIAL OFFICE»

The citizen of the Republic of Kazakhstan after the procedure of authorization on IIN and EDS of NUT RK through the electronic information service “Judicial office” which is on the website of the Supreme Court of the Republic of Kazakhstan may apply the submission of electronic documents.

This is a single window of access to online services and the services of judicial bodies by means of which a citizen, his/her representative or attorney at any convenient time being at home or office via the Internet can send an application (legal recourse), a complaint and a petition in electronic form, pay a state fee online, view the court document, the status of the case and print a judicial act, as well as control the procedural deadlines.



## Судопроизводство

Судопроизводство – это процесс рассмотрения и разрешения споров в суде.

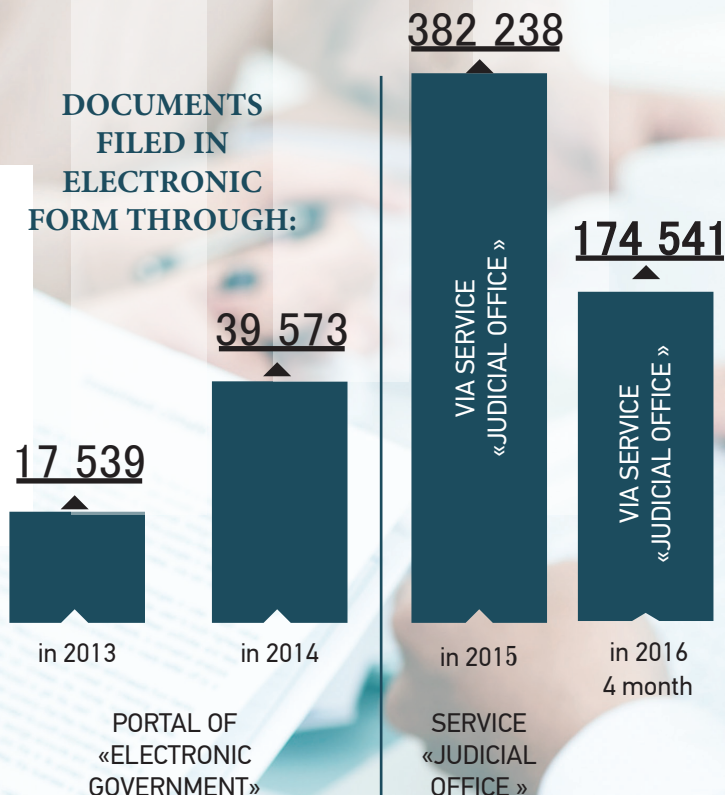
- 1. [Заявление о взыскании, признании, исполнении, отмене судебного приказа](#)
- 2. [Заявление о взыскании, признании, исполнении, отмене судебного приказа](#)
- 3. [Участие в судебном процессе](#)



In 2014, through the service of «Judicial office» 105,707 documents were electronically filed, including 85,696 claims and 19,800 other statements (recourses), complaints and petitions which are 8.3 times more than in 2013 (17,539) and 2.7 times more than in 2014 (39573) through the portal of «Electronic Government» (PEG).

For 12 months of 2015 in electronic form 382 238 documents were filed through “Judicial office”, including 309 574 legal claims and 883 petitions in a court of supervision, 6977 complaints, including 5269 appeals, 1708 cassations.

## DOCUMENTS FILED IN ELECTRONIC FORM THROUGH:



## ADVANTAGES OF THE «JUDICIAL OFFICE» SERVICE:

- PREPARATION AND FILING OF RECOURSES, APPLICATIONS, COMPLAINTS AND PETITIONS IN ELECTRONIC FORM;
- ONLINE PAYMENT OF THE STATE FEE;
- VERIFICATION OF PAYMENT OF THE STATE FEE;
- TRACKING AND REVIEW OF THE CASES;
- EFFICIENT DELIVERY OF COURT DOCUMENTS AND NOTIFICATIONS.

# Calendar of the COURT SESSION PARTICIPANT



JUDGE

ASSIGNMENT OF THE  
DATE AND  
PLACE OF THE COURT  
HEARING

MO	TU	WE	TH	FR	ST	SU
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	



CALENDAR OF  
THE PROSECUTOR



CALENDAR OF  
THE LAWYER



CALENDAR OF THE  
REPRESENTATIVE

AVAILABLE ONLY TO AUTHORIZED USERS  
OF THE JUDICIAL OFFICE

# service «COURT SUBPOENA»

THE SERVICE IS INTENDED FOR VIEWING AND PRINTING ELECTRONIC SUBPOENA WITH THE MOBILE PHONE NUMBER AND THE CODE RECEIVED BY SMS MESSAGE. MORE THAN 187 500 USERS RECEIVED ELECTRONIC SUBPOENAS ONLINE.



## VIEW AND PRINT OF ELECTRONIC SUBPOENA

Қазақстан Республикасының Жоғарғы Соты  
Дәулеттік сферасындағы қызметке Қазақстан Республикасының Жоғарғы Соты

CALL CENTER  
CALL CENTER  
1401  
7 0772 71 00 00

Керсеткіш нөмірі 304333  
Универсалды нөмір  
Ақпарат  
Дата қабылдауы 08.11.2014

Телефон нөмірі 77751760000  
Номер телефона  
Жосау күні 27.10.2014 09:45  
Дата отправления  
Қабылдаушы ДИКАБАЕВ НУРДАН КОСЫБАЕВИЧ  
Получатель

Сотқа электрондық шақыру қағазы  
Электронная судебная повестка

Дикабаев Нурдан Косыбаевич выдвигается в Ақсайский районный суд, г.ор Шымкент, ул.Калдаякова 77"а" в 17:00 28.10.2014 по иску Утегоровой Лизги о взыскании алиментов в твердой денежной сумме в качестве ответчика

Описание: Электронная повестка выдана в соответствии со статьей 175 статьи 14 Закона Республики Казахстан от 2003 года "О электронном документе и электронной цифровой подписи" и в соответствии с законодательством Республики Казахстан

An electronic subpoena received by this way in accordance with the Law of the Republic of Kazakhstan of January 7, 2003 N370 «On Electronic Document and Digital Signature» is an official document and equivalent to paper documents.

# service «STUDYING OF COURT DOCUMENTS»

THE SERVICE IS INTENDED FOR VIEWING ELECTRONIC COURT DOCUMENTS,  
WHICH PROVIDES EFFICIENCY AND ACCESSIBILITY



VIEW OF ELECTRONIC  
COURT DOCUMENTS



**SMS from SUD.KZ**

The Court of Kostanay city informs you that you are a defendant in the statement of claim.

You can study with the judicial act on the official website of Supreme Court of RK:

[www.sud.kz](http://www.sud.kz), in the heading «Studying the court documents» Your login - 110022 and access password - 110022.

A citizen, who filed a claim (complaint) to the court, receives a Coupon on its registration. Subsequently, after his/her agreement he/she receives an electronic notification message to his/her mobile phone or e-mail with a login and password details with text that at his/her request there was passed a court document, which can be accessed on the website. Thus, the citizen does not need to go to court for the court documents, and spend time and money. From 9 June to 31 December 2014 in total 293 744 statements on claim, writ and special proceedings were submitted by hand and 284,419 coupons were issued, representing 96.8%.

COUPONS  
ISSUED

98%

In 2015

# service «SMS-NOTIFICATION»

THE SERVICE IS INTENDED FOR NOTIFICATION OF INDIVIDUALS AND ORGANIZATIONS ABOUT THE CALL TO TRIAL, AND FOR PROMPTLY INFORMING CITIZENS ABOUT THE RECEIVED COURT DOCUMENTS



SMS from SUD.KZ

“You are called to appear before Yessil District Court (16.01.2015 12:31) as a plaintiff in the case N7140-15- 00-2 /232.”

Code for printing the subpoena on website [www.sud.kz](http://www.sud.kz) 098123.

SAVING  
**25%**  
OF BUDGET  
MONEY

235 000

in 2013

7,9 mln.

More than 7 million SMS-messages

in 2015

THE CITIZENS  
AND ORGANIZATIONS WERE  
NOTIFIED ON THE CALL FOR  
TRIAL

Thus, in 2014 more than 3 million SMS-messages were sent to 780,180 trial participants– cellular subscribers (in 2013 - 235,000), the cost of one SMS on the average is 4 Tenge.

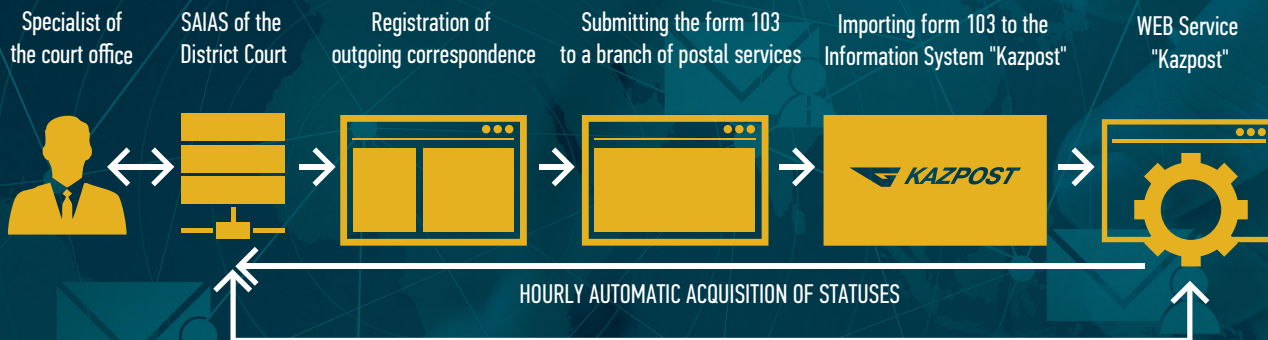
In 2015 7.9 mln. SMS messages were directed to 1,8 mln participants of judicial proceedings.

# Integration with JSC «KAZPOST»

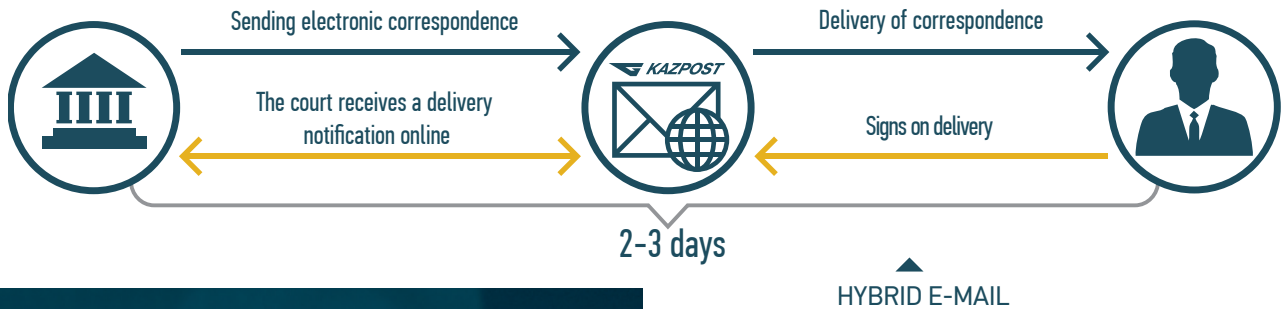
IN ORDER TO MEET THE CHALLENGES FACING THE JUDICIAL BODIES, IN PARTICULAR TO IMPROVE THE AVAILABILITY OF SERVICES IN THE FIELD OF JUSTICE FOR CITIZENS AND LEGAL ENTITIES, ELIMINATE CORRUPTION, REDUCE BUREAUCRACY AND ADMINISTRATIVE BARRIERS AND ELIMINATE TIMING VIOLATIONS FOR CONSIDERATION OF CASES, THE SUPREME COURT IMPLEMENTED A PROJECT ON AUTOMATION OF SENDING REGISTERED MAIL BY THE LOCAL COURTS WITH ASSIGNMENT OF UNIQUE IDENTIFIER POSTAL BARCODES.

## OUTCOMES OF THE PROJECT ARE:

- reduction of operating costs by increasing the efficiency of work;
- prompt delivery of the correspondence to recipients;
- getting the tracking information (status) on the correspondence sent electronically.



**COST REDUCTION** from 350 tenge to 200 tenge for sending by post



Thus, in 2014 the local courts sent more than 499,000 units of registered mail to post offices, and the local courts received more than 482 thousand final status, or 96.5%.

For 12 months of 2015 in total the local courts sent more than 524 211 registered mail to the post offices. More than 520 776 status or 99% were received.

Despite these successes, the Supreme Court is working on the issues of further automating the process of procedure.

Taking into account that one of the priority tasks of judicial system is increase of efficiency by consideration of lawsuits and providing the timely notice of the parties, the Supreme Court since September of the current year has implemented the project on use of hybrid electronic mail.

When using technology of registered hybrid mail an information from local courts (the subpoena, the judicial notice) goes to office of a post service in electronic form from information system of judicial authorities, is unpacked and packed into a post envelope to JSC Kazpost.

As of 31.12.2015 the courts by means of "Hybrid e-mail" in total sent more than 328 thousand electronic agenda and notices from which the final status is more than 325 thousand or 99 %.

### AUTOMATION OF THESE SERVICES:

- had a positive impact on the judicial process in general, since the delivery process of judicial correspondence to the population was improved;;
- allowed local courts to receive the status of delivery of judicial correspondence online;
- provided an opportunity to comply with mail delivery timings;

had influenced to reduce the cost for sending from 350 to 300 Tenge.

**EVENTUALLY, THE INTRODUCED INNOVATIONS ALLOWED TO REALIZE TASKS ASSIGNED TO JUDICIAL SYSTEM AND CREATE MAXIMUM COMFORT FOR THE POPULATION.**



# CALL-CENTRE

for judicial bodies,

## HELPLINE

CALL-CENTER OF JUDICIAL BODIES - A SINGLE CONTACT CENTER OF JUDICIAL BODIES, THROUGH WHICH THE PUBLIC HAS AN OPPORTUNITY TO RECOURSE AND OBTAIN ADVICE ON ALL QUESTIONS OF JUDICIAL BODY'S ACTIVITIES, CITIZENS HAVE THE OPPORTUNITY TO MAKE A FREE CALL FROM A LANDLINE PHONE TO A SHORT NUMBER 1401 AND ON A PAYING BASIS CALL FROM MOBILE PHONES TO A NUMBER 8 (7172) 71 00 00. DURING 2015 55 245 CALLS WERE RECEIVED.



FROM A  
LANDLINE

**1401**

**FREE**



FROM MOBILE  
NUMBERS

8 (7172) **71 00 00**

**ON A PAYING BASIS**

**CALLS**  
WERE RECEIVED  
**FOR 2015**

**155 245**

**MORE THAN 100 CALLS IN DAY**

**YOU MAY CONTACT THE CALL-CENTER OF SUPREME COURT FOR INFORMATION ABOUT:**

- on the activities of judiciary authorities (about committed violations in the proceedings, improper notice, the time and place of the hearing, the untimely beginning of the hearing, untimely issue of copies of court documents, of untimely reading the record of the hearing, of rejection of applications, petitions;
- on provision of public services by judicial authorities (apostilization);
- on non-compliance with ethics of public servants by court staff;
- on online services (submission of electronic applications (complaints);
- on addresses and contact numbers of the courts;
- On corruption offenses.

**ALL MUST BE HEARD!**  
**ALL QUESTIONS WERE ANSWERED!**

# system of **AUDIO-, VIDEO RECORDING** **(AVR)**

In present time from 1 398 courtrooms 1 159 courtrooms have been equipped with modern Audio-, Video Recording systems, and 100 have been updated (in terms of software). Equipping of courtrooms in the republic with AVR system is 83 %. The issue of further equipment of all courtrooms with a modern Audio-, Video Recording system is being considered.



**85%**  
OF ALL COURTRROOMS  
IN THE COUNTRY  
ARE SUPPLIED  
WITH AVR



#### OUTDATED AVR SYSTEM HAS:

- low quality of video,
- low quality of audio.



#### MODERN AVR SYSTEM HAS:

- high quality of video ,
- High quality of audio,
- electronic record-keeping.

# Remote administration of justice through **VIDEOCONFERENCING** (VC)



OPPORTUNITY TO HOLD  
COURT SESSION  
REMOTELY

WITHIN THE INTRODUCTION OF A MODERN SYSTEM OF AUDIO-, VIDEO RECORDING AN OPPORTUNITY HAS BEEN GIVEN TO REMOTE ADMINISTRATION OF JUSTICE THROUGH THE USE OF VIDEO CONFERENCING SYSTEMS. THE PARTICIPANTS OF THE CASE WILL HAVE AN OPPORTUNITY TO HOLD COURT SESSION WITH PERSON UNDER INVESTIGATION / CONVICTED AND WITH PERSONS UNDER COMPULSORY TREATMENT IN HEALTH CARE ORGANIZATIONS (FOR EXAMPLE, TUBERCULOSIS DISPENSARY) REMOTELY AND ELIMINATE THEIR CONVOY TO THE COURTS.

# **ELECTRONIC FILE** of Judicial Documents (EFJD)



LONG-TERM STORAGE  
OF INFORMATION  
COMING TO FILE

INFORMATION SYSTEM «ELECTRONIC FILE OF JUDICIAL DOCUMENTS» ALLOWS TO FORM FILE OF JUDICIAL DOCUMENTS IN COURTS IN ELECTRONIC FORM AND WILL ENSURE THE GUARANTEED SAFETY AND AN INVARIANCE OF JUDICIAL DOCUMENTS, LONG-TERM STORAGE IN AN INVARIABLE TYPE OF ALL INFORMATION COMING TO ELECTRONIC FILE, MAINTAINING THE GENERAL SYSTEM OF CLASSIFICATION OF TYPES OF THE DOCUMENTS COMING TO COURT.

# The centers of **PUBLIC SERVICE**

ORGANIZATION OF ASSISTANCE TO CITIZENS BY WORKERS  
OF PUBLIC SERVICE CENTERS AT SUBMISSION OF ELECTRONIC APPLICATIONS TO COURT



**ORGANIZING  
ASSISTANCE  
TO CITIZENS**  
BY WORKERS OF CENTRE

## **PROBLEM SOLVING:**

- lack of awareness of citizens about the information services of judicial authorities;
- distrust of Information Technologies;
- lack of legal education ;
- the absence of digital signature among citizens ;
- lack of laptop, Internet, office equipment.

# Expected **OUTCOMES**

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- ✓ IMPLEMENTATION OF MODERN SYSTEM OF PROCEDURE
- ✓ INCREASE OF TRANSPARENCY OF THE JUDICIAL SYSTEM
- ✓ SIMPLIFICATION OF PROCEDURE THROUGH THE INTRODUCTION OF ADVANCED INFORMATION TECHNOLOGIES
- ✓ AVAILABILITY OF THE ADMINISTRATION OF JUSTICE TO A WIDE RANGE OF CITIZENS BY USING INFORMATION TECHNOLOGIES
- ✓ ACHIEVEMENT OF TIMELY DELIVERY OF INFORMATION TO CITIZENS AND TIME SAVINGS
- ✓ MINIMIZATION OF CONTACT BETWEEN THE PARTICIPANTS OF THE JUDICIAL PROCESS AND EMPLOYEES OF THE JUDICIAL SYSTEM



**SUPREME COURT**  
OF THE REPUBLIC OF KAZAKHSTAN

[www.sud.gov.kz](http://www.sud.gov.kz)