

Academy of Public Administration under the President of the Republic of Kazakhstan

UDC 35.078.42:711.4

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RASLANA SALMANOVA

Transformation of public administration in the field of urban development

6D051000 – Public and Local Administration

Thesis for the degree
of Doctor in professional area

Scientific Advisers (domestic)
PhD,
Professor
R. Ismailova

Scientific Advisers (international)
PhD,
Professor
André Corrêa d'Almeida

The Republic of Kazakhstan
Nur-Sultan, 2021

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NORMATIVE REFERENCES

The references to the following standards used in the thesis:

Constitution “Constitution of the Republic of Kazakhstan” adopted on August 30, 1995.

The Law of the Republic of Kazakhstan “On Local Government and Self-government in the Republic of Kazakhstan” adopted on January 23, 2001, №148.

The Law of the Republic of Kazakhstan “On Architectural, Town-planning and Construction Activity in the Republic of Kazakhstan”, adopted on July 16, 2001 №242.

Code of the Republic of Kazakhstan “Land Code of the Republic of Kazakhstan” adopted on June 20, 2003, №442.

Order of the Minister of Industry and Infrastructure Development of the Republic of Kazakhstan “On approval of the Rules for the development, coordination and approval of urban development projects (detailed planning projects and development projects)” adopted on September 30, 2020, №505.

Instruction on the procedure for the development, coordination and approval of urban development projects in the Republic of Kazakhstan, BC RK 3.01-00-2011.

The Law of the Republic of Kazakhstan “On public services” adopted on April 15, 2013, №88-V.

Resolution of the Government of the Republic of Kazakhstan “On approval of the Main Provisions of the General Scheme of Organization of the Territory of the Republic of Kazakhstan” adopted on December 30, 2013, №1434.

Resolution of the Government of the Republic of Kazakhstan “On approval of the Interregional Scheme of territorial development of the Almaty agglomeration” adopted on May 24, 2016, №302.

National Report of the Republic of Kazakhstan on Housing and Sustainable Urban Development Habitat III Astana 2016.

Resolution of the Government of the Republic of Kazakhstan “On approval of the Interregional Scheme of Territorial development of the Astana agglomeration” adopted on November 8, 2017, №726.

Resolution of the Government of the Republic of Kazakhstan On the approval of the State Program “Digital Kazakhstan” adopted on December 12, 2017, №827.

Resolution of the Government of the Republic of Kazakhstan “On approval of the Interregional Scheme of territorial development of the Shymkent agglomeration” adopted on February 22, 2018, №74.

Resolution of the Government of the Republic of Kazakhstan “On approval of the Interregional Scheme of territorial development of the Aktobe agglomeration” adopted on March 3, 2018, №109.

Order of the Minister of Agriculture of the Republic of Kazakhstan “On approval of the Rules for the provision of public services in the field of land relations” adopted on October 1, 2020, №301

Order of the Minister of National Economy of the Republic of Kazakhstan “On approval of the Rules for organizing development and passing licensing procedures in the field of construction” adopted on November 30, 2015, №750

On approval of the Concept of Public Administration Development in the Republic of Kazakhstan until 2030, Decree of the President of the Republic of Kazakhstan adopted on February 26, 2021, №522.

Message of the President of the Republic of Kazakhstan adopted on December 14, 2012. Strategy “Kazakhstan – 2050”: A new political course of the established state

Unity of the people and systemic reforms are a solid foundation for the Nations prosperity “State of the Nation address by President of the Republic of Kazakhstan Kassym-Jomart Tokayev”

The President of the Republic of Kazakhstan N.A.Nazarbayev at the opening of the third session of the Parliament of the Republic of Kazakhstan on September 1, 2006 “Modernization of public administration on the principles of corporate governance, transparency and accountability to society”

National Plan - 100 concrete steps Program of the President of the Republic of Kazakhstan adopted May 20, 2015

DEFINITIONS

In this dissertation, the following terms are used with appropriate definitions:

The e-Government web portal is an information system, a single-window with access to all consolidated government information, to the regulatory framework, to public services. (The Law of the Republic of Kazakhstan “On Public Services”)

The State Corporation “Government for Citizens” is a legal entity established by the decision of the Government of the Republic of Kazakhstan to provide public services. (The Law of the Republic of Kazakhstan “On Public Services”)

Public services is one of the forms of implementation of individual state functions (The Law of the Republic of Kazakhstan “On Public Services”)

The master plan (Kazakhstan) is urban planning documentation consisting of comprehensive planning of the development territory with infrastructure. (The Law “On architectural, urban planning and construction activities of the Republic of Kazakhstan”)

Nur-Sultan 2030 master plan - the concept of city development (international master plan) - socio-economic strategy for the development of the city, taking into account various groups of interests of the population. (Nur-Sultan - 2030 The Comfortable city)

Optimization of the public service process – simplification of the business process and reduction the list of documents. (The Law of the Republic of Kazakhstan “On Public Services”)

The principle of “One application” is a combination of several services provided based on a single application. (The Law of the Republic of Kazakhstan “On Public Services”)

The principle of “One window” is a centralized form of providing public services with minimal participation of the applicant and limiting direct contact with the employer. (Law of the Republic of Kazakhstan “On Public Services”)

Service recipient – an individual or a legal entity (Law of the Republic of Kazakhstan “On Public Services”)

Service provider – a state body, an individual or a legal entity providing public services. (The Law of the Republic of Kazakhstan “On Public Services”)

INTRODUCTION

Relevance of the research topic. The modern world sets high requirements on the management of urban agglomerations, as large cities face problems of transport logistics, industrial and social infrastructure, the development of public, business and residential space, and the quality of the urban environment due to high rates of urbanization.

The average level of urbanization in the OECD countries is 77%. The level of urbanization in Kazakhstan in 2020 was 58.5%, according to the forecast by 2025 it will reach 62%, and by 2050 - up to 70% [1].

Today, in such cities as Nur-Sultan, Almaty, Shymkent, Aktobe, there is a high rate of agglomeration development. Cities are becoming the driving force of economic growth, which requires a more effective and sustainable management policy in urban planning [2, 3].

Over the past ten years, Kazakhstan has undergone dramatic reforms in the field of regulation of architecture, urban planning, and construction, land relations. Thus, building codes and rules, formats for the development of urban planning documents have been improved, European construction standards have been introduced, a register of public services with standards and rules has been formed [4].

Nevertheless, there are certain problems still exist in the provision of public services “Provision of a land plot for the construction of an object within the settlement”, “Architectural and planning tasks”, “Approval of a draft project” related to obtaining permits in the field of urban planning.

Why these services are of particular interest? The reason is that individuals and legal entities are not allowed to build without permits, and this negatively affects the development of entrepreneurship. Kazakhstan ranks 37th among 190 countries according to the indicator “Obtaining a construction permit” in “Doing Business – 2018”. Entrepreneurs need repeated approvals before and after construction. In the country, this process includes an average of 18 procedures, in the OECD countries - 13 procedures [5, 6].

Another problem in the urban planning department is deviations from the approved master plan for the development of the territory, which is considered as the main urban planning document. It determines the long-term planning of the city's development and regulates this process. The concept of city development created by foreign consultants is being applied in the cities of Nur-Sultan and Almaty [7, 8].

What are their differences? Firstly, the master plan is regulated by regulatory legal acts. Secondly, the master plan is a comprehensive planning of the development of the territory [9]. Thirdly, the master plan is being developed for the long term.

However, the concept of city development does not have a legal status, since it is not approved by a regulatory legal act. Another difference worth noting is, the concept of city development is aimed at the short term. Finally, the concept of city development solves the point problems of the development of the territory and elaborates them in detail. For instance, creating a comfortable city for people or an ecological city with sustainable development. The concept of “Nur-Sultan

comfortable city master plan” includes the development of social, transport infrastructure, urban environment, redevelopment of the territory, as well as the placement of both residential and commercial facilities with an emphasis on ecology [10].

As it can be seen, the master plan and the concept of city development are functionally different, but in general they are aimed at solving common issues on the development of the territory. Here, the task of the research is to solve the issue of harmonization of these documents.

Creating a city for people is impossible without their active participation. Today, citizens have the opportunity to express their attitudes about the development of the city through an “Open Dialogue” on the portal of “Electronic Government”, the official website of the Akimat, mobile applications and social networks. Nevertheless, opinion polls show that citizens are not satisfied with the quality of services in the field of urban planning, are limited in obtaining timely and reliable information from authorized state bodies, which reduces the effectiveness of interaction between them [11, 12].

The solution of the above problems requires deeper theoretical and practical research in the field of urban planning, which determined the choice of the topic and its relevance.

The degree of scientific elaboration of the problem. The concepts of “A city for people” are studied in the works of Jane Jacobs and Jan Gale, “New Urbanism” - in the works of E. Howard, P. Geddes, A. Dueny, K. Alexander, L. Krie. The works of E. Mule, H. Dittmar, S. Polizoides are devoted to the problems of sustainable development of territories. The concept of “Smart City” is described in detail by such authors as D. Casadra, C. Montgomery and C. De Almada, A. Dalmeida. The socio-economic aspects of urban development are described in the works of E. Saiko, M. Weber. One of the latest trends in urban planning is network development and interconnected cities, which were first presented by the authors E. Glazer, P. Burak, P. Kidwell.

On public administration, it is considered in the works of J. Burgon, V. Andrianov, I. Smotritskaya and I. Baranov. On electronic or smart government, N. Radul, E. Lebedev, A. Kosorukov, E. Lebezov were studied in the works, reports and reports of international organizations were additionally studied.

In addition, strategic documents, development programs and regulatory legal acts of Kazakhstan in the field of urban planning were studied; the public administration system and the procedure for providing public services in the field of permits. In this research paper, such documents as: the Strategy of Kazakhstan-2050, the Strategic Development Plan of the Republic of Kazakhstan by 2025, in which the priority direction in development is to ensure managed urbanization, normative legal acts in the field of urban planning and construction.

The aim of the research is to develop recommendations for the transformation of public administration in urban planning, including the optimization of public services in the field of permits, a model of a digital platform for the interaction of authorized state bodies with citizens.

To achieve this goal, the following **tasks** were set in the dissertation research:

- to study the theoretical aspects of public administration in the field of urban planning;
- to explore the main directions and concepts of urban development;
- to study international experience;
- analyze the current system of public administration in Kazakhstan;
- to study public services in the field of permits;
- to conduct a functional analysis of the interaction of the state with the population according to urban planning documentation.

The object of the research is the transformation of public administration in the field of urban planning.

The subject of the research is the process of providing public services in the field of permits, the process of interaction of state bodies with the population and urban planning documentation for the development.

The methods of the research. In the course of the dissertation research, methods of analyzing normative legal acts, comparative analysis, the method of reengineering the business process, the method of sociological survey, as well as statistical data.

As the theoretical basis of the research these considered: the normative legal acts in the field of architecture, urban planning and land relations, strategic documents, programs for digitalization, regional development for 2020-2025, the development plan of the Republic of Kazakhstan until 2030, the concept of public administration development until 2030, as well as the reporting and analytical materials obtained during the practical training of the Ministry of Industry and Infrastructure Development of the Republic of Kazakhstan, the Ministry of Digital Development and Aerospace Industry of the Republic of Kazakhstan, state institution “Department of Architecture, Urban Planning and Land Relations of the city of Nur-Sultan”, Akimat of the city of Nur-Sultan, Joint-Stock Company “Astana Innovations”. The materials obtained during the passage of a foreign internship in the United States.

Theoretical research method used in order to study public administration in the field of urban planning. In terms of the concept of urban development, the chronology of the development of the urban planning direction and its main concepts was used. As a result of this, a retrospective analysis was conducted.

According to the section of international experience, the method of comparative analysis in the field of urban planning documentation (master plan, the concept of city development) and platforms for interaction between government and citizens.

The method of reengineering the business process performed to improve the quality of public services in the field of urban planning. The methodology of reengineering is based on the design of business processes. A business process is present in each structure and represents processes from a sequence of operations in order to obtain results [13].

Additionally, in research also used the method of systematic reengineering of the business process. The use of this method in the field of permits made it possible to combine several procedures for the provision of public services into one procedure, minimize the amount of coordination during the consideration and approval of documents, and also ensure the principle of one window with the consumer of public services.

Moreover, the method of a sociological survey also used to improve the quality of public services. At this stage, a survey was conducted on the received public services according to such criteria as the quality of public services, automation of public services, openness and complaints.

The key research results to defend:

1. Based on the study of modern concepts in the field of urban planning, it has been revealed that a hybrid model is a feature of domestic urban planning. It lacks a sequence of development, however at the same time combines various types of urban development, such as new urbanization, sustainable development and smart city.

2. Implementation of an interactive master plan with the ability to observe the stages of urban planning design and controlling by government agencies, which is clearly demonstrated by the experience of the UK and the USA. These proposals will increase the level of openness of government agencies.

3. Assessment of the activities of public administration in the field of architecture, urban planning and land relations, which made it possible to identify the main problems related to the quality of public services in the field of permits, inefficiency in the implementation of urban planning design and insufficient interaction of state bodies with citizens.

4. Optimization of public services in the field of permits allowed to reduce the terms of service provision, the list of attached documents, and also made it possible to apply the principle of “One Window”.

5. Based on international experience, the geoinformation system included such items as a platform for interaction with citizens, an interactive electronic map, urban planning documentation with the possibility of receiving feedback from citizens, receiving public services in the field of land relations, architecture and urban planning.

6. Harmonization of urban planning documentation by including the concept of development in the composition of urban planning documents.

Scientific novelty. The scientific novelty of the study lies in the fact that on the basis of the conducted analytical research:

– recommendations are given on the optimization of public services in the field of permits in urban planning activities. Optimization of the existing business processes of the public service “Provision of raw materials for the development of construction and reconstruction projects (redevelopment and re-equipment)” and “Approval of the draft project” by developing a new algorithm for obtaining permits;

– recommendations are given to improve the existing geoinformation system (geoportal.akt.kz) for the provision of public services in the field of permits and interaction with the public by means of open data access in the field of urban

planning. The geoinformation system contains a new algorithm for interaction not only of state bodies with citizens, and also the interaction of central state bodies with local executive bodies;

– recommendations are given in the field of urban planning documentation on the implementation of the strategic document of the concept of city development in the master plan in regulatory legal acts.

The practical significance. In terms of the optimization of public services in the field of permits, namely “Provision of a land plot for the construction of an object within a settlement”, “Architectural and planning task” and “Approval of a draft project”, there is an implementation act from the Agency of the Republic of Kazakhstan for Civil Service Affairs.

In terms of the quality of public services in the field of permits, there is an act of implementation from the Public Foundation “Center for Applied Research Talap”.

The main results of the research reflected in the following publications:

In scientific publications recommended by the Committee for control in the field of education and science of the Ministry of Education and Science of the Republic of Kazakhstan:

1. Optimization of the business process for the provision of land for the construction facilities // Vestnic National Academy of Science No.5, 2020.

2. Optimization of public services in the field of obtaining permits for construction in Kazakhstan // Vestnic Eurasian National University No.2, 2021.

3. Open government as the main aspects of evaluating the effectiveness of interaction between a state body and citizens // Vestnic Kazakh National University No.4, 2021.

In international scientific journals having according to the information base of the Thomson Reuters Company (ISI Web of Science, Thomson Reuters) a non-zero impact-factor or included in the Scopus database:

1. Economic assessment of water ecosystem services in urban planning of Nur-Sultan city, Kazakhstan - Public Policy and Administration No.2, 2021

Structure of thesis: The dissertation work consists of an introduction, 3 chapters, 9 subsections, conclusion, a list of references and appendices.

Acknowledgements

I would like to express my deep and sincere gratitude to my research supervisor Professor R. Ismailova. Her vision, sincerity and motivation have deeply inspired me. It was a great privilege and honor to study under her guidance. I am extremely grateful for what she has offered me. I would also like to thank for her friendship, empathy and kindness. I could not have imagined having a better advisor and mentor for my PhD study.

I would like also to express my gratitude to Professor André Corrêa d’Almeida for helping me with research. I am very happy that he agreed to become my advisor because his advices significantly improved the quality of this research. It is a great honor for me to work with such expert more than twenty years of entrepreneurial, management, academic, and leadership experience.

I wish to thank professors of the National School of Public Policy for their advices and supports. I want to express my great gratitude to the professors A. Dauyeshova and Z. Davletbaeva. Especially, I would like to say thank to Professors B. Bokayev and M. Abdykalikova for believing in me.

I would like to acknowledge and give my warmest thanks to the Academy of Public Administration under the President of the Republic of Kazakhstan for the unique opportunity to obtain knowledge, experience and meet wonderful people. The experience and knowledge gained have radically changed my perspective towards life.

I am extremely grateful to my family: parents, husband and friends for supporting me.

1 THEORETICAL ASPECTS OF PUBLIC ADMINISTRATION IN THE FIELD OF URBAN PLANNING

1.1 Modern concepts of urban development

How to combine the traditional way of life with innovative ways of urban development? The evolution of urban development planning is based on the history of urban planning design, which is based on mixed concepts, models, principles and norms of urban design.

In conditions of modern life, urban planning management requires new approaches to address such issues: how to make the city environmentally friendly, comfortable with a developed infrastructure; and how to create monocentric or polycentric cities.

We found answers to these questions in the works of foreign scientists devoted to urban development [14-25]. This allowed us to group modern urban planning concepts into five main areas, which are presented in table 1.

Table 1 – Modern concepts of urban planning

The direction of urban development	Concept	Authors
Humane	- human polis - creative city - pedestrian city - new urbanism	L. Tonev, C. Lendry, J. Jacobs, J. Gehl, E. Goard, P. Geddes, A. Dueni, K. Alexander, L. Krie P. Jedsu
Ecological	- ecopolis - sustainable development - an energy-efficient city - green city	E. Mew, H. Dittmar, S. Polizoides
Thechnical	- technopolis - aerotropolis - smart city	D.Cassandra, C.Montgomery
Socio-economic	- global cities - metropolis, regional centers	E. Saiko, M. Weber
Territorial and spatial development	- network development - interconnected cities - adaptive urban environment	E. Glazer, P. Burak P. Kidwell
Note – Complied by the author based on literature review		

Humanization in urban planning is aimed at the needs of people, where the urban environment provides comfort, health and safe living conditions [14, p.12]. This direction includes four concepts: humanopolis, creative city, pedestrian city and new urbanism. The term “humanapolis” was first proposed by architect Lyuben

Tonev for a city where the main thing is a person [15, p.24]. In his opinion, the urban environment should focus on the needs of people to create comfortable conditions and a safe environment for human habitation.

A similar concept of “a city for people” can be seen in the concept of a creative city. Charles Landry in the book “Creative City” pointed out that each district can develop its creativity with a special subculture of the city [16, p.32]. For instance, in such cities it is recommended to create mobile art platforms where interest in culture and art is least evident. In addition, small architectural forms, active facades, creative design of public space, the use of digital technologies in the infrastructure of the city contributes to comfortable living.

The concept of “pedestrian city” appeared in the second half of the XX century in response to the rapid growth of urbanization and motorization, which led to the “sprawl” of the city. This concept is based on the principle of “city of short distances”, which aims to create a developed infrastructure within a 15-minute walk [17, p.18].

The concepts of “humanapolis”, “creative city”, “pedestrian city” smoothly became the basis of the new urbanism. A new urbanism was formed by the end of the twentieth century. In 1993, A. Dueni and a group of architects created the Charter of New Urbanism, which focuses on the importance of the boundaries of urbanized territories, historical continuity in urban planning with the possibility of creating sustainable urban communities [18, p.28].

A great contribution to the development of new urbanism was made by P. Geddes, who noted that the city is an instrument of evolution and that natural features of the territory should be taken into account when planning, which create a relationship between people and the environment [19, p.46].

In addition, in our opinion, the “garden city” model is an interesting concept in the new urbanism. For the first time this model was described by E. Howard, where the structure of the city is represented in the form of concentric circles. In the center of the circle there are parks with public and cultural institutions surrounded by commercial and residential buildings. The idea was that in the new type of cities, the basic conditions for building were comfortable living conditions and proximity to nature as opposed to industrial cities [20, p.19]. The Lachworth district in London is considered as one of the first examples of the application of the garden city concept. To date, there are more than 30 garden city-style districts in the UK, as for the very concept of E. Howard, it has long gone beyond the UK. Such areas with the garden city concept appeared in Spain, Germany, Italy, France, the Netherlands, and many other countries.

In 2009, the followers of new urbanism E. Mule, H. Dittmar, S. Polizoides published the canons “Sustainable Architecture and Urbanism”, which specified the connection of new urbanism with sustainable development, namely the establishment of a harmonious relationship between construction, society and the environment for urbanized territories [21, p.22].

The second direction of “ecological development” in urban planning implies energy-efficient and green cities in which the economy and the environment are

harmonized with the needs of people. This direction consists of the concepts ‘ecopolis’, “sustainable development of the city”, “energy efficient city”, “green city”.

The main idea of the ecopolis concept is based on the garden city model. It was first put forward in the 1970’s as a reaction to the high level of pollution of urbanized cities and their isolation from nature. Ecopolis is a low-rise city with favorable living conditions for the population, divided into sub-cities with the help of natural water channels [22, p.32].

It is difficult to cite one specific city in which this concept was observed as a whole, but there are examples of the construction of environmentally friendly neighborhoods or the renovation of old districts of the city. For example, in Kazakhstan, according to the development concept “Nur-Sultan is a comfortable city”, the renovation of the territory and the creation of a sustainable, healthy city for people [23].

The concept of “sustainable city development” appeared in accordance with the global Sustainable Human Development strategy adopted in 1992 in Rio de Janeiro. The essence of the concept is the balanced development of the social, economic and ecological systems of the city in order to meet the needs of people as much as possible without damaging the environment. It is designed to ensure the quality of life of people in the conditions of climate change, resource depletion and ecosystem degradation [24].

The concept of “green city” is closely related to the concept of “green economy”, which implies the use of environmentally friendly materials and smart systems in urban planning, landscaping and improvement of public spaces, the use of eco-transport in cities, as well as the transition of industrial facilities to waste-free production. The concept of “Green City” intersects with such concepts as “Sustainable City” and “smart city”. This concept can be called a comprehensive one, since in addition to the ecological efficiency of the city, it also considers economic and financial efficiency [25].

The third direction of urban development is technical, which consists of the concepts of “technopolis”, “aerotropolis” and “smart city”.

The concept of technopolis appeared at the beginning of the XXI century and implies that post-industrial cities not only use modern technologies and innovations, but also contribute to their development. At the same time, such requirements as psychological and social comfort are taken into account [26]. There are such cities in the USA, Japan, France and Russia. For instance, “Silicon Valley” in San Francisco.

The concept of “aerotropolis” is a new type of technopolis. It was first voiced by John Kasarda in 2000, when he drew attention to the construction of hotels, shopping complexes, businesses and residential buildings near international airports. This trend is widespread all over the world [27].

The concept of a “smart city” provides for the use of digital technologies in city management. For instance, the use of blockchain, improving transport mobility and creating comfortable living conditions using digital technology [28].

The fourth direction in urban planning is called socio-economic, which includes the concepts of “global city” and “metropolis”.

The concept of “global city” appeared after P. Geddes, who introduced it in order to denote the importance of the city on a global scale. Such cities are characterized by the following features: the presence of a developed transport and communication infrastructure, scientific institutes and universities, world-renowned cultural facilities, business and financial centers [19, p.24].

The concept of “metropolis” is used in cities with a population of more than one million people. The characteristics of metropolises are: the presence of administrative and political authorities, financial institutions, institutions of science and education, the press, international organizations, investments, tourist flow, conferences and cultural events [29].

The fifth direction in urban planning is territorial and spatial organization, which includes “network development of the city”, “interconnectedness of the city” and “adaptability of the urban environment”.

The concept of the network development of the city consists in the formation of strip urban planning structures that form a system of large cells comprising large spaces. The concept of interconnected cities provides for strengthening the processes of interconnectedness in the social, political, economic, technological, environmental and urban planning spheres. Significant improvement of transport infrastructure accessibility between cities is provided by the development of a network of high-speed transport communications, which will increase connectivity and eliminate the distance between cities. The concept of adaptive urban environment. In the modern world, qualitative transformations of the urban environment are taking place, cities are developing and changing along with the development of technology, science, economy and culture. The goals and priorities of urban development are changing, the processes of technological, environmental, social renovation, urban planning transformations are taking place. The concept of the formation of an adaptive urban environment means to consider cities and other urban formations as dynamic structures, the possibility of changing which are embedded in design solutions [30].

Thus, the conducted research allowed us to see the chronology and sequence of the development of urban planning directions and concepts (figure 1). On the one hand, when applying certain approaches, they should be adapted taking into account the peculiarities of the development of the territories of the city and countries. On the one hand, when applying certain approaches, they should be adapted taking into account the peculiarities of the development of the territories of the city and countries. On the other hand, the new concept of “interconnected cities” accumulates all the previous directions, and with its competent use, it is possible to ensure the growth of trade, reduce the distances between cities and countries.

As for Kazakhstan, within the framework of the implementation of the “Strategy Kazakhstan – 2050” and the “Strategic Development Plan of Kazakhstan until 2025”, the priority direction is to ensure managed urbanization based on the concepts of new urbanism, smart city and sustainable development [31]. In the future, it is planned to switch to the spatial development of the city (figure 2).

Modern concepts of urban development

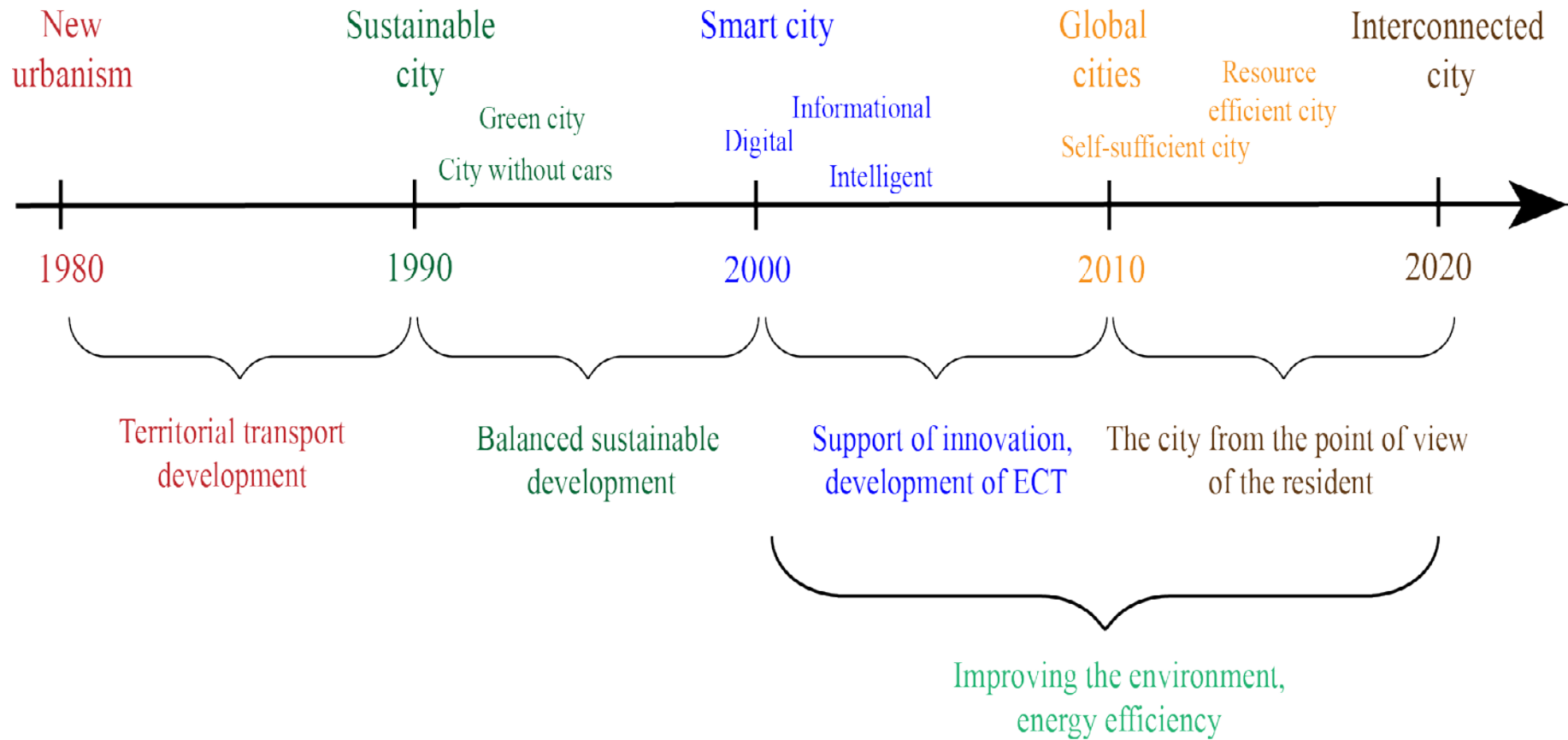


Figure 1 – Timeline of the concept of urban development

Note – compiled by the author based on literature review

Modern concepts of urban development

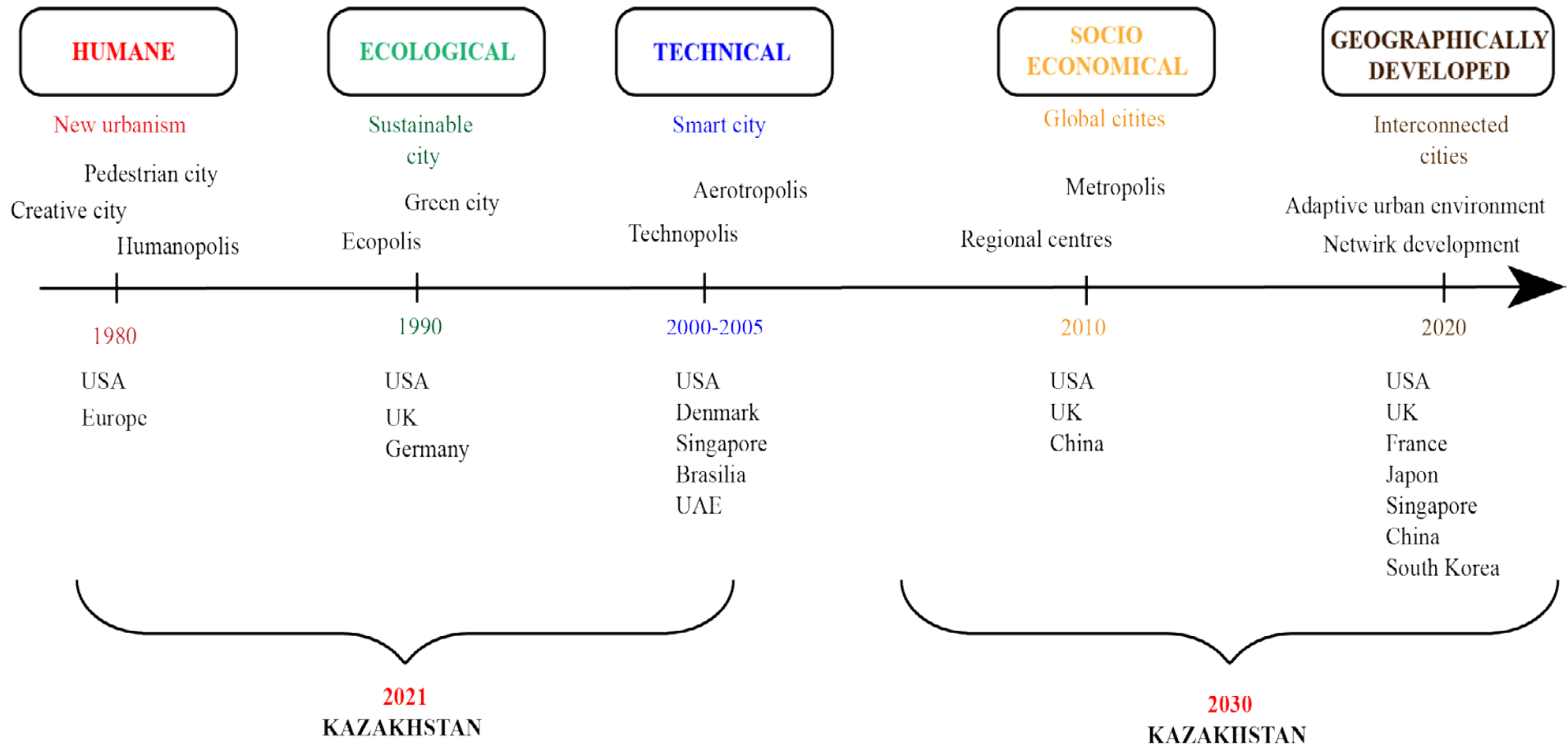


Figure 2 – Chronology of the development of urban planning trends and concepts in the countries

Note – compiled by the author based on literature review

To date, Kazakhstan has taken the first steps to introduce the concept of “New Urbanism”. One of such examples can be seen in Almaty.

In this regard, we propose, when developing a draft law on the development of agglomeration and new standards for integrated urban development [32], to adapt these directions and concepts in order to equalize the socio-economic differences between cities (districts) and ensure the quality of life of people regardless of their place of residence and activity. Table 2 shows the main concepts of urban development in Kazakhstan on the basis of state programs.

Table 2 – Classification of the main concepts of urban planning in the Republic of Kazakhstan

The direction of urban development	Concept	Programs
Humane	- new urbanism	National Human Development Report 2019 United Nations Development Program in Kazakhstan
Ecological	- sustainable development	Strategy “Kazakhstan 2050”
Technical	- smart city	Ambassador of the President of the Republic of Kazakhstan N. Nazarbayev to the people of Kazakhstan. January 31, 2017 Kazakhstan's Third modernization: global competitiveness
Note – Compiled by the author		

The Strategic Plan 2025 is one of the directions of the state program Strategy “Kazakhstan 2050”, which includes the development of regions and urbanization. The main priority areas are small towns located in the zone of influence of large cities. As well as the development of agglomerations, the introduction of high-tech solutions for managing the urban environment based on the concept of “Smart City”. Additionally, ensuring transport connectivity between the centers of cities of economic development.

1.2 Features of public administration in urban planning

According to the World Bank's World Development Report, today public administration is a process of interaction between the state and citizens. The interaction of the state with citizens and business is one of the key management factors in urban planning. Coordinated planning and investment by the state, developers and citizen participation can result from the development of the urban environment with innovation and productivity growth. The main function in urban planning management is to develop infrastructure taking into account the needs of the population and the business community. However, this function is not always performed efficiently. Poor urban design and misallocation of investments make it difficult to connect between residential areas and restrict access to infrastructure, where most residents are deprived of basic services [33].

Before talking about the features of public administration in urban planning, it is necessary to study the current trends of effective public administration in general. Thus, within the framework of the new concept of “effective Governance” (Good Governance), the main principles of public administration are transparency, efficiency, responsibility and equality of the law. Effective management goes beyond traditional and new management (old and new public management), where the population was mainly in the role of a consumer of public goods and public services [34].

The implementation of these principles will largely depend on the level of implementation of digitalization (e-Government), innovation (Smart Government), customer orientation of public authorities (Open Government).

The concept of e-Government has been adopted in many countries. However, there is no universal solution for the introduction of IT technologies. Each state independently determines priority areas, criteria and ways of development. Nevertheless, they almost all coincide with such goals as optimizing the business process in the provision of public services, the effectiveness of decision-making and increasing the level of public involvement in the management process (table 3).

Table 3 – Strategic goals of e-Government

Tendency		Effects
1	2	3
e-Government	Optimization of the business process of providing public services	Openness and accessibility of information about the activities of state bodies
		Reduction of time and resources for processing documents
		Compliance with the terms of services provided to the population
	Optimization decision-making in management	Reducing the cost of ensuring interaction between departmental organizations
		Digitalization of interdepartmental and internal interaction of state structures
		Improving the level of executive discipline

Table continuation 3

1	2	3
	Increasing the activity of the population on public administration issues	Development of digital forms of contact with the population Expanding and simplifying the control of the executive branch Education and raising the level of civic engagement
Source: Analysis of the Transformation of e-government into a Smart Government		

As can be seen from table 3, the development of digitalization in public administration in three main areas has a positive impact on the final results of the activities of the state body.

In the context of the above, the transformation of public administration in urban planning, first of all, should be aimed at the development of IT technologies. Information interaction is considered in the context of a single integrated system of a state body with open data and constant feedback from citizens. The impact of digitalization can be divided into three components. The first is publicity, that is, the use of the latest technologies to provide access to information from government agencies to all interested parties. The second is the participation of the population in the management of state and public affairs. The third is an online transaction that provides public services for everyone, both legal entities and individuals. This direction significantly reduces the level of corruption and increases the confidence of citizens in the state [35].

The concept of Smart government in urban planning is connected not only with technological, but also with economic, social and environmental programs for the development of the city. City management should be focused on the use of smart technologies in the transport system, public safety, education, healthcare, provision of services and environmental protection. In many cities, master plans are integrated into the smart city system. This means that in interactive mode you can get acquainted with the city map, the development plan, the reconstruction of districts and even take an active part in the planned development by agreement. For example, in 2004, the Sensible city lab research group was established in the USA, which studied the role of technology in urban life. In 2007, the New York City Mayor's Office developed a plan PlanNYC, which included data on energy, climate change, and air quality. To date, the OneNYC city plan includes goals such as inclusiveness, equity, sustainable development. City departments have connected to a centralized database in order to improve the provision of services [36].

The state body in the field of urban planning, together with developers, can create a modern infrastructure in the format of a “smart” city for people. In Kazakhstan, the first experience of implementing new approaches in urban planning management has been tested in such cities as Almaty, Nur-Sultan and Shymkent. Thus, in Almaty, with the participation of architect Jan Gale, the historical part of the city was reconstructed, including safe and attractive public spaces, multifunctional

buildings, an aesthetic urban environment, taking into account the connectivity of neighborhoods and districts with a network of accessible infrastructure [37].

Since the “Master Plan Nur-Sultan 2030” developed by the international company in the field of urban planning Space Syntax was introduced in the city of Nur-Sultan the work is underway to develop public spaces that are formed in city parks and squares, the map is available online for the public to obtain information [38].

Shymkent has introduced a comprehensive plan for the development and construction of the city until 2023 [39] Also in 2020, the akimat of Shymkent announced an international competition for the concept of the city's master plan to determine the best conceptual directions for the development of the city [40].

Though, despite some positive aspects of urban development in republican cities, the country's urban planning policy continues to focus on traditional approaches, where the development of road transport is a key point. This is confirmed by the fact that automobile interchanges continue to be designed in cities of Kazakhstan and streets for vehicles are expanding [41]. All of this is done in order to increase the capacity of highways and prevent congestion on the road. However, international experience shows that this method is not effective. The expansion of roads for cars does not solve the problem of traffic jams on the road. According to the EIB Working paper, the expansion of roads by 1% increases traffic congestion by 1.9% [42]. Improving conditions for motor transport, on the contrary, motivates us to buy cars more and more, as it was in the 1960's in the USA [43]. The number of personal vehicles grows on the roads and at the same time the figure of traffic jams climbs as well. This leads to the fact that residents conduct a sedentary lifestyle, spending time less actively. The growth of combustion engines consequently has a negative effect on air pollution. All this in a compartment leads to a general deterioration in the health of the population. In addition, “motorization” changes the perception of distance and this brings to spontaneous sprawl of urban suburbs and boroughs.

Another example of the fact that urban planning practice does not meet international standards is the implementation of housing construction projects. Entire boroughs with multi-apartment residential buildings are being built on the city outskirts. Such microdistricts are being built on empty land plots without the infrastructure necessary for residents. It takes years before they are provided with all the necessary infrastructure [44].

Whereas progressive cities strive for compactness and refuse to expand roads for cars. Reconstructions of existing residential areas and citywide territories is a feature of them. Modern urbanism advocates mixed-use development, where all the necessary facilities are available within walking distance, which are aimed at all categories of citizens [45].

The COVID-2019 coronavirus pandemic and digital transformation has created a new reality in turn that has changed the usual way of living. Global lockdown and sudden limits in terms of traveling at all stages (local, cross-country, international)

has shown that citizens need to have all the conditions for a full-fledged, high-quality and comfortable life within walking distance in their places of residence.

Kazakhstan implemented the state program "Digital Kazakhstan", the purpose of this program is to develop the economy and improve the quality of life through digital technologies. The concept of "Smart City" implemented smart technologies in Kazakhstan. The main direction is to improve the quality of life of citizens, increase the number of public services provided in electronic format, accessibility to city services, the openness of state bodies.

What problematic issues does Kazakhstan face on the way of implementation and application of the concept of "New Urbanism"?

There is no regulatory environment in Kazakhstan and there is a lack of relevant competencies of local executive bodies. In order to implement sustainable urban development in Kazakhstan with the application of international practices, the following changes should occur:

1. Changes in normative legal acts in the field of urban planning.

To date, state standards in the field of architecture and urban planning are regulated in addition to the basic Law "On Architectural, urban planning and construction Activities of the Republic of Kazakhstan" by a set of rules and building regulations. However, their content does not meet the modern requirements of urbanism.

President of Kazakhstan K. Tokayev in his Message to the people of Kazakhstan announced that "cities with millions of people should become a pillar for the competitiveness of Kazakhstan, and regional centers - points of growth of regions" in this regard, it is necessary to develop a bill on the development of agglomeration and new standards of integrated urban development [32].

Central state bodies should take into account local specifics and adapt them to the requirements of the population, while introducing not a form of recommendation as a methodological guide, but making changes to existing regulatory legal acts and specifying a new set of policy in the field of integrated urban development. Also, in case of non-compliance with the above rules in the design and development of cities, the issuance of land plots or changes in the targeted and functional purposes that contradict the master plan, akims are personally responsible.

2. Creation of urban development centers in local executive bodies.

In order to effectively implement programs in the field of urban development, taking into account the large shortage of competent specialists in the sector (personnel shortage in the field of architecture and urban planning in the public service), it is advisable to create Urban Centers under the Akimat on the basis of co-financing on the principle of Public Private Partnership. This organization will provide consulting support to the local executive bodies on urban planning and development issues.

Conclusions. Based on all theoretical approaches to the development of public administration, we note that urban planning had the same development trends in management. There was also a hierarchical management system in urban planning, where the needs of the population were not taken into account at all and territories

were designed without consideration of the real request of residents, environmental features of lands, and the specifics of the region.

1.3 International experience in urban planning

The study examines the experience of successful countries, such as the United Kingdom and the United States.

The experience of the UK in urban planning. Previously, in the UK, spatial planning of the territory was carried out through regional development programs, which specified the requirements for the municipality and the volume of housing construction. In 2011, the Parliament abolished the level of regional planning, thereby indicating that planning at local stage better meets the needs of residents and the local state body. A new document, the National Planning Strategy, has appeared. The main purpose of this document is to provide a long-term perspective of urban planning policy, as well as to establish a framework for the development of a planning document at the local level. Based on the National Plan, local authorities can create a development plan that indicates their needs and priorities. This document does not establish strict rules and detailed requirements for the plan; it has principles and approaches that should be taken into account when designing [46].

Local plan. This document is the main document for the local planning authority and defines the strategy for the development of the territory. The local plan contains strategic goals, tasks related to housing construction with engineering and transport infrastructure and social and business, taking into account the preservation of the environment. The local plan defines the structure of urban zoning and specifies the types of permits for the use of land plots. According to the rules, this document is accepted for long-term prospects (15-20 years), but it is allowed to make adjustments every 5 years. One of the requirements for designing a local plan is publication for civil involvement. The principles and measures of cooperation with all interested parties, developers, residents, land owners and other interested bodies are indicated. The plan is approved by the local planning authority.

Experts of the Planning Inspection review and evaluate the local plan for compliance with regulatory legal acts and official recommendations. The composition of the local plan may vary, but the main ones are: strategy, territory development, zoning plan, plans of individual territories, strategic map [46, p. 184].

District plan. This document is a strategy for the development of the district. The District Plan includes housing construction and transport infrastructure. The plan must comply with the National Strategy and the local plan. The initiators of the development of a district plan can be the community council, residents, also organizations may develop independently or order. The plan must necessarily undergo consultation with state authorities and public discussion. After that, it should be checked by an expert designated by the local planning authority, and after approval it is submitted to a district referendum. The composition and content are not restricted; it is a text document with maps of the developed territory. It mainly includes an introduction, a justification, a context, a current territory plan and development plan, development proposals from residents and the local community,

basic provisions on land use, principles for environmental protection, housing policy, recreational zone, energy efficiency, design standards, maps, supervision and implementation [46, p. 190].

Table 4 shows the main documents on urban planning of the territory, indicating the purpose, results and performers.

Table 4 – Urban planning documentation

Documents	National development Strategy	Local plan	District plan
1	2	3	4
Application	Necessarily	Necessarily	On the initiative of local residents
Aim	Definition of the basic principles of urban development and ways of implementation	Determination of the main principles, opportunities and limitations of the territory development	Definition of principles and approaches for the development of the territory
Result	Text document	Text document and land use plan	A text document and a map with a detailed description of the development of the territory
Contractor	Ministry of Housing, Local Government and Local Communities	Local planning authority	Residents
Source: Project development Guide			

Master plan. The master plan as a document on territory planning is not fixed at the legislative level, it is often used for projects that require conceptual elaboration. For example, renovation or reconstruction of the city territory. The initiators of the master plan design are local executive bodies or developers, and the development takes place on a competitive basis. The master plan is developed on the basis of the set goals, the composition may change [46, p. 194].

Urban planning documentation in the UK has a clear structure and direction for the application and implementation of territorial development. The example of the UK shows that each document has a clear purpose, an analysis of the needs of the population and mandatory public discussion with citizens is carried out, most importantly, urban planning documentation is subject to expert verification for compliance with regulatory legal acts and public recommendations.

Kazakhstan could apply this experience in the development of urban planning documentation, namely:

a) a clear hierarchy of urban planning documents, its purpose and purpose of development, indicating a phased implementation plan for the development of territories;

b) conduct a public hearing, involve citizens, developers, interested state bodies for discussion and coordination of the development of territories;

c) indicate that each urban planning document must necessarily undergo an expert check for compliance after development.

How is the urban planning documentation integrated into the digital format?

This can be illustrated in the example of the city of London. In the official website London.gov.uk there is a Planning section that contains such information as:

1. Stay in touch (provides information, news on planning).
2. The London Plan (The Strategic Plan of London, describing the economic, environmental, transport and social foundations of the city's development).
3. Planning discussion (Information on public hearings).
4. Implementation of the plan (A report on the monitoring of each district on the needs and opportunities).
5. Who we work with (all organizations, state and non-state).
6. Digital planning (Open data, information about planning and development in electronic format) [47].

What is Digital Planning? This is the development of innovative technological solutions that allow you to easily and efficiently access public services and information and use them freely. The open data set is available in the London Datastore – a free and open portal for data exchange, where everyone can access data related to the capital. The site provides more than 700 sets of open data that will help you understand the city and develop solutions to problems or plan your direction based on the data provided.

Also, Digital planning has a DataMap map – a tool designed to open spatial data, both for residents and for industry. DataMap-contains a wide range of information about planning policies and development restrictions. Below is an interactive map from the site (figure 3).

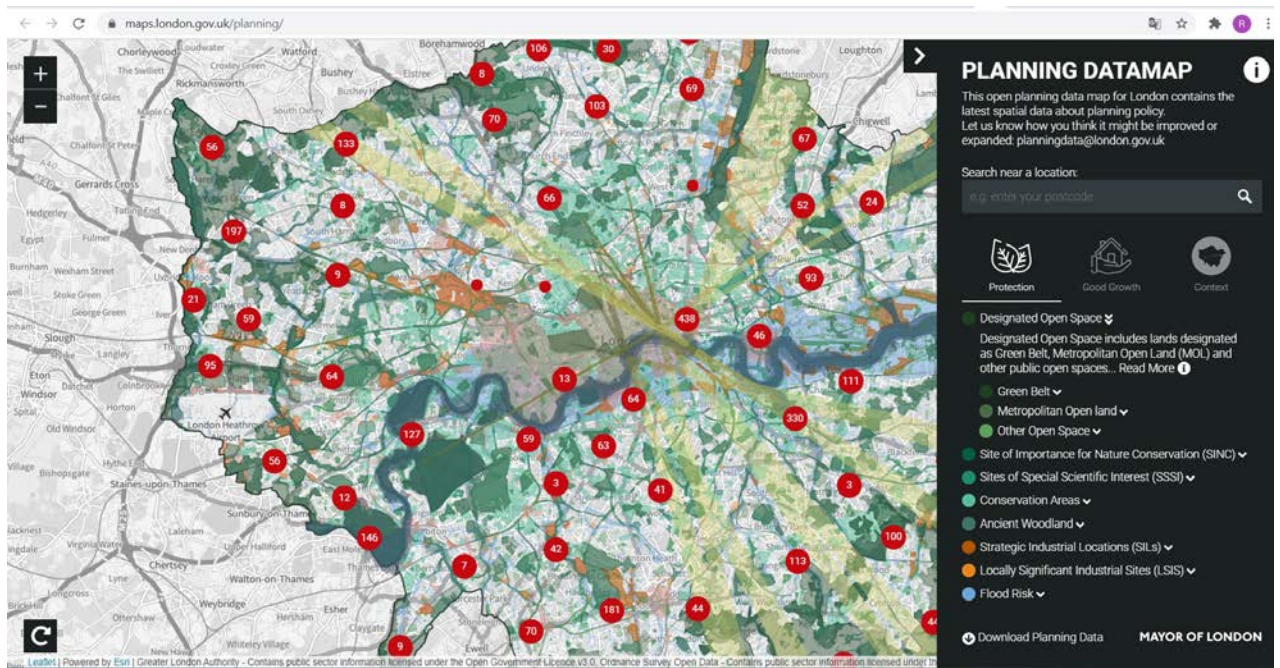


Figure 3 – Planning DataMap

Source is the official website Planning DataMap

Datahub for planning is a joint project of all planning authorities; it is possible to track the planning process. Datahub is an interactive tool that contains detailed information on planning, permissions, and the start and completion of some projects.

One can get data on housing construction in real time mode as shown in Figure 6, a full report is provided in where and what area construction is being carried out and how much has been put into operation (figure 4).

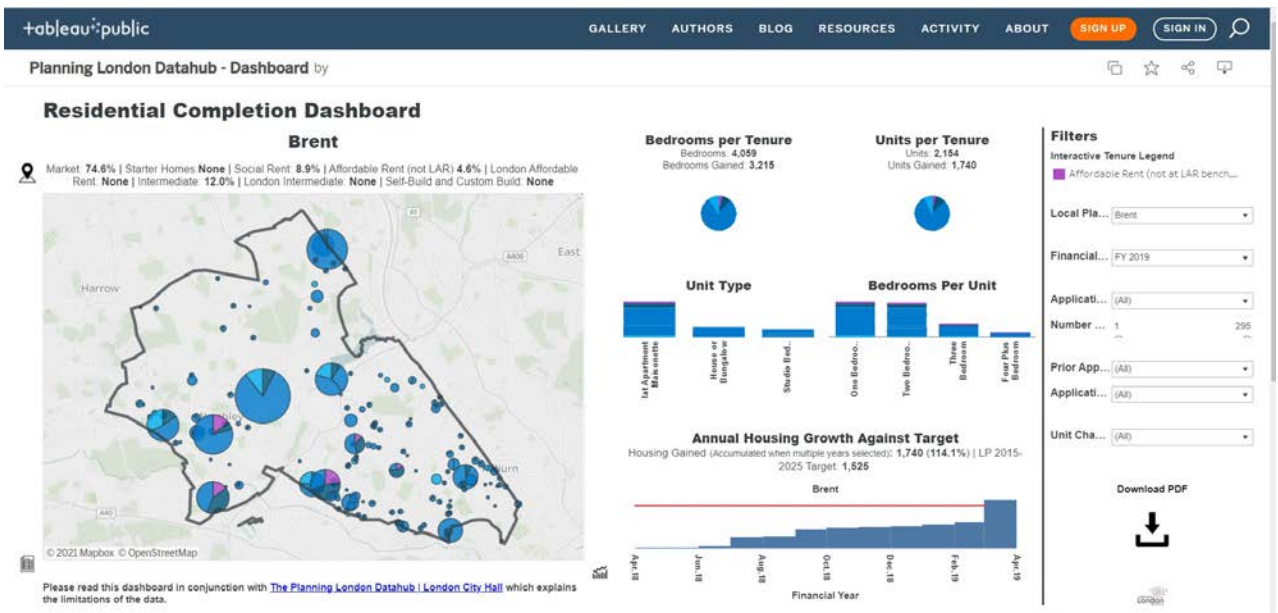


Figure 4 – Planning DataHub

Source is the official website – Planning London DataHub Dashboard

A map of affordable housing for the elderly. This section contains information on specialized housing for the elderly. Also, the houses are designed according to all the requirements for an inclusive society, these are stepless access to the house, to the main entrance, wall switches, sockets and other controls that are necessary for people with disabilities.

Electronic map of the city's infrastructure. An interactive map that allows to explore current and future development and infrastructure projects. This gives utilities, developers a clear idea of what is happening, what they can plan while constructing a new residence or reconstruction. It also helps them to cooperate effectively, for example, to carry out construction work on a road or infrastructure and at the same time not interfere with each other. An electronic map is provided with tabs for selecting data, such as information on engineering and transport infrastructure. Next one is figure 5 that's shows an electronic data card which is an electronic map with infrastructure.

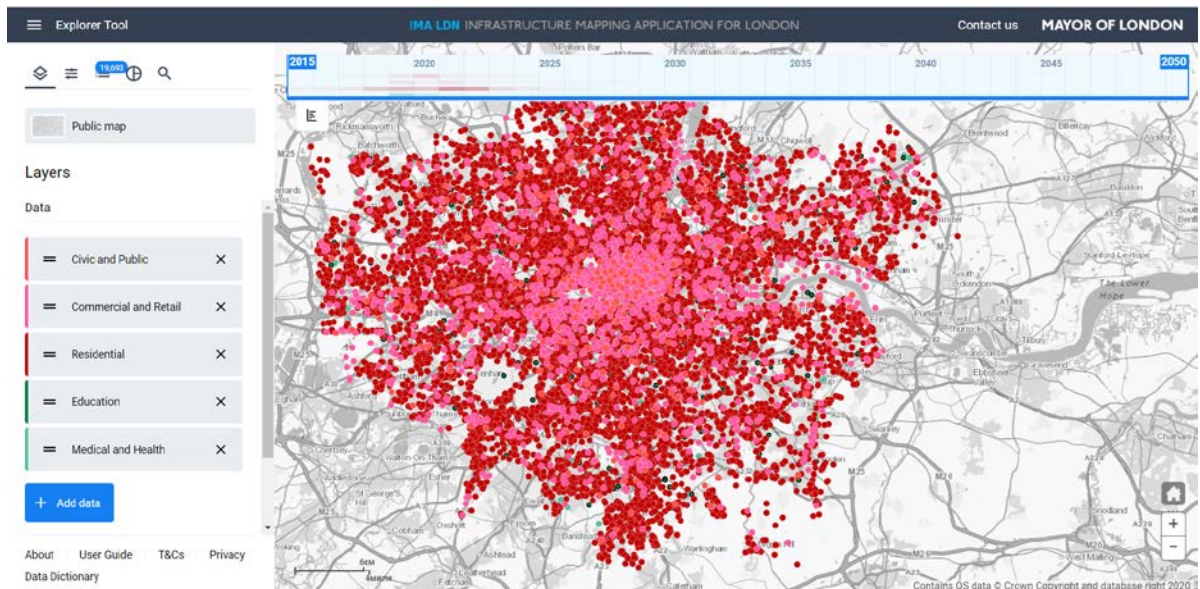


Figure 5 – Infrastructure Map

Source is the official website – Infrastructure mapping application for London

The Research and Analysis section provides a web map and data processing. It has electronic maps for such sections as: public land, private rental, crime map, air quality, cultural infrastructure, database for monitoring construction permits and completed projects, digital communication, infrastructure development.

Smart London Plan is a website where residents can get acquainted with a detailed city plan. The electronic card is integrated for various requests not only of the population, but also of entrepreneurs [47].

Also the website London.gov.uk provides information on housing construction and land plots. The housing and land section consists of: The London Housing Strategy, where the city mayor introduces a plan to overcome the housing crisis, provides detailed information on the construction of affordable housing in the city,

information on the procedure for registering affordable housing, a model for the seizure of land, a public model, a land fund, a map of land development.

The Smart London program helps to form a vision in the field of smart cities and investments in digital infrastructure. The main goal of this program is to support and implement the Smart London Together program, where it is planned to make the city the smartest city in the world through effective cooperation and interaction with everyone.

This example shows that the urban planning documentation is fully integrated. The city map is interactive, it has all the information on the development of the city. In real time mode anyone can monitor the process of housing construction and commissioning, can track the planning process, the beginning of the implementation and completion of projects. The electronic map also contains information on the infrastructure of the city, where utilities and developers can interact and cooperate effectively.

There are electronic maps in Kazakhstan, but they are not as interactive as in the example of London. There is no activity, accessibility of information and openness in it.

It is necessary to include in the electronic portals of Kazakhstan:

a) an interactive electronic map with reliable up-to-date data of land plots with a target and functional purpose, construction plans and real-time monitoring of the construction process and commissioning.

b) up-to-date, reliable and open information on the engineering infrastructure of the territories for the possibility of interaction and coordination with utilities and developers.

Conclusion. Urban planning documentation, strategic plans for the development of the territory, are not only available to the population, but also residents themselves can both develop and participate in the planning of the territory. There is a clear regulated regulatory framework.

The UK experience in the field of public services. The UK is one of the first countries to switch to “Open Government” and informatisation of public administration. For the first time, the initiative to create an “Open Government” was announced in a report to the British Parliament, which stated that an open government is one of the conditions for building an effective democracy. To do this, it is necessary to make available and open government information for citizens [48].

The main requirements for the “Open Government” were to provide updated, clear, comprehensive information, to ensure equal access for everyone, to give timely answers to incoming questions. A number of ministries were required to publish draft laws for discussion and strategic documents, as well as provide information on existing laws and documents. At the same time, all this should be free of charge. There was also a specially created state position as an electronic envoy (e-envoy) to control and monitor compliance with civil rights to access information. In 1999, the UK Government adopted a strategic document on the “Modernization of state power”, in which one of the key points was the introduction of an electronic management system. On the basis of this, a governmental portal was created – “Great

Britain Online” www.open.gov.uk. Then the direct access project was launched, which allows all government organizations to provide information at a convenient time in electronic format of all documents. An electronic digital signature system was introduced, which allowed filling out application forms directly on the website and sending them, which was automatically received by the executive body [49].

At the moment, there is an official website of the “Electronic Government” www.gov.uk which has a section on “Open Government”. In addition, all the websites of state bodies and other subordinate organizations are combined and available on GOV.UK. There is also a news section, statistics and advice.

The services section provides links to receiving services on requests, such as:

1. Birth and death, marriages and divorce.
2. Business and the self-employed.
3. Child care and education.
4. Citizenship and residence in the UK.
5. Laws.
6. Inclusive society.
7. Driving and transport.
8. Education and training.
9. Environment and training.
10. Housing and local services and others.

A guide for using this site is provided.

Section “Housing and local services”. If the applicant plans to build a house in the UK, then you will need a Planning permission. If you plan an extension, reconstruction, redevelopment, then in this case you will also need a permit. Some minor changes do not need permission, but it is necessary to get advice before construction begins. The local authority provides advice on how to submit an application, and can also inform whether your proposal corresponds to the district development plan. There are three types of planning permissions:

1. Permission.
2. Outline permission.
3. Permission consequent on outline permission.

The most common service is permission (full permission). To obtain a permit for the construction of a house on a certain plot, it is necessary to submit an application and attach a plan and information so that the planning authority can make decisions. If the authority decides that an Outline permit is necessary, it will have to provide detailed drawings and get the appropriate permission before construction starts. The validity period is 3 years. Construction without planning permission is a violation of the law and is punishable by a fine or imprisonment. The unauthorized building will have to be demolished. Anyone can read the application, after paying the state fee can make a written statement or comment. The decision on the resolution and those who commented will be notified in writing. If the local executive body decides to grant planning permission, the applicant receives a notice of planning permission; unless no one appeals this decision in the court within 4 weeks from the date of this decision, the applicant receives permission [50].

An application for a planning permit is submitted, after the application form is filled out with the necessary documents, it is sent to the local executive body. All information (application form, list of documents where to apply) is available on the website planningportal.co.uk or in the planning department of the local executive body.

The procedure for providing public services in the field of permits. Planning permission (planning permission) – state services for the provision of planning permission are provided through the official gov.uk. This site contains information: when permission is required and not required, where to apply, what will happen after the application for the service is submitted and the treatment or actions after the refusal is received. Further, the rules, permits and the name of all regulatory legal acts in the field of planning and construction are provided. There is also a detailed guide to housing construction, redevelopment (demolition of the wall) and planning for the development of the territory. Separate information is also available for businesses on the construction of a commercial building or other changes to an existing object.

Planning permission in England by Kazakhstan standards is the approval of a draft project.

Permission:

- new construction;
- redevelopment, reconstruction, re-equipment (demolition of the wall of an adjacent room).

To obtain a permit, applicant have to contact the local planning authority. Next, applicant have to specify the address and according to the specified address, the state body responsible for providing this service will be released.

When no permission is required.

Some construction projects do not require a permit from the local authority. This is called "Permitted Development Rights", which includes: industrial premises, warehouses, outdoor signs, advertisements (although there are special rules for their placement), projects that will not have any impact on neighbors or the environment, but first it is necessary to get advice from the local planning authority (www.gov.uk).

There are also community Rights (Community Rights in England) if the project benefits the local community and the community supports it, then it may not have to go through the usual permission process. Neighborhood planning and development allows the community to grant a building permit if it complies with the local authority's development plan.

After the application for a permit, the local authority will decide whether to grant the construction planning of the project based on its development plan. The local authority will not take into account whether the local residents want it. To decide whether the project meets the plan, the local authority will consider: quantity, size, layout, location, appearance, available infrastructure (road, water supply), how the construction will affect the surrounding area (whether it will create more traffic). The application is considered within eight weeks, for complex projects, the review period is 13 weeks. If the decision takes longer, the applicant has the right to appeal.

In the application section, the applicant can find information on what to do if a permit was refused. The applicant can make changes to the project, if no agreement is reached, the applicant submits an appeal. The appeal process takes several months. In which cases it is possible to file an appeal: they reject the application, give permission, but with a condition which they do not agree with, an unjustified refusal, not to provide the service within the prescribed period without notification of the extension of the application consideration. The following is a guide to the appeal process. There is no fee for the appeal. Only those who have received a refusal to apply can file an appeal. If the applicant does not agree with the refusal, then after they have received a notification of refusal within six months, the appeal is considered by the Planning Inspectorate. If the applicant does not agree with the decision of the planning inspector, the applicant can appeal the decision in court [50].

This stage consists in the fact that the local executive body considers applications, which includes a construction project on the planned territory and issues a permit according to the development plan. According to Kazakhstan's requirements, a development plan is a master plan.

Official website for obtaining state services in the field of permits Website Planningportal. The site starts with two sections: Planning permission and Applications. The interactive guide Interactive house, Common projects, Miniguides, Your responsibilities is also provided.





The Planning permission section begins with the question do I need to take a permission? Here it is suggested to use an interactive guide, which provides detailed recommendations in order to understand whether permission is required for the project. Further, this section is divided into two types, for the construction of a residential house, landscaping (Home improvement projects) and a commercial building or multi-storey development (Commercial or residential developments).

Home improvement projects consists of three blocks: planning your project, building your project, completing your project.




1. Planning your project

This section provides tips on how to start a project. One can also study various projects, get access to the recommendations of homeowners, apply for planning permission and approval of building codes online and find an organization to perform these works. It consists of such blocks as getting started, project advice, common projects, make an application, find a tradesperson, consultancy calculator, estimating service [51]. In each of these blocks, step-by-step instructions, examples and the opportunity to submit an application are given [52].

Figure 6 illustrates the stages of taken permission. How to start and what kind of documents, also how to apply for construction permit. Moreover the information provides to the citizens what happened if they do not follow the rules of construction.

<i>Preparing</i>	<i>Consultation</i>	<i>Project</i>	<i>Application</i>
			
Find out how to start working on a project what should be the plan what funding will be required	Check out the projects to create energy-efficient homes	Read the manual, the types of permits for construction and the rules for building a house	Apply for a construction permit




a

<i>What should I do next?</i>	<i>What are the obligations</i>	<i>Construction contracts</i>
		
Learn about construction certificates and start of construction work	Get acquainted with the construction stages before construction begins	Find out which construction contracts will protect you and your builders before they start working

b

a – planning project; b – construction

Figure 6 – Sections of the official page for obtaining a construction permit, sheet 1

<i>Improving your home</i>	<i>Project completion</i>	<i>Results</i>
		
Find out what is required for small changes in an existing house (redevelopment)	What will happen if you do not follow the rules of construction	Commissioning

c

c – project completion

Figure 6, sheet 2

Note – Complied by the author

Using the example of public services in the field of permits, the portal has all the necessary information to receive the service. Clear, accessible information with examples and samples, including a step-by-step guide.

In Kazakhstan, there are portals for the provision of public services, this is eGov.kz and eLicense.kz. These portals do not have such detailed information as the UK portal. It is necessary to include such items as:

- a) guide step-by-step instructions for each stage of obtaining a public service;
- b) the ability to control the process of providing services and interact with government agencies when receiving services in an online format;
- c) the base of normative legal acts.

Conclusion. The construction project planning portal gives the applicant a complete picture of the upcoming work. Interactive guide, model projects, types of permits, application form and submission, all information is accessible and understandable for the applicant.

The US experience is the process of urban planning design. In the United States, there are no spatial development plans at the national level. Instead, they adopt strategic development plans and it is prescribed the goals, objectives and principles of spatial development of the territory. Local authorities are required to follow all the requirements of the strategic plan. [46, p. 240].

Urban planning is carried out at the municipal level. Urban planning documentation, namely the master plan of the city, is handled by the city planning department. Most of the budget is spent on public consultation, such costs are justified because they give mutual understanding and create a reliable basis for planning. It all starts with the preparatory work. The main stages of preparing the master plan are:

1. Identification of the problem. A study is conducted to identify strengths and weaknesses, opportunities and limitations of development using the SWOT analysis method, problematic issues and controversial topics are collected and systematized.
2. A group of representatives of the public is formed, including all segments of the population. The main task is to attract public attention to problematic issues and their vision for the development of the city.
3. Development of the main provisions of urban development programs, strategic planning based on analytical information, setting tasks for the project stage.
4. Advertising and information program with the aim of involving the general population to coordinate and support a jointly developed project.

The master plan goes through all stages of approval, both with state bodies and with the population [53].

The urban planning document is prepared on the basis of a detailed analysis of various aspects of the development of the city. Problems and priority directions are identified, a strategy is proposed concerning economic development, transport infrastructure, housing construction, the quality of the urban environment, the preservation of historical heritage, natural resources and methods of their implementation. The most important thing is that the document does not create restrictions on land use, but sets the framework for zoning territories, formulating the

principles of using the territory that meets its goals and objectives. Designates the most important areas of development, environmental protection and monuments from the perspective of local planning authority. These zones are reflected on the plan. The document also contains recommendations on the goals and procedure for interaction between state bodies, non-state bodies, developers, non-profit organizations to achieve the established goals. All this also goes through a public hearing. The local authority is obliged to publish an annual report on the progress of the implementation of the urban planning document. Only if necessary, amendments or changes are made to the current plan. Table 5 shows the main aim and results of urban planning documentation.

Table 5 – Urban planning documentation

Documents	Strategic plan	Local comprehensive plan	Zoning regulations	District plan
1	2	3	4	5
Application	13 states	Mandatory or proactive, depending on state laws	Necessarily	Initiative
Aim	Definition of goals, objectives and principles of territory development	Definition of the goals, objectives and principles of the development of the municipality. Formulation of a plan to achieve the goals	Development of functional zoning of the territory	Definition of the goals, objectives and principles of the development of the municipality. Formulation of a plan to achieve the goals
Result	A text document describing the main principles, goals and objectives of development	A text document with appendices in the form of maps and detailed plans	A text document with detailed maps of the zoning of the territory	A text document with attachments in the form of maps and detailed plans
Developer	State authorities	Local planning authority	Local planning authority	Local planning authority
Source: Project Development Guide				

Regulations on zoning. This document is mainly for the management of land development. The regulation on zoning of the territory establishes the boundaries of

territorial zones with the intended purpose and types of permission for the use of a land plot with spatial regulations. Types of development can be: new buildings, commercial buildings, industrial areas, individual residential buildings and reservoirs. The municipality can also specify the classification of zones in detail. For example, on the territory of residential development, it can be specified whether for individual, multi-apartment, blocked or mixed development. The zoning regulation contains a cartographic image with the designation of all zones of the territory. Additionally, the parameters of the land plot, the building, the size, the density of the building, the height of the building, the offset of the building line from the red line and the proportion of open spaces are specified. There are also restrictions to the building requirements. For example, architectural parameters of facades, availability of parking spaces, landscaping and improvement, types of outdoor advertising and signage. As well as a detailed development plan and a description of the procedures (the procedure for submitting documents for a construction permit, the procedure for appealing and measures of administrative responsibility for violating the zoning regulations).

District plan. This document is a comprehensive development of the allocated urban area. The initiators of the development of this document can be both local executive bodies, as well as the population or organizations. The preparation and approval procedure is regulated by local regulations. Usually, the district plan is developed for particularly significant territories, the city center or the territories of renovation, reconstruction or free territories. The district plan consists of the goals, objectives and principles of short-and long-term development, contains a comprehensive analysis and informed decisions, it creates an action plan for their implementation. The district plan should not differ from the provisions of the local comprehensive plan and other documents. The municipality is obliged to notify all interested parties about the planned project, is also obliged to hold a public hearing or specify the period. during which offers are accepted. The district plan is approved by the Planning Department.

Master plan. Since the content of the district plan is determined by local regulations and is most often not regulated by strict laws, such a plan may contain a detailed structure of the territory development concept and perform the function of a master plan. The purpose of the master plan when designing new territories is to create a point of attraction for citizens and tourists by increasing the connectivity of the district with the surrounding territories. At the same time, create new public spaces, walking routes, and regulated packing. The master plan is a conceptual project involving all interested parties to solve the further development of the territory. Master plan proposals can be adapted depending on the funding, selected priorities or time frame. The composition most often includes: introduction, project goal, content justification, project overview (analysis of problematic issues, general plan and detailed plan), main project proposals (schemes, plans, visualization), planning solutions for individual territories (bridges, parks, etc.), design code, a list of project stakeholders [46, p. 245].

The use of urban planning documents in business. An electronic map of the city is available at the New York City Public Library. The search engine of the official website of the public library has a section - education. The education section consists of resources for small businesses, then users can see an electronic map of the city. The electronic map of the city provides both archival information and up-to-date information. Certain parameters can be set and it is possible to study the desired area, what business was, what is now available. Thanks to this, one can make an analysis and make a business plan, calculate and think about which business will be in demand [54]. Figure 7 illustrates the electronic map, where citizens can find map by location.

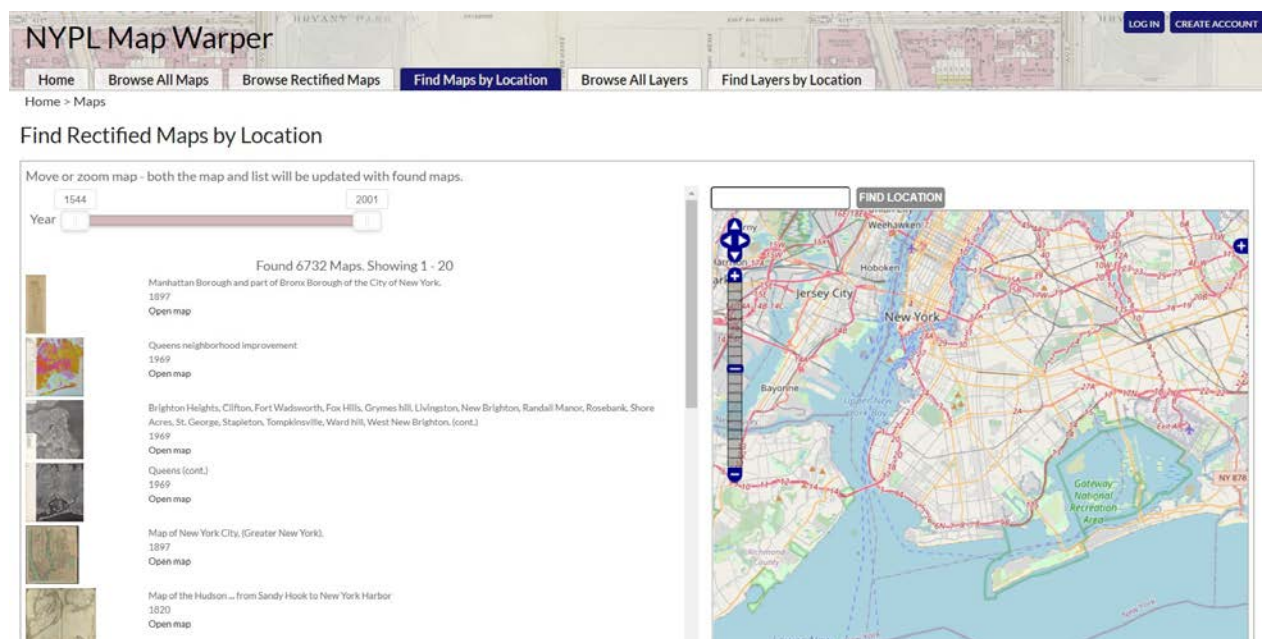


Figure 7 – Electronic map of New York City

Source is the official website of the NYPL Map

This service provided by the city library allows a future entrepreneur to independently study the district, business, and the needs of the population for free, conduct an analysis and prepare a business plan on the basis of which they can receive funding from the state and start a business.

Open data, up-to-date information, accessible and intuitive interface allows citizens and entrepreneurs to participate in the planning of the development of the city, district.

The US experience in the provision of public services. In the USA, the law “On Paperless Document Circulation and Freedom of Information” was published in 1995, and in 1996 there was a reform on the use of information technologies, by 2000 the law “On Electronic Digital Signature” and “On Electronic Government” was adopted [55].

To date, there is a portal for the provision of public services in the United States USA.GOV. On this portal there is a section “Small business” at this link, an

entrepreneur receives a business guide “10 steps to start a business”. One can get information on one site and get permission to start your business there. This site offers to conduct marketing research, writing a business plan, provides information about what financing will be required, choosing a location for a business, business structure, business registration, obtaining a taxpayer identification number, obtaining licenses and permits, opening a bank account [56].

Public services in the field of permits. In the United States, there is no single regulatory legal act in the field of construction. For the most part, the municipal authorities of each city adopt a number of acts that define the rules and obligations for application on the territory of the settlement. The fundamental act in the field of construction is the Building Code. In addition, there are additional NPA in the field of housing, fire, hydraulic parts used in construction [57].

Regardless of whether a new house is being built or an existing building is being reconstructed, it is necessary to obtain permission from the authorized body. The requirements for a building permit vary from state to state. Some differ depending on the city. However, all these permits serve one purpose – to guarantee the safety of people.

In order to obtain a construction permit, it is necessary to develop a plan. Determine what types of work will be and specify in the project. Next, an appeal is submitted to the authorized body with the project. After the project is approved, one will need to pay the registration fee. Before the start of construction and the entire construction period and after the completion of construction, an inspector will come to control and monitor the object [58].

There are different procedures for obtaining a permit, depending on where the building is being built. If there is already a building on the site, it is necessary to obtain a permit for the demolition of the object. In large cities, such as Boston, it is almost impossible to get a demolition permit, since it has historical value. In this case, a permit is issued only for reconstruction inside the building. If the construction is planned on a vacant land plot, a geodetic survey of the land plot is carried out before the construction. Then, work is underway to plan the summing up of the fig infrastructure. The study of the earth's soil for the presence of harmful metals is also carried out. The use of the land plot is authorized by the Environmental Protection Agency. It is also necessary to obtain permission from the tax department that the plot has no encumbrances, there are no arrears on tax payments. Also, each city is regulated by the rules on the height of the building. When designing a house, it is mandatory to coordinate with the health commission. This commission ensures that construction materials that can harm health are not used. Each approval in the instances that must be passed usually takes from 14 to 30 days. The construction permit can be valid for up to 6 months, depending on the state. If they do not have time by this time, permission is given for an extension, but it is necessary to justify it. If the construction has not been started, then the procedure for passing a construction permit is repeated. According to the time of obtaining a construction permit, it takes from 1 year to 20.5 years. At first glance, it may seem that the procedure for obtaining a construction permit is too complicated and long. But each stage of

obtaining approval is carefully thought out, justified and based on the experience developed over the centuries [59].

Most often, applicants do not apply to the authorized bodies for obtaining a construction permit on their own. Applicants apply to the construction company with which the contract is concluded, and the company fully assumes the obligations to obtain a construction permit and all stages of approval. Except when minor changes are being made inside the building or outside. In this case, the applicant can independently apply to the authorized body.

2 ANALYSIS OF PUBLIC ADMINISTRATION IN THE FIELD OF URBAN PLANNING IN THE REPUBLIC OF KAZAKHSTAN

2.1 Analysis of the current system of public administration in the field of urban planning

How is public administration in the field of urban planning carried out in Kazakhstan? In Kazakhstan, urban planning activities are regulated by the Law "On Architectural, Urban Planning and Construction Activities in the Republic of Kazakhstan", which specifies the relations that arise between state bodies with business and the population in the process of carrying out architectural, urban planning and construction activities aimed at the formation of human habitat and vital activity along with sustainable development of the territory.

According to the Law, Urban Planning activity is organizational and territorially developing activity, which includes transport planning, traffic management, complex design of the territory, consisting of the creative process of forming an urban planning space [9]

Architectural, urban planning and construction activities are mainly:

- in the preparation of justifications, forecasts, documents of the state planning system of the Republic of Kazakhstan;

- development, approval, examination and approval of urban planning, architectural and construction documentation in accordance with the established procedure;

- construction of new, re-equipment, modernization, reconstruction, restoration and major repairs of existing structures, buildings, structures, engineering and transport communications;

- implementation of urban planning and architectural and construction control and supervision;

- establishing requirements that ensure safety in the field of architectural, urban planning and construction activities.

The subjects of architectural, urban planning and construction activities are state bodies, individuals and legal entities involved in the formation and development of the human habitat and vital activity on the territory of the Republic of Kazakhstan. Table 6 shows the types of interests in urban planning, such as public, social and business.

Table 6 – Types of interests in the field of urban planning

The main directions in the field of architecture, urban planning and construction of the Republic of Kazakhstan		
public interests	social interests	business interests
1	2	3

Table continuation 6

1	2	3
The interests of the society in ensuring the sustainable development of the territory with infrastructure, environmental protection with the preservation of historical and cultural heritage objects	The interests of the population in ensuring favorable living conditions, improving the environmental situation, preventing dangerous impacts, developing infrastructure and preserving historical and cultural heritage, natural values	Interests of individuals and legal entities in connection with the implementation of architectural, urban planning and construction activities on land plots belonging to them
<p>Notes:</p> <p>1. The Law of the Republic of Kazakhstan “On Architectural, Urban Planning and Construction Activities of the Republic of Kazakhstan”</p> <p>2. Compiled by the author</p>		

Citizens of Kazakhstan have the right to reception of full, reliable and forehanded information about the state of living environment, about changes in architectural, urban planning and construction activities. Informing the population about the changes is carried out by local executive bodies through public discussions or mass media. Before the approval of the urban planning documentation, individuals and legal entities have the right to participate in discussions, make proposals for changes that protect public and private interests [9].

The competence of the Government of the Republic of Kazakhstan includes:

- in the implementation of state policy in the field of architecture, urban planning and construction activities;
- instructions to the central executive bodies for the comprehensive development of the general scheme of organization of the territory of Kazakhstan, approves and implements its main provisions, including the system of settlement and accommodation;
- entrusts the development of central executive bodies and approves interregional schemes of the development territory;
- approves the rules for the development and coordination of interregional territorial development schemes;
- sets the boundaries of the territory of republican and interregional significance;
- approves draft general plans of cities of republican significance, the capital, and cities of regional significance with a population of over one hundred thousand inhabitants;
- makes a decision on the design and construction of objects of national and interstate significance;
- monitors the implementation of the requirements of legislative acts;

- issues normative legal acts regulating architectural, urban planning and construction activities;
- ensures the implementation of intergovernmental agreements on cooperation in the field of architecture, urban planning and construction.

The competence of the authorized body for architecture, urban planning and construction includes:

- implementation of coordination and methodological guidance of local executive bodies in the field of architecture, urban planning and construction, development of the industrial and construction industry;

- development and coordination of interregional territorial development schemes;

- organization of comprehensive urban planning expertise of projects of general plans of cities of republican significance, the capital, cities of regional significance with an estimated population of more than one hundred thousand inhabitants, other urban planning documentation approved by the Government of the Republic of Kazakhstan;

- development and approval of the rules for conducting a comprehensive urban planning examination of urban development projects at all levels;

- development and approval of rules defining the procedure for maintaining the portal and information systems for the organization of construction on the principle of “one window”;

- development and approval of regulatory legal acts, regulatory and methodological documents in the field of architectural, urban planning and construction activities;

- control and supervision over the compliance of developed and approved urban planning projects (detailed planning projects, development and development schemes-a simplified version of the master plans of small settlements) with the requirements of the legislation of the Republic of Kazakhstan on architectural, urban planning and construction activities;

- control and supervision of the activities of local executive bodies for architecture, urban planning, construction and state architectural and construction control in terms of the appropriate performance of the functions assigned to them by the legislation of the Republic of Kazakhstan;

- development and approval of the rules for the development, coordination and approval of urban planning projects (detailed planning projects and development projects);

- approval of the rules for the organization of development and the passage of licensing procedures in the field of construction.

Competence of regional maslikhats in the field of architecture, urban planning and construction:

- approval of the draft master plan (including the main provisions) of cities of regional significance with an estimated population of more than one hundred thousand inhabitants;

- approval of complex schemes of urban planning of the territory of subordinate administrative-territorial units (district planning projects) submitted by the akimat of the region;

- approval of draft master plans (including the main provisions) of cities of regional significance with an estimated population of up to one hundred thousand inhabitants.

Competence of city maslikhats in the field of architecture, urban planning and construction:

- approval of the draft master plan for the development of the city (including the main provisions);

- approval of a comprehensive urban planning scheme for adjacent territories (a district planning project) that are legally assigned to the city's zone of influence;

- approval of the rules for the formation of the architectural appearance and urban planning of cities of republican significance and the capital agreed with the authorized body for architecture, urban planning and construction.

Competence of district maslikhats in the field of architecture, urban planning and construction:

- approval of master plans of cities of regional significance and settlements, as well as development and development schemes (simplified master plans) of rural settlements with an estimated population of up to five thousand inhabitants;

- approval of urban development projects, as well as schemes of engineering support and communications.

Competence of regional Akimats in the field of architecture, urban planning and construction:

- coordination of activities for the implementation of a comprehensive scheme of urban planning of territories (a draft district planning of the region or its part), approved in accordance with the established procedure, master plans of settlements in the territory of the region;

- submission to the regional maslikhat of the draft general plan of a city of regional significance with an estimated population of over one hundred thousand inhabitants for subsequent submission to the Government of the Republic of Kazakhstan for approval;

- organization of the development and submission to the Government of the Republic of Kazakhstan for approval of master plans of cities of regional significance with an estimated population of over one hundred thousand inhabitants, approved by the regional maslikhat;

- submission for approval to the regional maslikhat of complex schemes of urban planning of the territory of subordinate administrative-territorial units (district planning projects), as well as draft general plans for the development of cities of regional significance with an estimated population of up to one hundred thousand inhabitants, approved by the city maslikhats;

- coordination of draft general plans of cities of republican significance in terms of their development at the expense of the territory of the region, reserve

territories, suburban areas, as well as other territories legally assigned to the zone of influence of the city;

- coordination of draft general plans of cities of regional significance;
- informing the population about the planned development of the territory or other urban planning changes;
- approval and implementation of urban planning projects (detailed planning projects, development projects) developed for the development of approved master plans (integrated urban planning scheme, planning projects) of settlements;
- making decisions on the development of the territory, expansion, technical re-equipment, modernization, reconstruction (redevelopment, re-equipment, re-profiling), restoration and major repairs of buildings, buildings, structures, engineering and transport communications, as well as on the engineering preparation of the territory, landscaping and landscaping, conservation of objects of unfinished construction, carrying out a complex of works on the postutilization of objects of regional significance.

Competence of Akimats of cities of republican significance, the capital and cities of regional significance:

- implementation of the state policy in the field of architecture, urban planning, construction, development of the production base of the construction industry;
- submission of the draft general plan of the city for approval to the Government of the Republic of Kazakhstan;
- approval and implementation of urban development projects developed for the development of the approved master plan (integrated urban planning scheme, planning projects) of the city and suburban area;
- making decisions on the development of the territory, expansion, technical re-equipment, modernization, reconstruction (redevelopment, re-equipment, re-profiling), restoration and major repairs of buildings, buildings, structures, engineering and transport communications, as well as on the engineering preparation of the territory, landscaping and landscaping;
- implementation of other powers assigned to local executive bodies by the legislation of the Republic of Kazakhstan in the interests of local state administration.

Competence of Akimats of districts in the field of architecture, urban planning and construction:

- coordination of activities for the implementation of the integrated urban planning scheme of the district territory approved in accordance with the procedure established by law (the district planning project), general plans of rural settlements;
- provision of information and (or) information for entering into the database of the state urban planning cadastre in accordance with the established procedure;
- informing the population about the planned development of the territory or other urban planning changes;
- making decisions on construction, engineering preparation of the territory, landscaping and landscaping, conservation of the construction of unfinished objects, carrying out a complex of works on the postutilization of objects of regional significance;

– organization of the development and submission for approval to the district maslikhat of urban development schemes for the territory of the district, as well as draft general plans of cities of district significance, settlements and other rural settlements;

– implementation of urban development projects developed for the development of approved general plans (territorial development schemes) of settlements.

Local executive bodies in the field of architecture, urban planning and construction are structural divisions of the relevant akimats and are divided into:

1. Regional (cities of republican significance, the capital) bodies of architecture and urban planning.

2. District (cities of regional significance) bodies of architecture and urban planning.

The head of structural divisions by position is the chief architect of the city, district.

Local executive bodies (Akimat) this is a collegial executive body headed by the akim of the region, the city of republican significance and the capital, the district (city of regional significance), which carries out local state administration and self-government in the relevant territory within its competence. Local state administration - activities carried out by local representative and executive bodies for the purpose of conducting state policy in the relevant territory, its development within the competence defined by this Law and other legislative acts of the Republic of Kazakhstan, as well as those responsible for the state of affairs in the relevant territory [60].

In Kazakhstan, Akimats are located at an intermediate level of public administration, located between the republican level, where long-term development visions are established and the level of communities, where there are needs and opportunities.

Since there is a concentration of population in cities, with proper management (proper urban planning and effective regulatory acts), they can minimize the impact on the environment, while simultaneously providing the necessary infrastructure.

There are three main stages in the development of urban policy. The first stage, the city policy and the initiative in the field of urban planning were based on a supply-oriented approach. This approach functioned until the 1980s in accordance with the principles of universal access, where the State was a direct supplier of urban services and housing. The second stage appeared in the 1990s, due to the emergence of efficiency issues, the private sector took up issues of providing housing and urban services. Due to this, the role of the state in the Goord sector has decreased, which has become a simple intermediary. This approach supported privatization, decentralization, and it was believed that this helped to increase the efficiency of providing housing and urban services. However, at that stage there were also disadvantages such as equality and livability. Since the 2000s, the third stage has appeared, which is characterized as a human orientation, functioning based on the

demand of the population and the principles of citizen participation, coordinated mechanisms of cooperation and state accountability [61].

Figure 8 shows the current management model in the field of urban planning. As can be seen from the above figure, the “top-down” model is viewed, where all the main strategic documents and programs developed in the Government go down to execution without any stage of coordination and approval. At this stage, it can be seen the interaction of the state with the population through the provision of public services. Here it can be seen that the quality of public services depends on the quality of the developed urban planning document. But without interaction at all stages of the development of strategic programs, documents, including urban planning documents, it is impossible to obtain high-quality public services. Since there is no real understanding of the needs of the population.

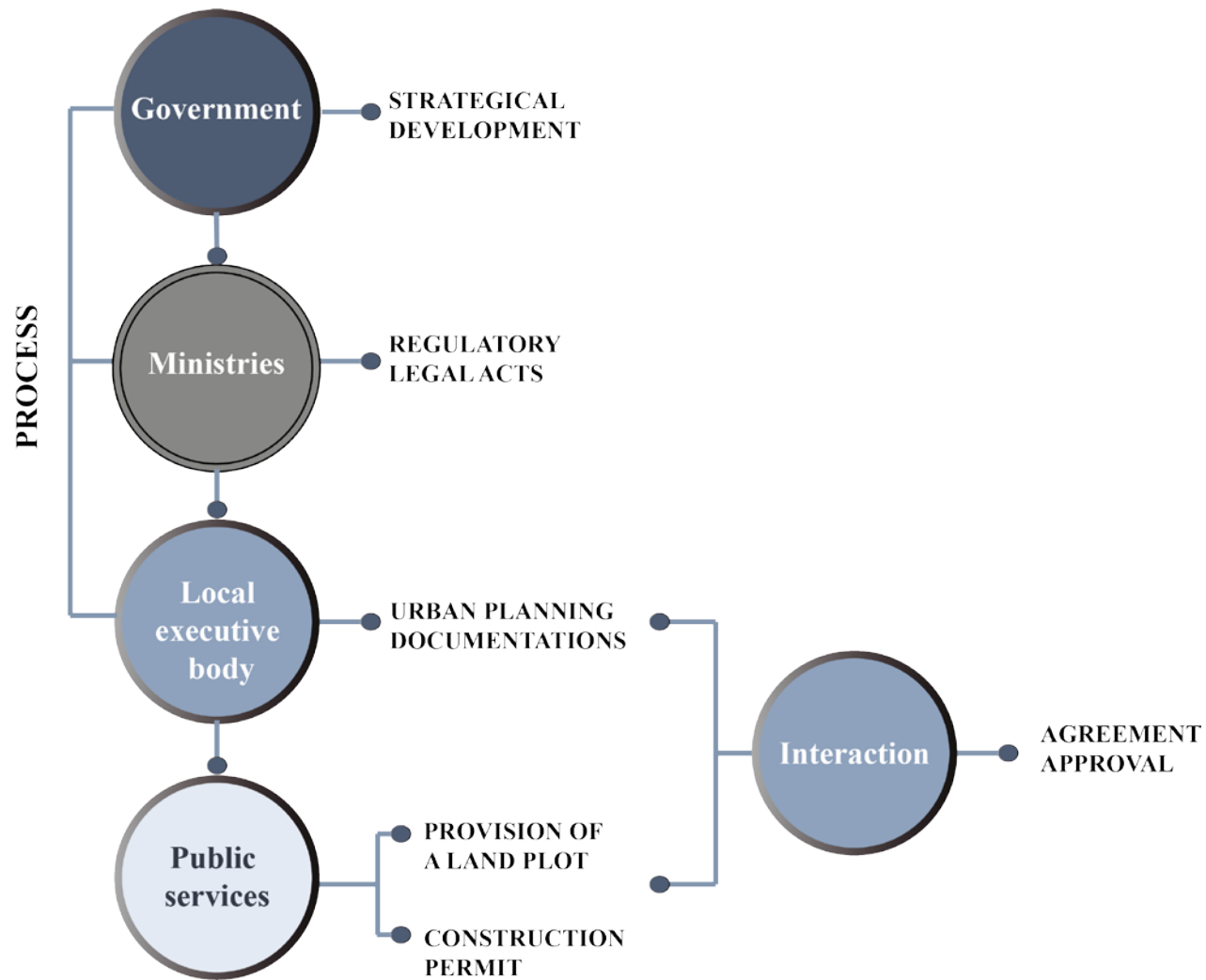


Figure 8 – The current model of urban planning management

Note – Compiled by the author

Urban planning documentation in Kazakhstan. As international experience has shown, urban planning documentation is one of the main documents that regulates the development of the territory and determines long-term strategic planning for the development of the entire country.

There are urban development projects in Kazakhstan that ensure the sustainable development of the territory at various levels. According to the normative legal acts, the general scheme of the organization of the territory of the Republic of Kazakhstan according to the hierarchy is the main urban planning document. This document contains the main project solutions for the development of the entire country within the framework of sustainable development.

The general scheme is approved by the decree of the Government of the Republic of Kazakhstan. It defines the main production areas, engineering infrastructure, socially significant objects, environmental protection, the population settlement system and the functional zoning of the territory. Figure 9 shows the hierarchy of urban planning documents and Figure 10 demonstrates the example of scheme of organization of the territory of the Republic of Kazakhstan.

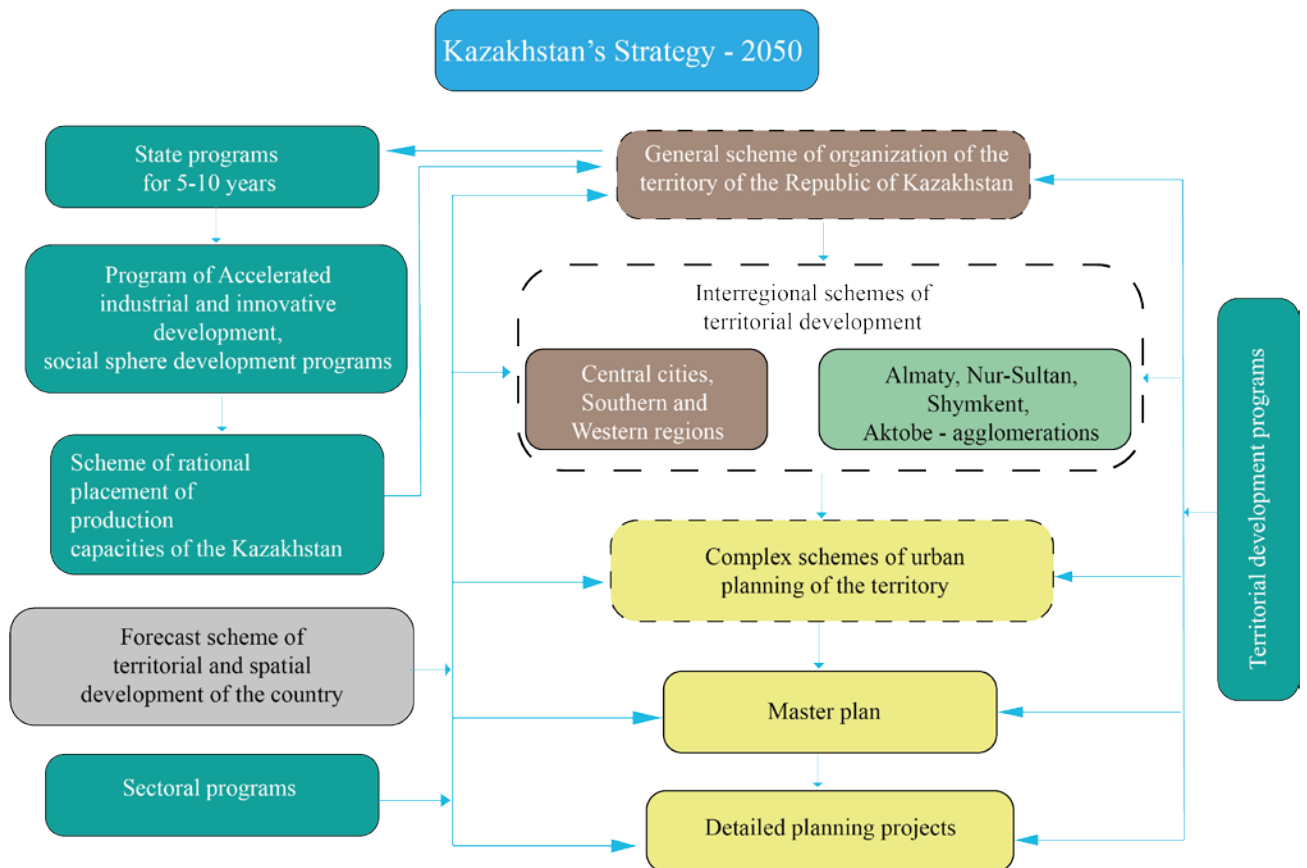


Figure 9 – Hierarchy of urban development projects

Source: National Report of the Republic of Kazakhstan on Housing and Sustainable Development Habitat III

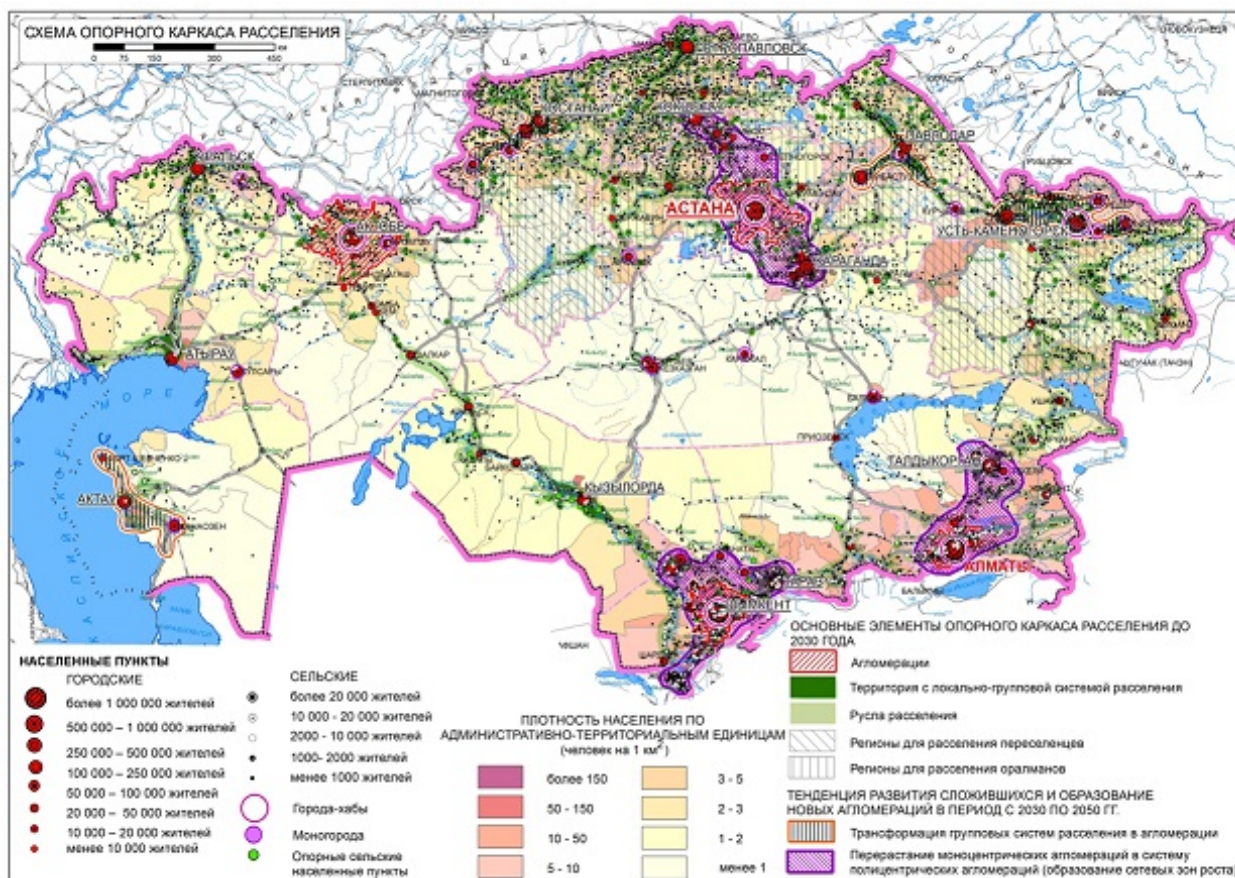


Figure 10 – Main scheme of organization of the territory of the Republic of Kazakhstan

Note - The main provision of the General Scheme of organization of the territory of the Republic of Kazakhstan

The next document is the Interregional Scheme. Interregional schemes perform the function of detailed design solutions of the General Scheme. Interregional schemes are project solutions for improving the territory of macro-regions. Since the development of macro-regions is one of the main issues of the country's leadership, where the question is raised about the development of production, infrastructure, settlement system, which in turn contributes to the development of connectivity of regions [63].

The prospective development of the agglomeration is presented in the Interregional schemes of the cities of Nur-Sultan, Almaty, Shymkent and Aktobe.

The interregional scheme of territorial development of the Almaty agglomeration, approved by the decree of the Government of the Republic of Kazakhstan in 2016, outlined the main goal for the harmonized development of the city with the adjacent territory, taking into account the unloading of the agglomeration center. This includes creating magnet cities, which will relieve the city from overpopulation and build a multimedia transport system. This, in turn, will allow linking the core city with satellite cities, counter magnets, which will help to move freely in the territory of the agglomeration [64].

The interregional scheme of territorial development of the Astana agglomeration, approved by the decree of the Government of the Republic of

Kazakhstan in 2017, [65] within the framework of the state program “Digital Kazakhstan”, the concept of “Smart Cities” was developed, which included the main principles, goals, approaches, tasks for the implementation of technological development, on the basis of this, the Smart city program was launched in the capital. The program of coordinated development of the core city with suburban zones and zones of attraction was also launched [66].

The interregional scheme of territorial development of the Shymkent agglomeration, approved by the decree of the Government of the Republic of Kazakhstan in 2018, taking into account the increasing load on the city, high-tech and innovative production facilities will be located in the agglomerations. The main goal is to make one of the largest cities in Kazakhstan with a cultural, financial and business center [67].

The interregional scheme of territorial development of the Aktobe agglomeration, approved by the decree of the Government of the Republic of Kazakhstan in 2018, assumes the development of the connecting infrastructure by 2030, as a result, it is planned to achieve an integrated agglomeration, active economic interaction of peripheral zones with the city. Aktobe will be positioned as a multifunctional business and service center [68].

Complex urban development of the territory of regions and districts is regulated by a complex scheme. The complex scheme is carried out in order to detail the general scheme and the interregional scheme with the establishment of urban zoning of the territory, improving the settlement system. The Integrated Scheme of urban planning of the territory determines the state policy in the field of strategic urban development of the territory [69]. A comprehensive scheme is available in the Akmola, Almaty, Aktobe and Mangistau regions.

According to the rules of the organization of development and the passage of licensing procedures in the field of construction, the development and development of the territory is carried out on the basis of approved urban development projects. The main urban planning document defining the integrated planning of the territory development is the approved master plan. On the basis of the approved master plan, a detailed planning project and a building project are being developed. The development and use of land plots is carried out strictly for the designated purpose (rules).

All 88 cities have current master plans, including 14 regional centers, the city of Nur-Sultan and Almaty [63].

Table 7 provides information on urban planning documentation in Kazakhstan.

Table 7– Types of urban planning documents

Type of documents	Aim	Contractor
1	2	3
<i>Main scheme</i>	Analytical materials on the assessment of settlement problems taking into account	Central executive body, authorized State body for architecture affairs

	territorial, economic, social, environmental and other factors	
<i>Interregional scheme</i>	Comprehensive analysis of the territory with the identification of development problems, forecast of socio-economic and territorial development, specification of the general scheme, natural and ecological framework of the territory	The task for development is approved by the authorized state body, the development by the local executive body
<i>Integrated scheme of urban planning of the territory of the regions</i>	Definition of the concept of economic development and development of the planning organization of the territory	Local executive bodies of regions, districts
<i>Master plan</i>	The main urban planning document based on social and environmental criteria. The long-term perspective of territorial development and investment processes, the forecast of population growth, the formation of the planning structure	Local executive bodies in the field of architecture, urban planning and construction carried out by the subordinate territory
<i>Detailed plan project</i>		Local executive bodies in the field of architecture, urban planning and construction carried out by the subordinate territory.
<i>Building projects</i>	It is developed for the territories of blocks, districts, microdistricts, on the basis of a master plan or a detailed planning project. It is allowed without project approval	Local executive bodies in the field of architecture, urban planning and construction
Note – Compiled by the author		

Master plan – according to the law “On Architectural, Urban Planning and Construction activities of the Republic of Kazakhstan”, an urban-planning project of integrated planning for the development and development of a city, village, village or other settlement, establishing zoning, planning structure and functional organization of their territory, a system of transport and engineering communications, landscaping and improvement [9].

Master plan is defined by:

1. The main directions of development of the territory of the settlement, including social, recreational, industrial, transport and engineering infrastructure, taking into account the natural and climatic, existing and projected demographic and socio-economic conditions.
2. Functional zoning and restrictions on the use of the territories of these zones.
3. The ratio of the built-up and undeveloped territories of the settlement.
4. Zones of preferential alienation and acquisition of land, reserve territories.
5. Measures to protect the territory from dangerous (harmful) impacts of natural and man-made phenomena and processes, to improve the environmental situation.
6. The main directions for the development of the transport section of the master plan, which includes a comprehensive transport scheme, a general scheme of the street and road network and a comprehensive scheme of traffic management.
7. Other measures to ensure the sustainable development of the settlement.

The master plan for the development of a locality that has historical urban planning value should be developed taking into account the historical and architectural reference plan and accompanied by projects for the historical development zone and monument protection. Figure 11 shows the structure of urban planning documents developed by central state bodies and local executive bodies.

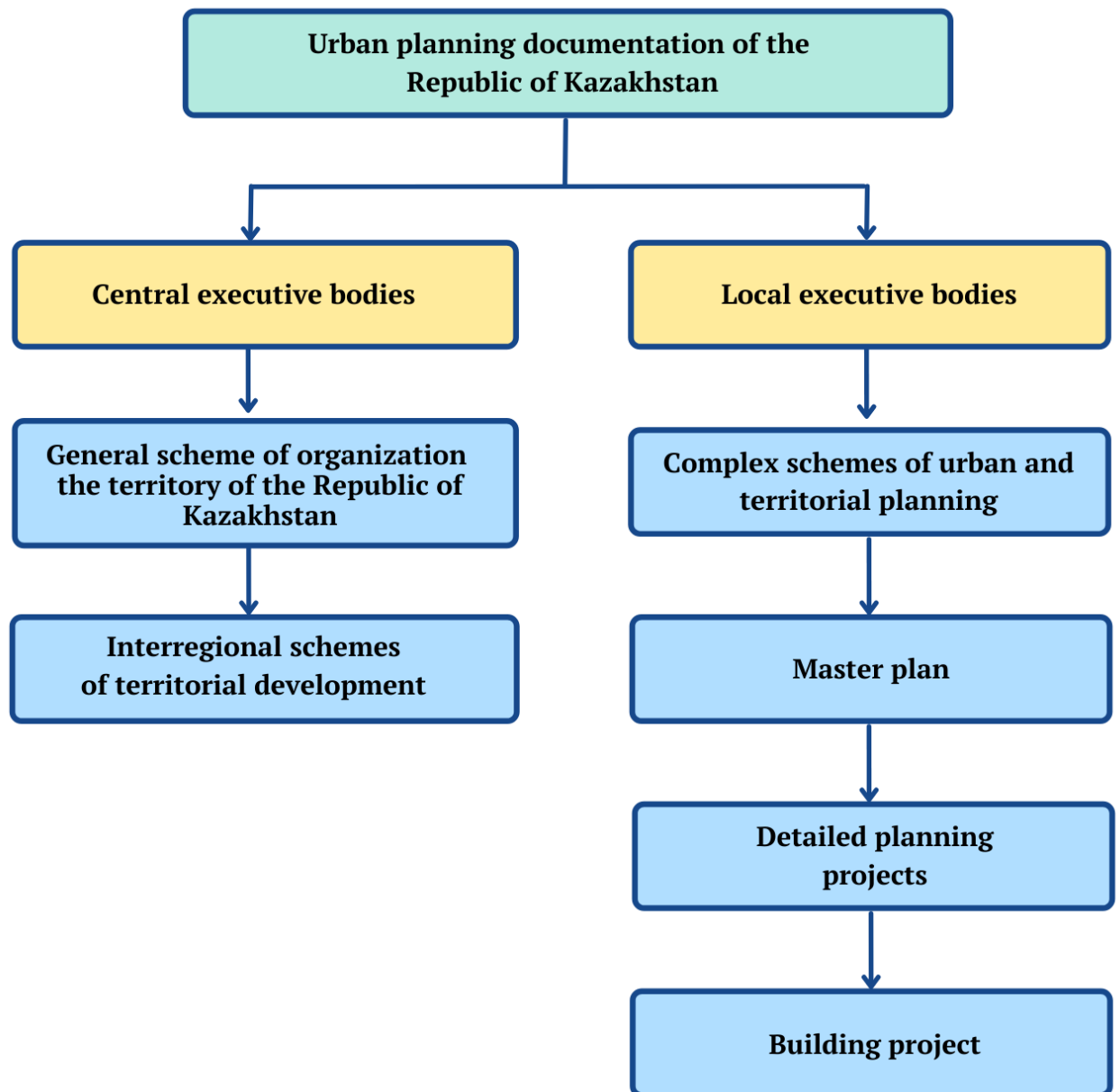


Figure 11 – Structure of urban planning documents

Note – Compiled by the author

In order to provide up-to-date information about the state of development of the territory, local executive bodies should maintain a topographic plan on duty, which should indicate all communications, topographic surveys, buildings and structures and be updated on an ongoing basis. Information and information from the duty topographic plan must be provided at the request of the population on paper or electronic media or provide access through an Internet [70].

Problematic issues:

1. Low level of public involvement in decision.
2. Making on urban planning.

Urban planning activity is still mainly reduced to drawing up plans for urban development. The master plan is the main document that determines the change in the appearance of the city. As a rule, an urban planning document is developed for 30 years and updated as necessary. In order for urban planning activities to reach a new level, it is necessary to be regulated not only by technical standards, but also to take into account the needs of the local population when developing a master plan.

For the successful implementation of the urban planning document, it is necessary that territorial and budget planning are carried out in close connection with each other. The elimination of information asymmetry in the field of architectural and construction design of land use will make urban planning activities more transparent and open to the public. The master plan should be developed on a reliable topographic survey with an indication of the relief and existing actual buildings, display verified information and reflect the opinion of citizens.

Master plans of cities are often developed without a detailed needs assessment.[71] It is necessary to establish a connection between people and spatial planning through the involvement of citizens in planning processes. At the same time, not only local stakeholders had the opportunity to influence the planning of the territory, but also all population groups participated. In addition, urban planning and spatial planning should be transparent and linked to the city budget. To do this, it is necessary that land use is clear, transparent and clearly executed. After all, land-use planning can be an effective source of income, but at the same time it is not understood as the expansion of urban land, which, in the absence of rational urban planning, is unstable from the ecological side, and also does not give the realization of economic effects [61, 62].

It is believed that the master plan does not cover all issues of urban development, which is why the concept of city development (international master plan) have been developed in addition to the master plan.

What is a Concept of city development (International masterplan) for the development of a city in Kazakhstan?

It is not regulated by regulatory and legal documents in Kazakhstan, it is considered and approved as a strategic document for the development of the territory.

Concept of city development (International master plan) it first appeared in Kazakhstan in the city of Almaty in 2018, but this strategic document was aimed only at improving the environmental part. To date, the implementation of this project has been suspended.

Nur-Sultan 2030 master plan - the concept of city development (international master plan):

Nur-Sultan 2030 master plan is also available in the city of Nur-Sultan, in 2020, this strategic document was presented to the population after approval.

Unlike Almaty, this document contains the following objectives:

1. A comfortable city for people:

Redesign of streets with the creation of activity, providing pedestrian movement throughout the city and high-quality services within walking distance.

2. A sustainable city with a clean environment:

Reduction of energy consumption, reduction of carbon dioxide emissions, waste recycling.

3. A healthy city with an active lifestyle:

Creating an infrastructure for an active lifestyle, increasing the share of using public and active transport.

To achieve these goals, the following tasks are set:

1. City structure. Creating a street urbanism commensurate with the human scale, designing streets to ensure the comfort of moving people at any time of the year.

2. Mobility. Creating mixed types of streets where you can move freely and safely on any type of transport.

3. Ecology. Reducing energy consumption (upgrading old buildings) and investing in renewable sources [72].

Concept of city development (International master plan) is based and implemented on tactical and strategic projects. Tactical plans are aimed at creating a comfortable living environment. For this purpose, such works were carried out with the involvement of citizens on the co-participating design of public spaces. Public discussions were held with the involvement of residents of the city. We have implemented projects for 40 courtyards and 20 public spaces. As part of the improvement program, work is being carried out to expand sidewalks, allocate bike lanes, and create the necessary infrastructure [73].

In accordance with the legislation of the Republic of Kazakhstan, the development and development of the territories of settlements is carried out on the basis of master plans. The provision of a land plot or the issuance of permits, the provision of public services without a master plan is not allowed. According to the annual monitoring conducted by the Ministry of Industry and Infrastructure Development of the Republic of Kazakhstan on the availability of master plans for the development and development of settlements is:

– rural settlements – 67%;

– cities (88 cities) – 100%, however, it is necessary to adjust the existing urban planning documents.

According to the 2020 report provided by the Ministry, an increase in funding is required for the development or updating of master plans. Some master plans have lost their relevance or do not correspond to the current development of the territory.

Conclusions. The effect that master planning has had on the legislative level is huge. If the master plan shows a strict standard for the development of the territory for the next 20 years (and this period is legally fixed-20 years or less), then the master plan allows you to look at the short and medium term. This means asking questions not in a directive way, not saying “only this and nothing else”, but inviting people to a dialogue together with residents and developers. Solve complex problems in order to find a compromise.

2.2 Analysis of the public services provided in the field of permits

The Constitution of the Republic of Kazakhstan specifies civil, economic, political, social, and cultural human rights. The realization of these rights depends on the effectiveness of the activities of the State bodies themselves, the professionalism of civil servants and the performance of their duties [74].

The relationship of citizens with the state body is one of the main stages of the development of the state. In 2006, the report of N. Nazarbayev announced the modernization of public administration based on the principles of corporate governance, transparency and accountability to society [75]. The main direction is a qualitative model of public administration through the interests of consumers of public services.

Today, public services are a priority area of the administrative reform being carried out in Kazakhstan. The main goal of these reforms is to improve the quality of public services provided by states. All innovations in public administration relate mainly to the “quality” of public administration and means improving the systems of providing public services to the population. In this regard, it is the quality of public services that is one of the key factors determining the trust of citizens in the state.

In the course of various administrative reforms, a new concept appeared – “public services” and it is defined in Kazakhstan as the performance of public functions. The concept of “public services” was reflected in such legislative acts as the “Budget Code” and then in the Law “On Administrative Procedures”. The main direction was the satisfaction of the needs of individuals and legal entities carried out on request.

One of the priorities of these reforms was to improve the quality of public services.

What are public services in Kazakhstan?

According to the Law “On Public Services”, a public service is one of the “forms of implementation of certain state functions carried out individually at the request of service recipients and aimed at realizing their rights, freedoms and legitimate interests, providing them with appropriate material or non – material benefits” [76].

The basic principles of the provision of public services according to Article 3 of the law “On Public Services” are:

1. Availability.
2. Transparency.
3. Quality.

On the basis of article 12 of the above-mentioned law, public services “are subject to inclusion in the register of public services”. To date, there are 694 public services in the register of public services.

For each public service, there are rules for providing them to the population. The rules of public services are developed by the central state bodies, and approved by the Government of the Republic of Kazakhstan. The rules contribute to increasing satisfaction with the quality of public services, since, regardless of industry affiliation, the rules regulate the procedure and quality of public services.

Digitalization in Kazakhstan

Reforms in the field of public administration have affected the provision of public services. Public services began to be provided in an electronic format. Centers were created to serve the population, which began to operate on the principle of “One window”. Such a principle eliminated as much as possible the direct contact of the applicant with a civil servant, therefore, reduced the corruption risks.

In 2015, N.Nazarbayev developed the program “100 concrete steps for the implementation of 5 presidential reforms”. Among these steps was the creation of the state corporation “Government for Citizens”, which will become a single center for public services. The state Corporation unites all public service centers into a single system. The population will receive all services in one place [77].

Since gaining independence, the Government of Kazakhstan has defined a number of main draft laws defining the development of the territory, and later regulatory legal acts and programs for the development and improvement of the territory of settlements and the urban environment were adopted. The main documents on the use of the lands of settlements is the “Land Code of the Republic of Kazakhstan”, which states that the use of the land plot is carried out in accordance with the urban planning documentation [78]. In accordance with the Law “On Architectural, Urban Planning and Construction Activities of the Republic of Kazakhstan”, urban planning documentation includes “a master plan, a plan for detailed planning or development of a city, village, village or other settlement, establishing the zoning of the territory, planning structure, functional and intended purpose and engineering infrastructure” [9]. The above definition gives an understanding that the development of the territory begins with urban planning documentation. There are questions about how to get a land plot, how to start the construction of an object and where to get a construction permit, if all the urban planning documentation is available?

1. Business process of the state service “Provision of a land plot”

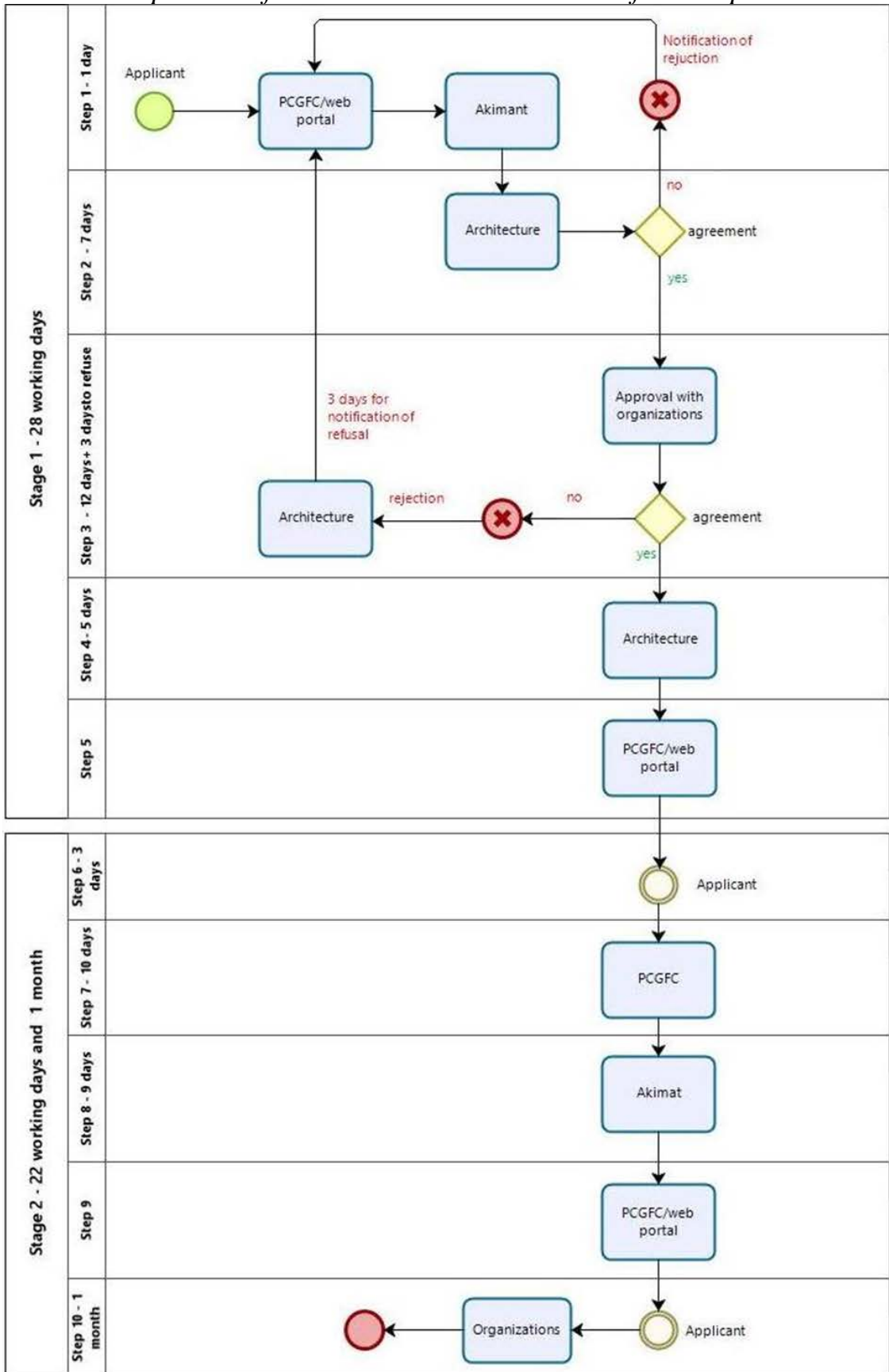


Figure 12 – The business process of a public service

Note – Compiled by the author

As can be seen from Figure 12, this service consists of 2 stages. The process of stage 1 is a free service and consists of the following steps:

Step 1. “Collecting documents for submitting an application for registration of a land plot”. The list of documents (the scheme of the land plot, the application and the identity document) it is collected by the Applicant according to the approved standard of public services. This service is provided in paper and electronic format.

Within 1 working day, the package of documents is registered through the state corporation “Government for Citizens” or the web portal and then sent to the Akimat, which transmits the application for execution to the authorized body in the field of architecture and urban planning. In turn, the Applicant receives a notification about the registration of the application and the date of receipt of the documents [79].

Step 2. “Consideration of documents for compliance with urban planning documentation” is performed within 7 working days. In case of non-compliance, the Applicant receives a notification of refusal to provide a land plot. Upon positive consideration, a preliminary "Act of choosing a land plot with a situational scheme of the requested land plot" is prepared and sent to the relevant services for approval (department of land relations, housing and communal services, state corporation in the field of land cadastre, services in the field of engineering infrastructure: gas, electricity, water, sewerage and others, as necessary).

Step 3. “Consideration of the possibility of providing and approving a land plot” takes 12 working days. In case of non-compliance, a refusal is issued within 3 working days and sent to the authorized body in the field of architecture and urban planning for further processing of a notification of refusal to provide a land plot. Upon positive consideration of the application, an opinion is provided on the possibility of registering a land plot.

Step 4. “Preparation of the Act of choosing a land plot”. Within 5 working days, the state body in the field of architecture and urban planning draws up an Act of choosing a land plot.

Step 5. The Applicant receives an Act of choosing a land plot through the state corporation "Government for Citizens" or a web portal. This is the end of the first stage of registration of the land plot.

The process of the 2nd stage of registration of a land plot is a paid service and consists of the following steps:

Step 6. “Signing the Act of choosing a land plot and paying for the service of land cadastral works”. The applicant must sign the documents within 3 working days.

Step 7. “Preparation of the land-cadastral plan”. The applicant applies to the state corporation for the preparation of a land cadastral plan. The state Corporation performs the work on the preparation of the land cadastral plan within 10 working days. It is worth noting that the land cadastral plan is an important document, since a decision is issued on the basis of it. The decision is not valid in the absence of a land cadastral plan.

Step 8. “Approval of the land-cadastral plan”. The akimat approves the land cadastral plan, on the basis of this makes a decision on the provision of a land plot and draws up a contract on temporary land use.

Step 9. The Applicant receives documents through the state corporation or the web portal land cadastral plan, decision and contract on temporary land use. But this is not the final stage.

Step 10. The Applicant applies to the organization for establishing the boundaries of the land plot on the ground for the construction of the object. This service can be performed by any organization in accordance with the requirements.

Thus, the business process of the current state service “Provision of a land plot for the construction of an object within the settlement” consists of 2 stages and 10 steps. The term is 50 working days and 1 month for establishing the boundaries of the land plot on the ground [80].

The analysis of the business process of the current system of state services for the provision of land revealed the following problems:

Firstly, the Akimat sends an application only to one state body in the field of architecture and urban planning for consideration about the possibility of providing a land plot in accordance with the requirements. Then, within 7 working days, this body considers and sends it to other bodies, which consider within 12 working days the possibility of providing a land plot for accessibility and encumbrances of a land plot. The refusal of the state authorities about the possibility of using the land plot takes about three weeks.

Secondly, the land cadastral plan is carried out by the state corporation in the field of land cadastre, although the establishment of the boundaries of the land plot on the ground can be carried out by other organizations and take more than 1 month in time.

Thirdly, this service is fully provided in paper form. All stages of the applicant passes through the state corporation “Government for citizens”. The applicant contacts organizations several times. The principle of “One window” is not observed in this case.

Taking into account the above-mentioned problematic issues, the review period is about 3 months, while in practice the period of provision often exceeds the established period.

The next process of permits is the state service “Architectural and planning task and Technical condition”.

2. The business process of the public service “Architectural and planning tasks and technical conditions”. It consists of 5 steps and is provided within 17 working days. Figure 13 shows a step-by-step process of obtaining a public service

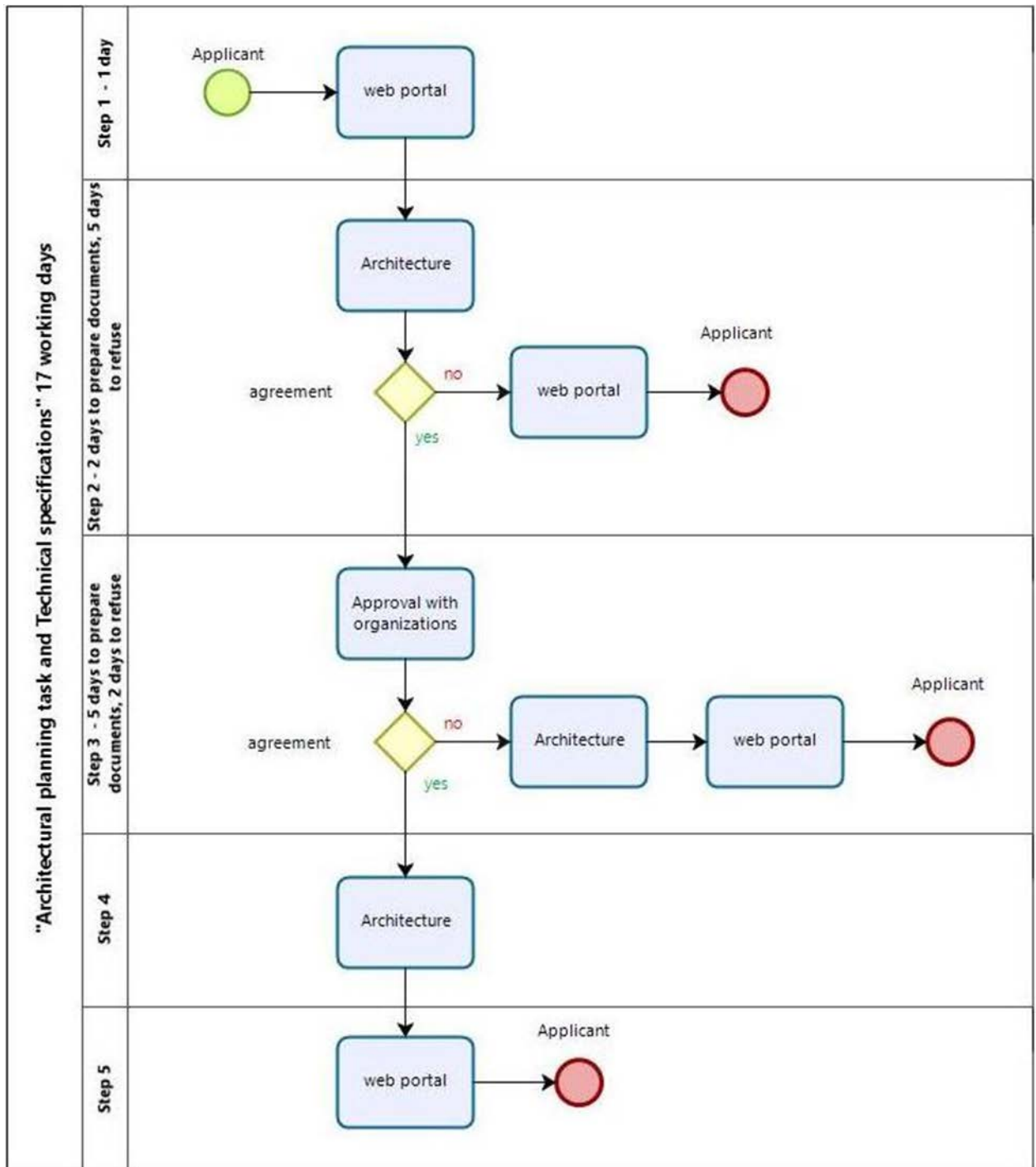


Figure 13 – The business process of a public service

Note – Compiled by the author

According to the standard, this state service is provided in an electronic format (fully automated) and is a free service. Acceptance of documents and issuance of the result of the provision of public services is carried out through the web portal.

The procedure for providing public services depends on the complexity of the object. The application form for the provision of an architectural and planning task and technical conditions for new construction are divided into:

1. Technically and technologically simple objects. The term of rendering the state service for the Architectural and planning task and the technical condition consists of 6 working days. But if you need to obtain additional documents of urban planning documentation (an extract from the detailed planning project, vertical planning marks, transverse profiles of roads and streets, a diagram of the routes of outdoor networks), then the delivery period is 15 working days.

2. Technically and technologically complex objects. The term of rendering the state service for the Architectural and planning task and the technical condition consists of 15 working days. It takes 17 working days to receive additional documentation.

Figure 14 describes the process of Architectural and planning task and technical conditions for new construction of technically and technologically complex objects with the provision of additional documents of urban planning documentation. Since when obtaining a land plot for construction, it is planned to build a new object, which are mainly technically and technologically complex objects.

Step 1 “Collecting documents for submitting an application”. The list of documents includes an application, a copy of the title document for the land plot, an electronic copy of the questionnaire for the technical conditions for connecting to the engineering infrastructure. Then the documents are submitted through the web portal to the Service Provider in the field of architecture and urban planning.

Step 2 “Review of documents for compliance with regulatory legal acts”. The service provider is obliged to check the completeness of the submitted documents within 2 working days. In case of non-compliance, provide a reasoned refusal within 5 working days. In case of a positive result, the questionnaire and the scheme of the land plot are sent to the service providers for engineering and communal services (gas, light, water, sewerage, roadbed) to obtain technical conditions with a preliminary scheme of the routes of external engineering networks.

Step 3 “Consideration of the possibility of providing a technical condition”. Service providers for engineering and utility services prepare a technical condition with a preliminary diagram of the routes of external engineering networks within 5 working days. In case of non-compliance, a refusal is granted within 2 working days. Then the documents are sent to the Service Provider.

Step 4 “Preparation of an Architectural and planning task”, the Service Provider prepares an Architectural and planning task, prepares additional documentation in the field of urban planning. Then all the documents are sent through the web portal to the Applicant.

Step 5 is the final procedure. The applicant through the web portal receives an Architectural and planning task, a technical condition, an extract from the detailed planning project, Vertical planning marks, Transverse profiles of roads and streets, a diagram of the routes of outdoor networks.

The architectural and planning task and the Technical condition are valid during the entire construction period of the object.

In general, the business process of the state service “Architectural and planning task and technical condition” consists of 1 procedure and 5 steps, the delivery period is 17 working days [70].

The analysis of the business process of the current system of state services for the provision of permits revealed the following problems:

First, the application for the “Architectural planning task and Technical specifications” is sent for approval and receipt of the technical conditions to the service providers for engineering and utilities. This item can be excluded from this procedure and include the provision of a technical condition at the stage of granting a land plot. In this state service, it is possible to provide for the registration of a land plot with a technical condition for connection to engineering networks, since according to the “Land Code of the Republic of Kazakhstan” all land plots must be provided with engineering communication networks. In the process of obtaining a land plot, the approving authorities consider 12 days for compliance and the possibility of providing a plot and at this stage can, together with the approval, provide a technical condition. This will exclude the possibility of considering this land plot twice by the coordinating bodies and will eliminate corruption risks.

Secondly, the exclusion of the approval procedure with municipal authorities for the provision of technical specifications will give a positive result in the provision of public services by reducing the consideration of the application by the service provider, which will speed up the process of obtaining a construction permit.

Third, the process of sending documents to service providers for engineering and utilities is not automated. Thus, it complicates the process of obtaining a technical condition on time.

The next process of permitting documents is the state service “Approval of the draft project”.

3. The business process of the current state service “Approval of the draft project” consists of 1 procedure and 4 steps (figure 14).

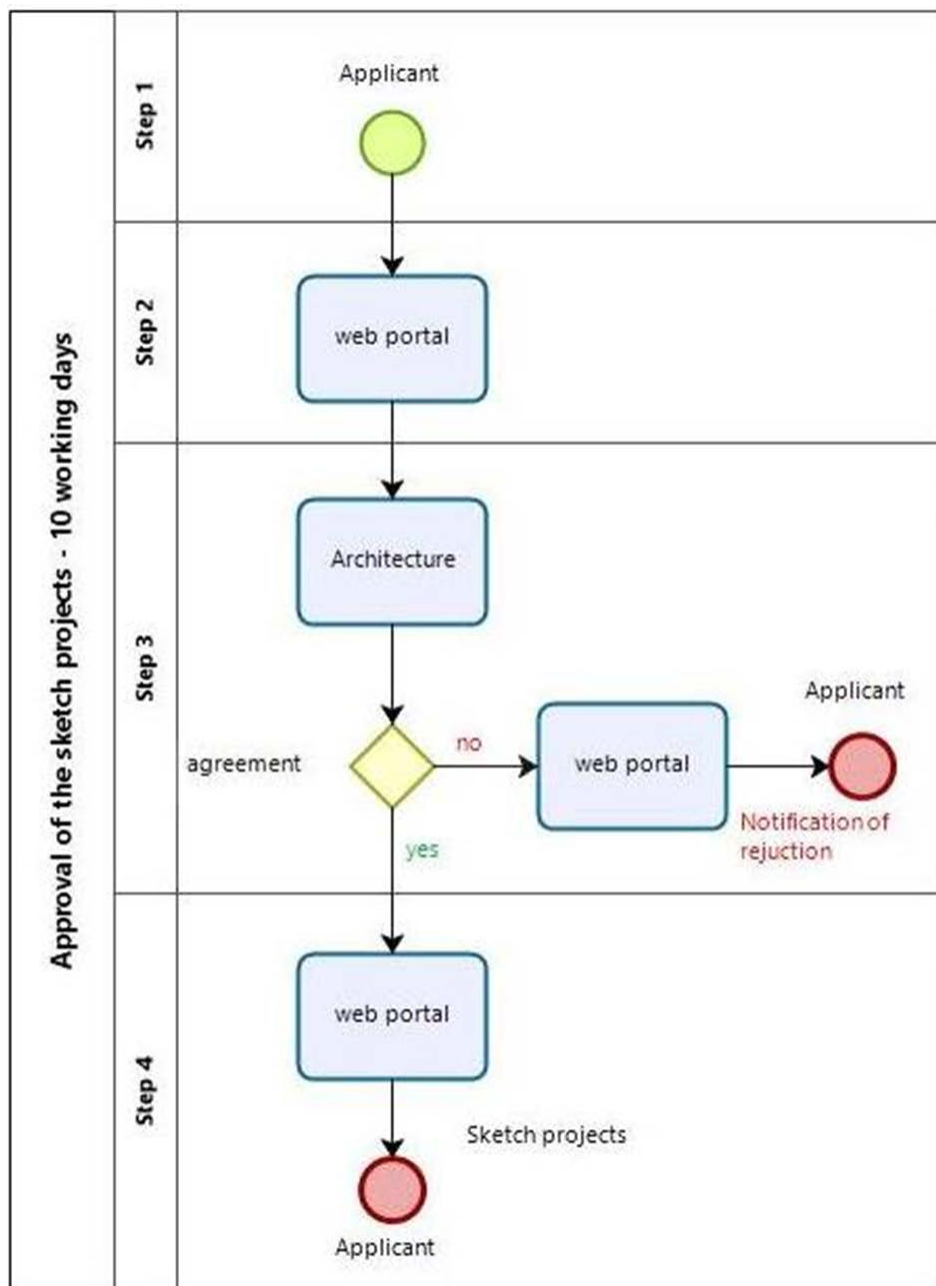


Figure 14 – The business process of a public service

Note – Compiled by the author

According to the “Rule of organization and passage of licensing procedures in the field of construction” draft design this is a simplified type of project, which specifies the architectural, constructive idea in the form of diagrams and drawings. The public service “Approval draft project” is free of charge, the form of provision is electronic, provided through a web portal. The review period is 10 working days.

Step 1 “Collecting documents for submitting an application for approval of a draft project”. The list of documents includes an application and a draft project.

Step 2 the documents are processed through the web portal. Then they are sent to the Service Provider in the field of architecture and urban planning for approval.

Step 3 “Consideration of documents for compliance with urban planning documentation”. In case of non-compliance, a reasoned refusal to approve the draft project is issued within 10 working days.

If the result is positive at step 4, the Applicant receives an agreed draft project.

Summarizing, it can be noted that the business process of the state service “Approval draft project” consists of 1 procedure and 4 steps, the delivery period is 10 working days [81].

The procedure for approving the draft project is a separate public service. This means that the applicant is required to repeatedly apply to the state body for obtaining permits in the form of approval of the draft project.

Conclusions. An analysis of the existing business processes of public services in the field of permits has shown that the general problem is the lack of the “One Window” principle. The applicant is required to apply several times to the state body for obtaining certain documents. Also, for the convenience of Service Providers, it is necessary to fully automate all stages of the provision of public services, this helps to reduce the time and minimizes corruption risks.

2.3 Analysis of the interaction of local executive bodies with citizens through the prism of public services

The content analysis of the Open Government portal was carried out. The level of user satisfaction with the responses on this portal of central state bodies, for example, was 35.0% for the Ministry of Labor and Social Protection of the Republic of Kazakhstan; 32.0% for the Ministry of Finance of the Republic of Kazakhstan; 28.8% for the Ministry of Internal Affairs of the Republic of Kazakhstan; 25.0% for the Ministry of Education and Science of the Republic of Kazakhstan. According to local executive bodies, the share of dissatisfied users was 52.2% in Nur-Sultan; 49.3% in Almaty %; Karaganda region - 29.4 %; West Kazakhstan region-28.2 %.

The low level of satisfaction of users of the Open Government web portal characterizes the lack of motivation of state bodies in providing a timely and high-quality response to user requests.

The analysis of the level of satisfaction of citizens with the quality, accessibility and procedure of providing public services showed that in 2019 this indicator was 74.8% [82]. Service recipients noted violation of the terms of providing services, additional costs for obtaining them, collecting additional documents, lack of instructions for users, insufficient quality of feedback and insufficient competence of employees and their efficiency.

In 2020, the level of citizens ' satisfaction with the quality of public services increased slightly compared to 2019 and amounted to 75.1% [83]. Last year, due to the COVID-19 pandemic, public services were provided remotely and state bodies worked in an online format. The web portals “Electronic Government” and “Government for Citizens” worked intermittently for a certain period, which led to serious loads on the information systems of state bodies and affected the quality and availability of public services.

The analysis of the openness of the CGO showed that this indicator has significantly decreased from 82.32 points in 2018 to 75.9 points in 2019. If in the direction of "open data" and "open budget" in 2019 there was a slight increase (from 0.05 to 1.34 points, respectively), then in the directions of "open NPAs" and "open dialogue" there is a significant decrease (from 2.72 to 3.32 points, respectively).[84] The results of the "Openness of state bodies" assessment for M & E as a whole showed a slight increase in 2019 and amounted to 71.01 points, i.e. by 0.75 points compared to 2018. While in the direction of "open dialogue" there was a significant decrease in 2019 compared to 2018, namely by 4.48 points (table 8.)

Table 8 – Assessment of the openness of state bodies according to the criteria

Title	2018		2019	
	Central executive bodies	Local executive bodies	Central executive bodies	Local executive bodies
Open data	17,84	14,9	19,18	17,20
Open budget	20,77	16,29	20,82	17,26
Open Regulatory Legal Acts	23,15	18,62	20,43	20,48
Open dialog	20,57	20,54	17,25	16,06
Total	82,32	70,35	75,9	71,0
Notes:				
1. Analysis of the results of the evaluation of the effectiveness of the activities of state bodies for 2019 in the context of evaluation blocks. The Accounting Committee for Control over the execution of the republican budget.				
2. Compiled by the authors based on sources [86]				

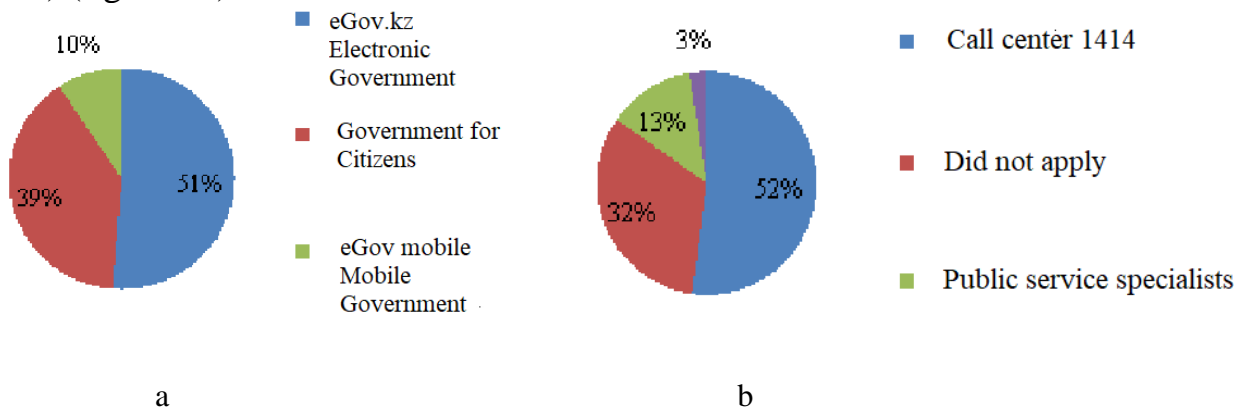
The identified shortcomings are partly due to frequent changes in the assessment methodology for the block "Interaction of a state body with citizens" and the lack of a monitoring system and administrative measures for the process of filling in the relevant sections of the electronic portal "Open Government" of CSOs and MIO.

During the COVID-2019 pandemic, a sociological survey of the population was conducted to assess the quality of public services, which showed the following results.

117 respondents took part in the survey, 52.1% of them were women and 47.9% were men. The age of respondents is mainly from 25-35 years – 29.9% and from 36-45 years – 30.8%. In the context of the social status of the respondents, the majority were employees – 64.3%. The survey also involved unemployed, temporarily unemployed, housewives, entrepreneurs, students and pensioners.

In the interaction of the state body with citizens, one of the main areas of assessment is the "Quality of public services". To the question "How did you get a public service", the majority of respondents (51%) answered that they used the eGov

platform during the COVID-2019 pandemic.kz “Electronic government”, and 39% of respondents – the platform of the State Corporation “Government for citizens”. The least popular platform was eGov mobile “Mobile Government” - 11 respondents (10%) (figure 15).



a – platform; b –consultation

Figure 15 – Methods of obtaining public services

Note – Compiled by the author

As can be seen from Figure 15, 52% of respondents applied to the unified Call center 1414 for advice when receiving public services, 13% to government agencies, 3% to Ikomek, and 32% of respondents did not apply for consultations.

In accordance with the Methodology of operational evaluation of the interaction of the state body with individuals and legal entities, the analysis was carried out taking into account the criteria for the quality of public services, automation of public services, openness of the state body, consideration of complaints and applications of citizens [85].

The main results of the analysis are shown in Figure 16, according to which a large proportion of respondents answered positively to questions about the quality of services (82.9%), the availability of information (55.56%) and the absence of complaints (94.87%).

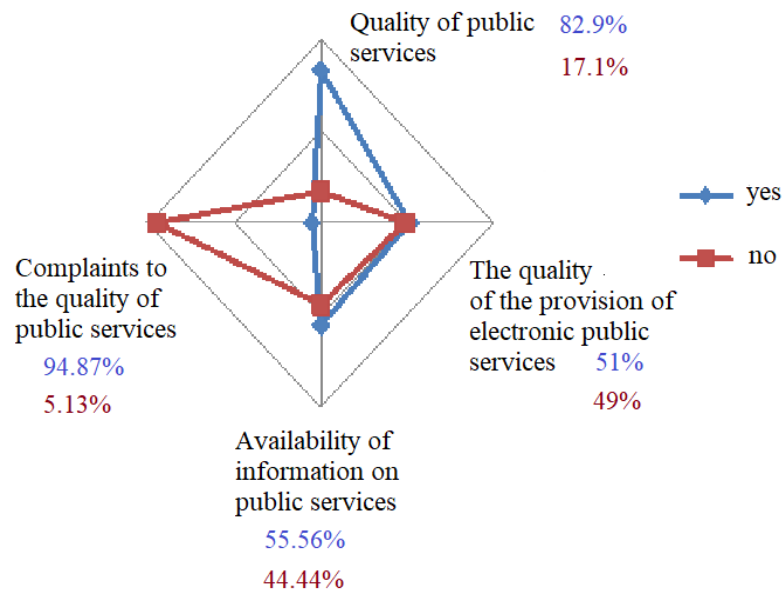


Figure 16 – Results of the analysis of criteria for the quality of public services

Note – Compiled by the author based on sources [86]

Despite the fact that, in general, citizens note satisfaction with the quality of public services, nevertheless, a more detailed survey revealed certain shortcomings.

1. Quality of public services

As can be seen from Figure 17, according to the indicator of the provision of public services on time – 78.63% responded positively that the service was provided on time. Nevertheless, the majority of respondents noted that they do not know about the standard of providing public services and do not have information about the deadlines for their provision. Therefore, the percentage of respondents who noted the violation of deadlines would not be 21.37%, but much higher.

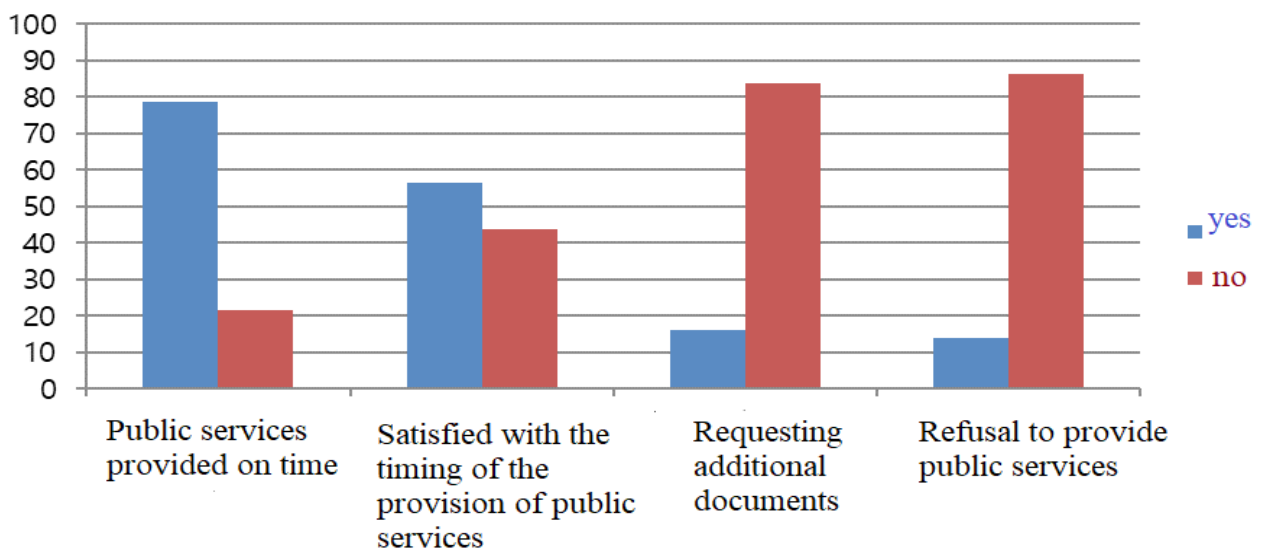


Figure 17 – Quality of public services

Note – Compiled by the author based on sources [86]

As for whether they are satisfied with the timing of the provision of public services, 56.41% of respondents answered positively, but there are respondents who are not satisfied with the timing of the provision of public services, their number was 43.59%.

Respondents noted that, during the quarantine, the e-government portal did not work well, hung up, and many services worked with errors. As a result of repeated requests, the number of applications has increased, which accordingly led to the loading of the portal.

To the request for additional documents not provided for by the standards of public services, 83.8% of respondents replied that there were no additional requests and 16.2% of respondents replied that there was a request for additional documents not provided for by the standard of public services. This question is also considered difficult for some respondents, since they were not aware of which documents are considered to be unnecessarily requested or do not meet the standard.

86.3% of respondents answered that they had not encountered an unreasonable refusal and 13.7% of respondents replied that an unreasonable refusal was provided. However, here I would like to note that the majority of respondents with a deeper question about the refusal of public services replied that they do not know what are the grounds for refusal according to the standard of public services.

The above answers confirm that the majority of the population receiving public services, most often do not know about the processes and standards of public services.

2. *The quality of the provision of electronic public services*

Figure 18 shows the difficulties faced by the service recipient when receiving public services. Basically, 46.15% of respondents answered that there were technical problems, 30.77% - faced with the difficulty of downloading documents and 19.66% answered that they had not encountered problems when receiving electronic public services and 3.42% said that they had encountered other problems. 51% of citizens rated the quality of electronic public services positively.

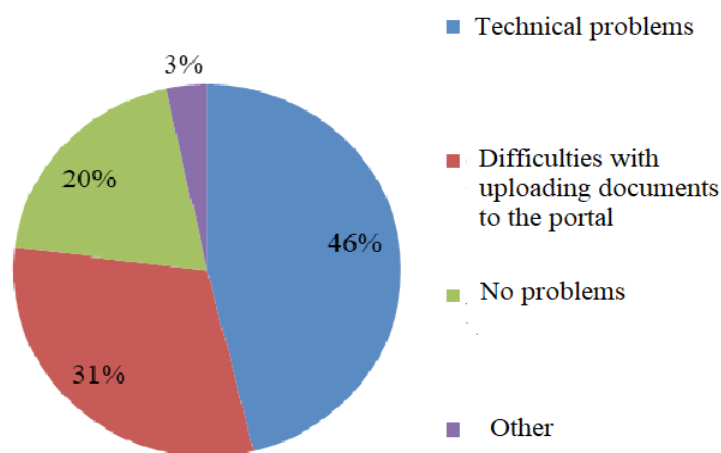


Figure 18 – The quality of the provision of electronic public services

Note – Compiled by the author based on sources [86]

Respondents indicated that most electronic public services are linked to an electronic digital signature (hereinafter referred to as EDS). It was noted that during the quarantine period it was difficult to obtain an EDS, respectively, difficulties arose with obtaining an electronic public service. It was proposed to abolish EDS, since the one-time password function via SMS appeared on the portal, unfortunately, this procedure is not tied to all electronic public services.

3. Openness of the state body (availability of information)

According to the availability of information on official sources for obtaining public services, 55.56% of respondents said that it was enough, but 44.44% of respondents said that there was not enough information on obtaining public services.

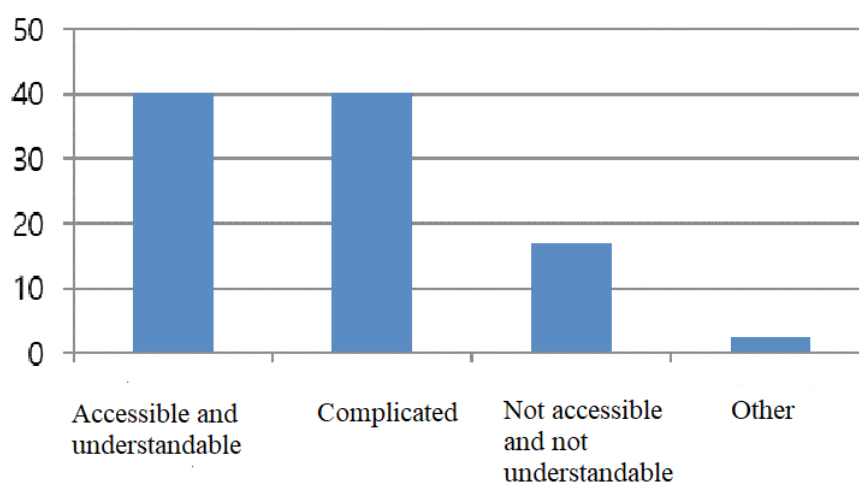


Figure 19 - Availability of information on obtaining public services

Note – Compiled by the author based on sources [86]

As can be seen in figure 19, respondents for whom everything was accessible and understandable (40.7%) and respondents for whom it was difficult to understand (40.7%) turned out to be the same.

The survey participants also answered the question of what difficulties they faced when receiving public services. Respondents - 32.48% indicated that there was incomplete information on official sources for the provision of public services, and only 25.64% indicated that they had not encountered difficulties. Others noted that they faced a low level of qualification of specialists (33.33%) and difficulties in filling out the application form (8.55%).

Due to the difficulties encountered, a small number of respondents, 33.33%, indicated that they were forced to turn to intermediaries to obtain public services. Respondents indicated that it is difficult for the population to apply for a public service, and therefore they turn to intermediaries who provide the service on a fee basis.

4. Complaints about the quality of public services

According to the survey, 76.1% of respondents do not know how and where to file a complaint about a public service rendered or not rendered, and only 23.9% replied that they were informed about how and where to file a complaint.

Accordingly, 94.87% of respondents did not file a complaint and 5.13% replied that they had filed a complaint.

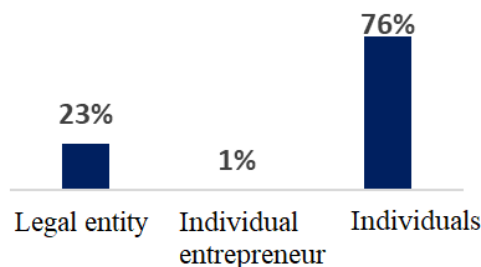
The main reasons for the complaint were unavailability of information – 23.93% and technical failure – 23.08%.

As can be seen from Figure 15, mostly complaints were received by a Single Call Center 1414. However, despite the high demand, the respondents noted that they were faced with the incompetence of the specialists of the call center 1414, most often the specialists could not answer the questions posed, they were sent to other specialists who also could not provide the service.[86]

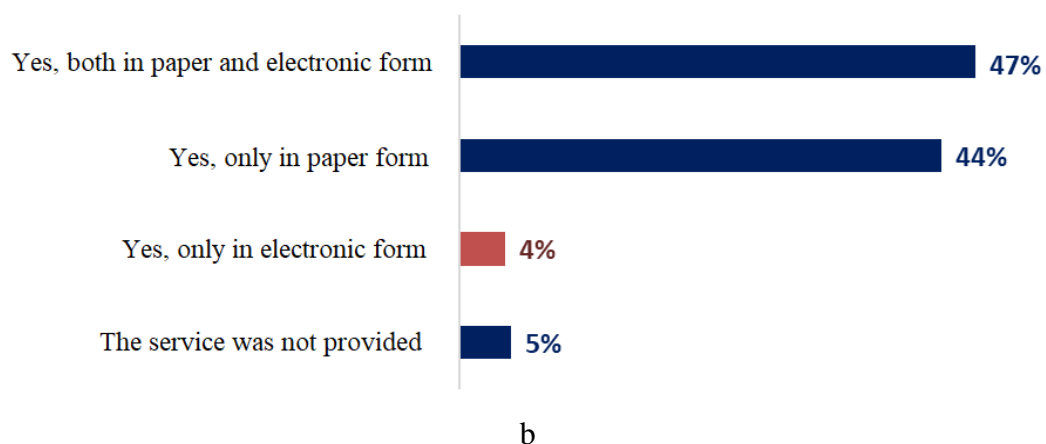
Conclusions. As follows from the analytical part of this study, slightly more than half of respondents (56.4%) positively assess the organization of the work of state institutions of the capital during the pandemic. At the same time, the majority of citizens (82.9%) are satisfied with the quality of public services. However, in-depth analysis of respondents' proposals allows us to identify "points of further growth" for more effective work.

Public services are one of the main forms of interaction between the population and government agencies. In this regard, ministries are constantly monitoring the provision of public services and analyzing for the presence of technical errors, the possibility of integration with information systems to optimize and improve business processes for the provision of public services. According to the results of the “Public monitoring of the assessment of the quality of public services” conducted in 2020 jointly with the Center for Applied Research “Talap” in the field of obtaining a land plot, the level of satisfaction with the quality of service provision is 77.6%. In the field of obtaining a construction permit is 67.4%.[83]

Almost 193 service recipients, including individuals - 76%, legal entities-23%, individual entrepreneurs - 1% participated in the survey of public service “Provision of a land plot for the construction of an object”. In total, 12% of respondents used the service in an electronic form, and 5% of respondents noted that they did not have the opportunity to receive a public service.(Figure 20)



a



a – applicant; b –form of appeal

Figure 20 – The quality of the provision of a land for the construction

Note – Source: The results of public monitoring of the assessment of the quality of public services: report [83]

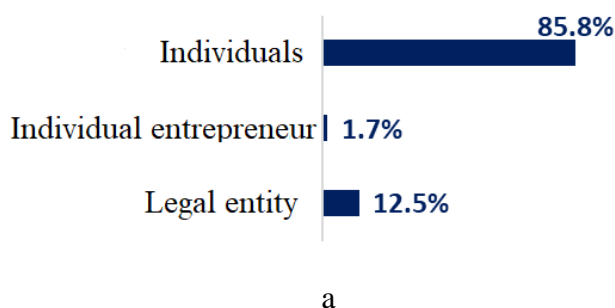
At the time of the survey, public service provided in an electronic format and at paper as well. Today, due to the lack of access to the electronic portal, this service is provided only in paper form in the regions.

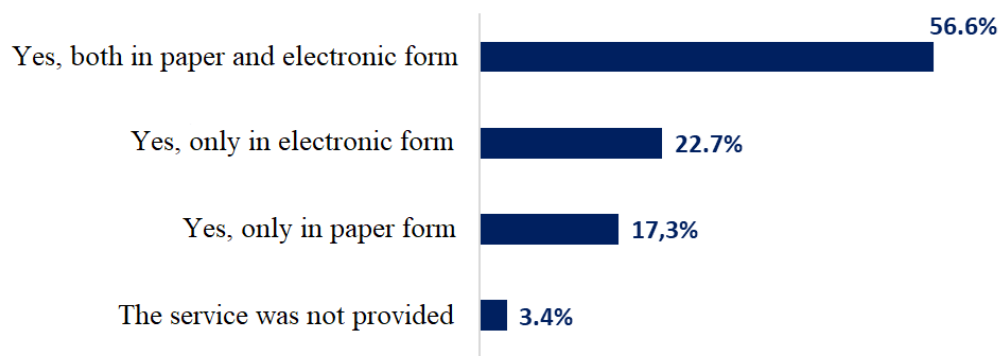
As can be seen from figure 20 more individuals apply for this service and they apply both in paper and an electronic format 47% and only in paper is 44%.

Among the comments, the service recipients noted that the following difficulties arose in the process of obtaining public services:

1. Technical failure.
2. Lack of information.
3. Incompetence of employees.
4. Bureaucracy.

295 service recipients participated in a survey on the quality of public service “Architectural and planning task and technical condition”. The service used mainly by individuals – 85.8%, legal entities – 12.5%, individual entrepreneur – 1.7%. Only 22.7% of respondents used the service online, 17.3% in paper form and 3.4% did not have the opportunity to receive a public service.(Figure 21)





b

a – applicant; b –form of appeal

Figure 21 - The quality of the provision architectural and planning task

Source: The results of public monitoring of the assessment of the quality of public services: report [83]

Service recipients noted that most often when receiving public services they faced such problems as:

1. Technical failure.
2. Long wait.
3. Incompetence of employees.
4. Bureaucracy.

In general, the analysis of public services revealed to continuously improve the activities of public authorities. Since organizational issues have an impact on the availability and quality of public services provided.

In particular, public services “Provision of a land plot for the construction of an object within a locality”, “Architectural and planning task” can be significantly simplified by shortening the terms of public services by optimizing internal processes and digitalization. It is also necessary to finalize regulatory legal acts in the field of permits, as there are conflicts.

During the analysis, it was revealed that the information support has a weak development. To ensure the availability of information about public services and increase the informativeness of the population, it is necessary to monitor the quality of feedback provided, simplify the procedure for obtaining public services and strengthen control over the work of online resources. As the result of the survey of public services showed, there is a low demand for services in electronic format; most often this is caused by technical problems, procedural difficulties when working with the portal. Sometimes the lack of demand for public services in electronic format is low awareness of the benefits of using an electronic portal. In this regard, it is necessary to improve the work of the electronic portal, digitize services, optimize by simplifying business processes and the list of attached documents.

3 TRANSFORMATION OF PUBLIC ADMINISTRATION IN THE FIELD OF URBAN PLANNING

3.1 Optimization of public services in the field of permits

In order to improve the quality of services provided, we propose to optimize the business processes of public services “Provision of a land plot for the construction of an object within the settlement”, “Provision of raw materials for the development of construction and reconstruction projects (redevelopment and re-equipment)”, “Approval of the draft project”.

1. Optimization of the business process of the state service “Provision of a land plot for the construction of an object within a locality”. Figure 25 shows the procedure for optimizing the business process of the public service for the registration of a land plot.

As can be seen from figure 22, the public service has been reduced to Stage 1 and consists of the following steps:

Step 1 “Collecting documents for submitting an application for registration of a land plot”. Submission of documents is carried out through the state corporation "Government for Citizens" or a web portal. After that, the application is submitted to the Akimat for registration and is automatically sent to the authorized bodies in the field of architecture and urban planning, land relations and the state corporation in the field of land cadastre within 1 working day. A single registration number assigned to the application in the state corporation, and a single database will further facilitate the process of tracking the implementation of the Applicant's application within the established time frame.

Step 2 “Consideration of documents for the possibility of registration of a land plot”. Accordingly, the registered application is now directly submitted to the authorized bodies in the field of architecture and urban planning, land relations, the state corporation for execution. The review period is 3 working days to determine the availability and possibility of using this land plot. If it is impossible to use the land plot, the Applicant receives a notification of refusal within 3 working days, instead of 19 working days.

To implement the review in the authorized bodies, it will be necessary to amend paragraph 3 of Article 44-1 of the Land Code of the Republic of Kazakhstan, according to which the Akimat must send them to the structural unit in the field of architecture and urban planning, land relations and the state corporation within 1 working day.

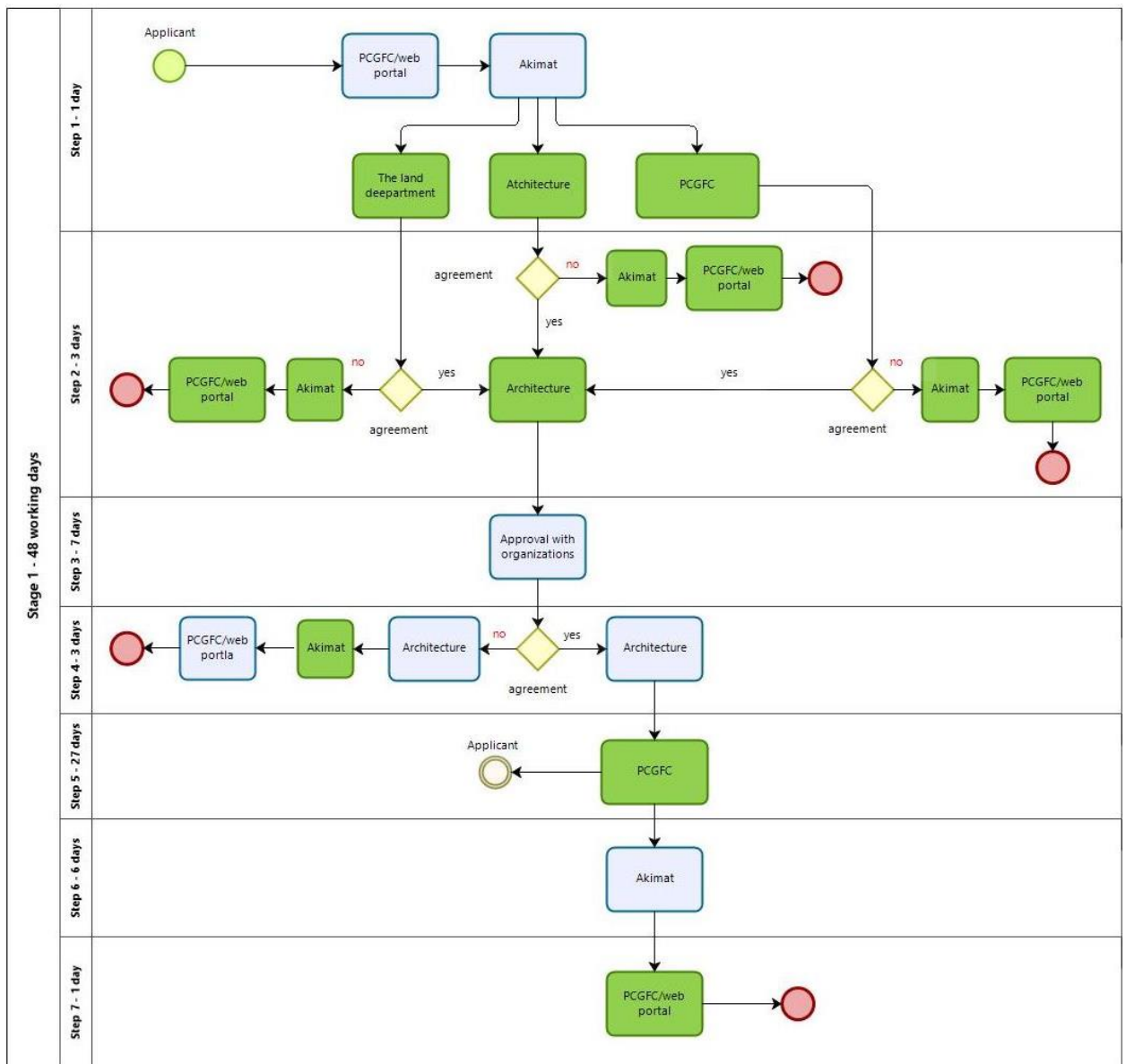


Figure 22 – Optimization of the business process of public services

Note – Compiled by the author

Step 3 “Coordination with authorized bodies”. Further, the service provider in the field of architecture and urban planning directs for approval with the relevant services (housing and communal services, services in the field of engineering infrastructure: gas, light, water, sewerage and others, as necessary) for the possibility of bringing the engineering infrastructure to the requested land plot. In case of non-compliance of the land plot with the requirements, a refusal is issued, which is sent to the authorized body in the field of architecture and urban planning. The applicant receives a notification of refusal through a state corporation or a web portal.

Step 4 “Preparation of the Act of choosing a land plot”. If the result is positive, the conclusion, the agreed Act and the technical conditions are sent to the Service Provider in the field of architecture and urban planning for approval of the Act. After that, the Act is sent to the state corporation for further execution.

Step 5 “Signing the Act of choosing a land plot”. The applicant signs the Act of choosing a land plot within 3 working days, pays for the service of developing a land cadastral plan. The state corporation performs the service for the approval of the land cadastral plan and the establishment of the boundaries of the land plot on the ground within 27 working days.

Step 6 “Conclusion of a contract for the use of a land plot”. The Akimat enters into a contract with the Applicant on temporary land use.

As a result, the Applicant receives the documents a decision on the provision of a land plot from the local executive body, a contract on temporary land use, a technical condition for connecting engineering infrastructure, a land cadastral plan.

To implement the following steps, it is necessary to amend paragraph 7 of Article 44-1 of the Land Code of the Republic of Kazakhstan in the part “the establishment of the boundaries of the land plot on the ground is carried out after the approval of the land cadastral plan within one month after the decision of the local executive body” to replace it with “the preparation of the land cadastral plan and the establishment of the boundaries of the land plot is carried out within 27 working days by the state corporation in the field of land cadastre”. Thus, we indicate that the establishment of the boundaries of the land plot of the area is carried out by one organization, as well as the preparation of a land cadastral plan. This procedure allows the state corporation to control and monitor the development of the land plot.

Then the Akimat, having received the entire package of documents from the state corporation, approves the cadastral plan within 3 working days. Then it makes a decision on granting the right to a land plot within 3 working days and prepares a temporary land use agreement within 1 working day.

To do this, it is necessary to amend paragraph 8, Article 44-1 of the Land Code of the Republic of Kazakhstan regarding the period of service provision from 5 working days to 3 working days from the date of approval of the land cadastral plan.

Through a state corporation or a web portal, the Applicant receives a notification about the readiness of the package of documents. The applicant receives a cadastral plan of the land plot, a decision from the local executive body on granting the right to the land plot, a temporary land use agreement and a technical condition.

To do this, it is necessary to amend paragraph 8 of Article 44-1 of the Land Code of the Republic of Kazakhstan, regarding the list of documents received, adding technical conditions to it.

The results of optimization of the business process of the public service “Provision of a land plot for the construction of an object within the boundaries of a settlement” are as follows:

- 1) the service recipient submits an application once through a state corporation or a web portal. Here we achieve the goal of fulfilling the principle of “One statement”;
- 2) Simplification of the procedure for the provision of public services, by eliminating intermediary and duplicate functions;
- 3) reduction of the terms of provision of public services.

2. Optimization of business processes of public services “Provision of raw materials for the development of construction and reconstruction projects (redevelopment and re-equipment)” and “Approval draft project”. Figure 23 shows the procedure for optimizing the business process of the public service for obtaining a construction permit.

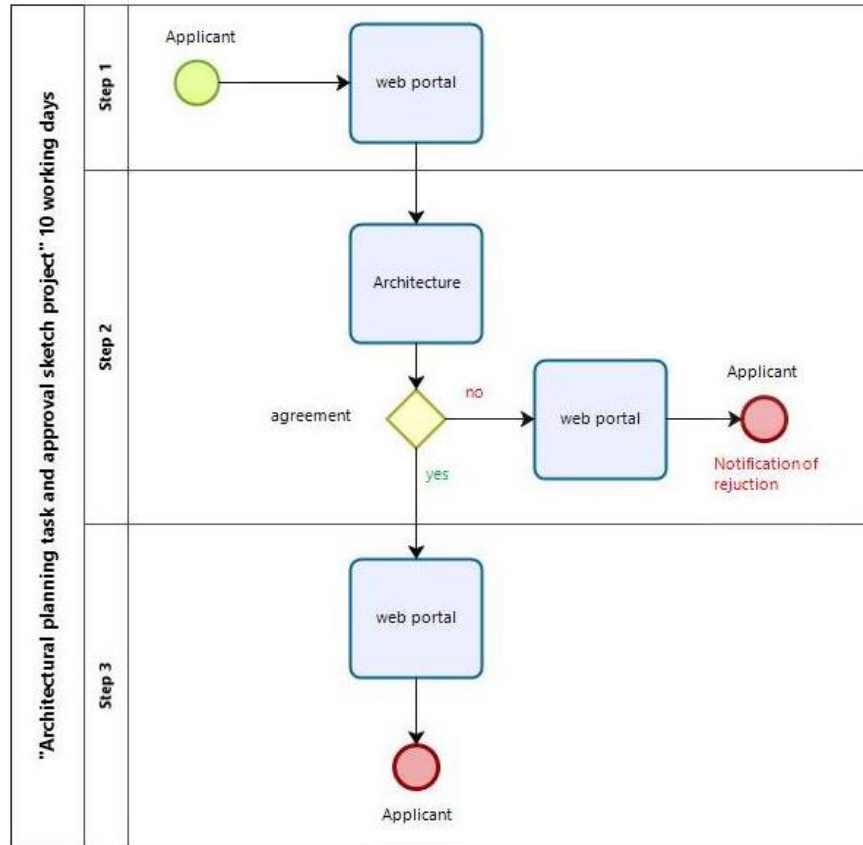


Figure 23 – Optimization of the business process of public services

Note – Compiled by the author

We propose to optimize and combine the business process of the public service “Architectural and planning task and technical condition” with “Approval draft project”.

Architectural and planning task with the approval of a preliminary design for technically or technologically complex objects for construction.

Step 1 “Collecting documents for submitting an application”. The changes are available in the package of documents attached to the application. It is necessary to exclude a copy of the questionnaire for the technical condition, since the Architectural and planning task will be provided without a Technical condition. We propose to include this function when providing a land plot. Next, add a draft project to the list of attached documents for approval.

Step 2 “Review of documents for compliance and approval”. The documents are sent to the Service Provider in the field of architecture and urban planning for

consideration in accordance with the urban planning documentation and approval. In case of compliance, work is underway to prepare an Architectural and planning task.

Step 3 the package of documents is available to the Applicant in the web portal. The applicant receives an Architectural and planning task, an agreed preliminary design and additionally urban planning documentation.

Taking into account that when providing the state service “Provision of a land plot for the construction of an object within the settlement”, a permit for the use of a land plot is already issued only with a positive conclusion of the relevant services for the development of engineering infrastructure, we propose to exclude the function according to the Technical condition from the Architectural and Planning task.

For implementation, it is necessary to make changes to the “Rules for organizing development and passing licensing procedures in the field of construction”, approved by Order of the Minister of National Economy of the Republic of Kazakhstan No. 750 dated November 30, 2015 regarding the exclusion of Technical conditions when filling out an application.

This proposal will make it possible to exclude repeated coordination with the relevant services, which will avoid a duplicate function, reduce the step in the business process of providing a public service and the time for consideration.

It is proposed to combine the approval of the draft project with the Architectural and planning task by including it in the list of documents.

It is necessary to make changes to the “Rules for the organization of development and passage of licensing procedures in the field of construction”, approved by the order of the Minister of National Economy of the Republic of Kazakhstan dated November 30, 2015 No. 750 regarding the inclusion of a draft project in the list of attached documents.

This offer will allow you to provide services on the principle of “One application”.

In general, the proposals will allow combining two public services into one. The review period will be 10 working days instead of 27 working days.

Conclusion. In general, the optimization of public services will reduce the time for reviewing and obtaining permits. It will reduce bureaucracy and reduce corruption risks. It makes it possible to apply not only the principle of “One window”, but also the principle of “One application”.

3.2 Improvement of the geoinformation system in the field of urban planning

The project “Creation of the Aktobe City geoinformation system” was launched in 2017. This program is implemented within the framework of the state program “Digital Kazakhstan”. In this research paper, geoinformation system will be considered on the example of the city of Aktobe, since it was developed in a pilot mode and is currently being implemented and tested. The geoinformation system is now available on and called geoportal.akt.kz

The main task of the geoinformation system is the automation of business processes for both service recipients and government agencies. At the same time, the applicant should be able to control the entire process of providing the service. The full implementation of the geoinformation system turned out only in 2020, but not all the tasks were completed, there are still a number of problematic issues.

The geoinformation system of the city of Aktobe consists of such sections as land auctions, directory of organizations, city events, detailed planning projects, vacant land plots, crime map, map for the population, city master plan and public services and services. However, the section land auctions, vacant land plots and public services are not available on this portal.[87]

Today, the geoinformation system of Aktobe consists of information about the master plan of the city, projects of detailed planning of the city. Work is underway on the inventory of engineering networks, in the future an electronic map with engineering infrastructure will be available to the public.

Aerial photography of ultra-high resolution was also carried out for the purpose of subsequent full monitoring of land use violations in Aktobe, which will allow to exclude existing topological errors on land plots, as well as to identify and eliminate the facts of unauthorized seizure of land plots.

To date, according to the Rules of the organization of development and the passage of licensing procedures in the field of construction, the Department of Land Relations, Architecture and Urban Planning has the right to request design materials for engineering communications planned for construction, but does not have the authority to request executive drawings of actually constructed engineering communications facilities.

As a result, the architecture department does not have up-to-date information on the exact location of newly introduced engineering communications facilities. However, this information is required in the process of providing services for the provision of architectural and planning tasks and technical conditions. In this regard, it is not possible to include the public service of “Architectural and planning tasks” in the geoinformation system.

Proposals to supplement the existing geoinformation system with such blocks as:

- regulatory legal acts, where all laws and regulations in the field of urban planning, construction and land relations will be available to the public;
- interactive urban planning documentation (master plan, detailed planning plan) available to the public;
- public services in the field of permits (obtaining a land plot, a construction permit and obtaining a permit to connect engineering networks);
- a platform for interaction on the coordination of construction projects, regulatory legal acts, urban planning documents with the population;
- a platform for state bodies of central and local executive bodies.

The geoinformation system has to provide a guide with navigation on the use of this portal. There should also be a division into blocks, how to arrange a land plot, how to get a construction permit, how to get public services. Figure 24 shows the composition of the geoinformation system.

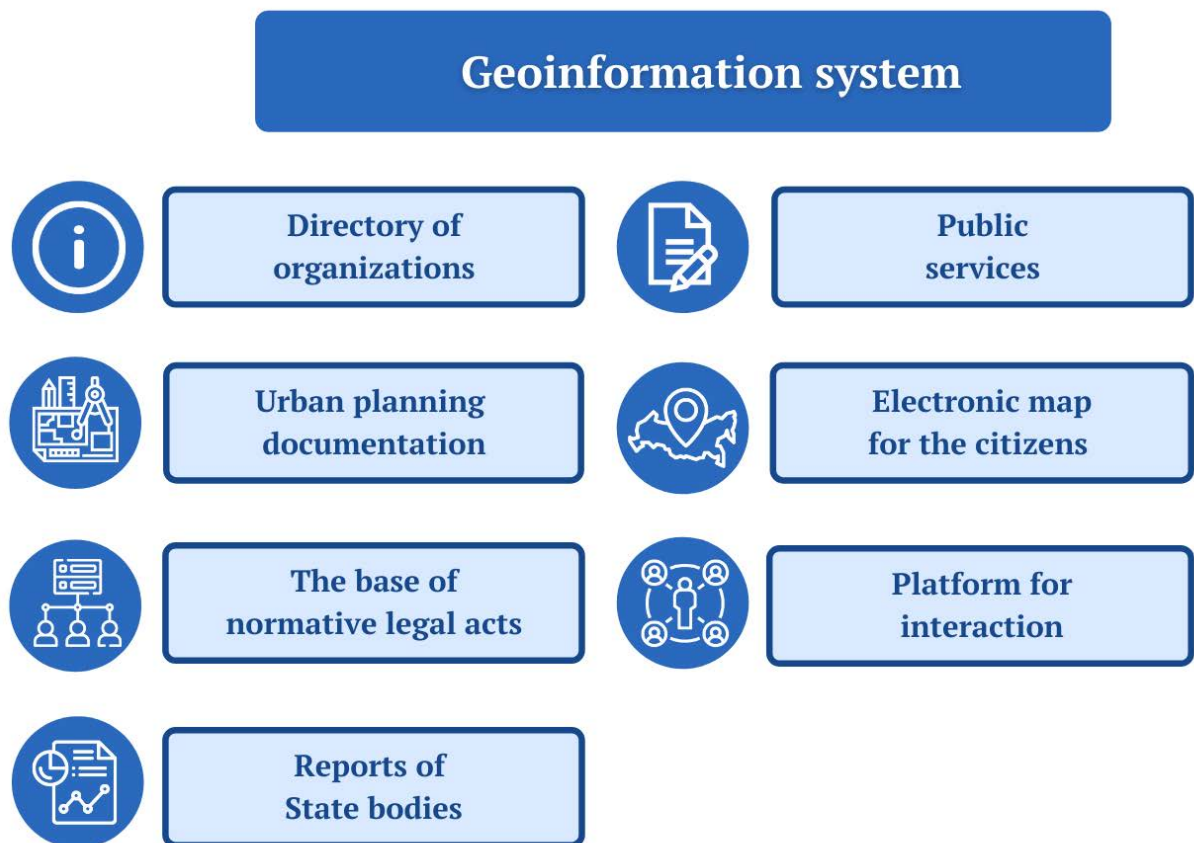


Figure 24 – The composition of the Geoportal

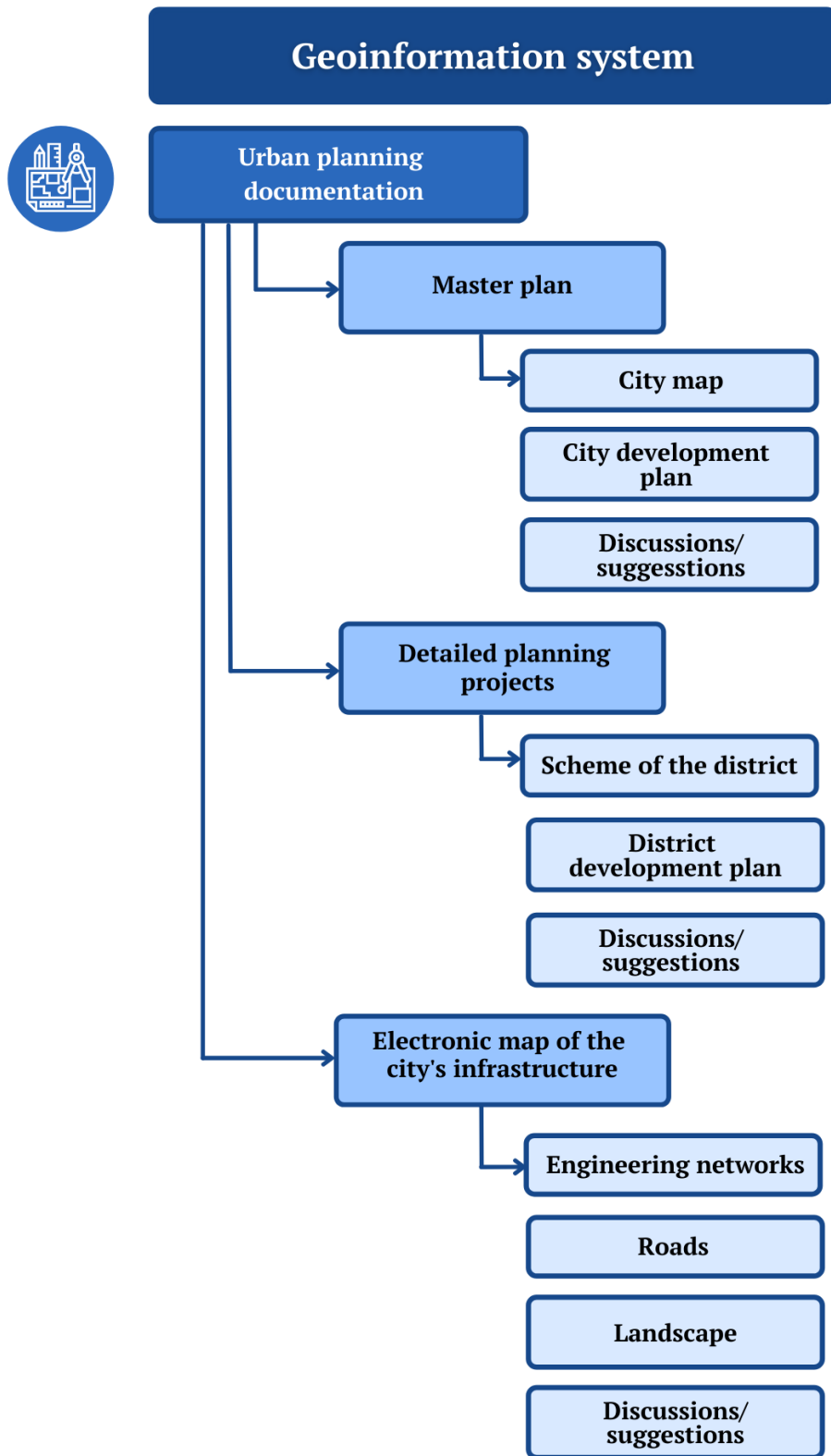
Note – Compiled by the author

The first block “Directory of the organization” consists of information from administrative institutions, educational institutions, health facilities; It is proposed to add information about socially significant objects and historical and cultural objects to this block. It is for tourists to get acquainted with the cultural heritage of the city.

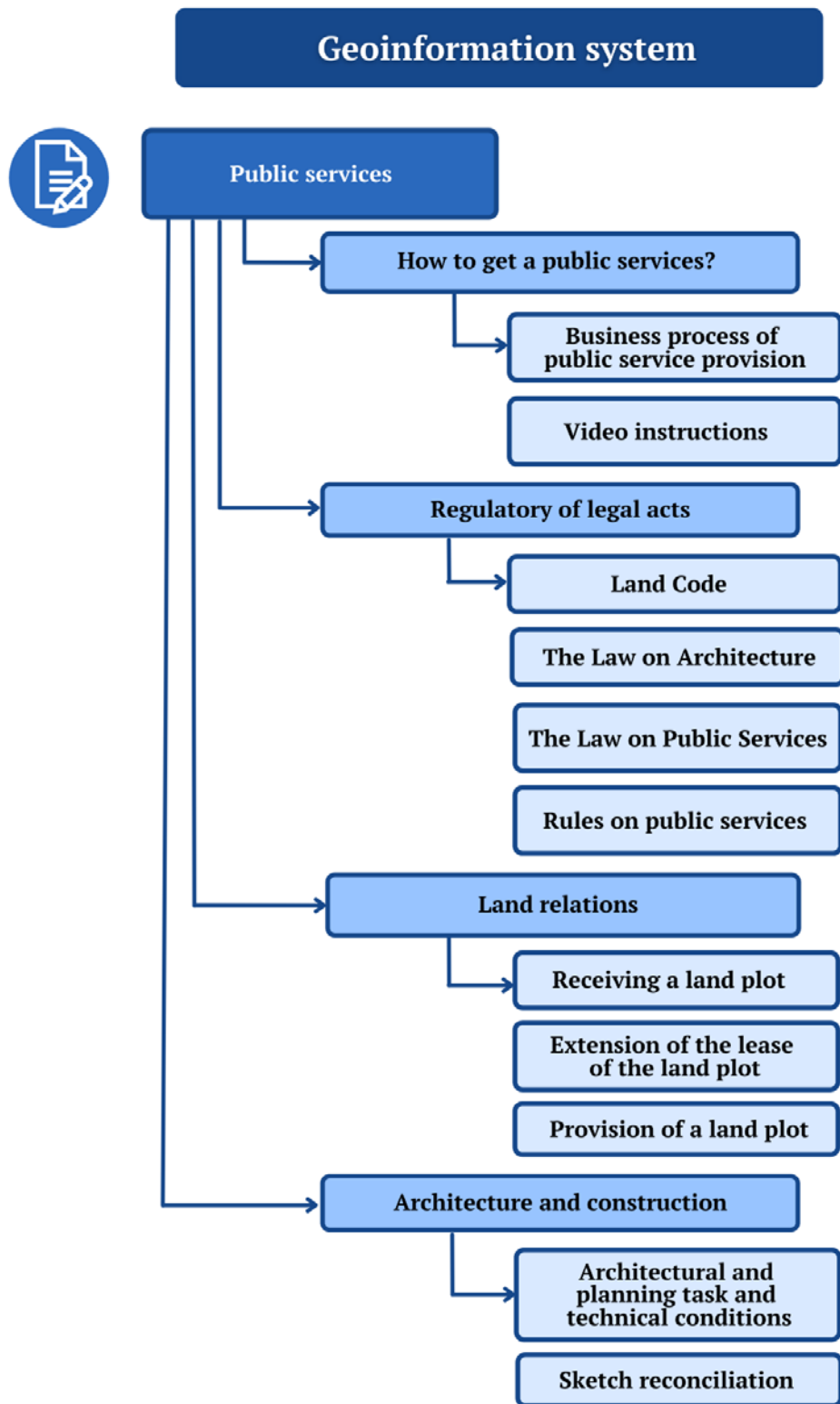
The second block is “Urban planning documentation”. It is proposed to post a master plan with city schemes, a city development plan with a detailed description and a discussion and proposal section. Citizens should be able to take part in the development of their city, take an active part in the discussion, and make proposals for the development of the territory. State bodies should coordinate with the population each stage of the implementation of urban development and take into account the opinion of citizens. Also, urban planning documentation consists of detailed planning projects. It provides information about the development of the district. It also includes the same sections as the district scheme, the district development plan and discussion, and a proposal from the population. The third section of this block is an electronic map of the city's infrastructure. It is proposed to post information about engineering and transport infrastructure, landscaping with the possibility of discussion with citizens. Figure 25 illustrates the composition of urban planning documentation.

The third block “The base of normative legal acts” provides information on the legislative part, all laws and rules will be posted in this section. This block is necessary, since today there are many platforms where regulatory legal acts are placed, but they are difficult to operate. Also, projects for the approval of regulatory legal acts, for discussion with the population.

The fourth block is “Reports of state bodies”. This block makes it possible to realize the openness of state bodies. It will contain reports of state bodies on the public services provided.



a



b

a- Urban planning documentation; b- Public services

Figure 25 – The composition of the geoinformation system

Note – Compiled by the author

The fifth block is “Public services”. The first section provides information on step-by-step instructions for obtaining a service, the entire business process of providing a service, as well as a video instruction with information on how to independently obtain a public service in electronic format.

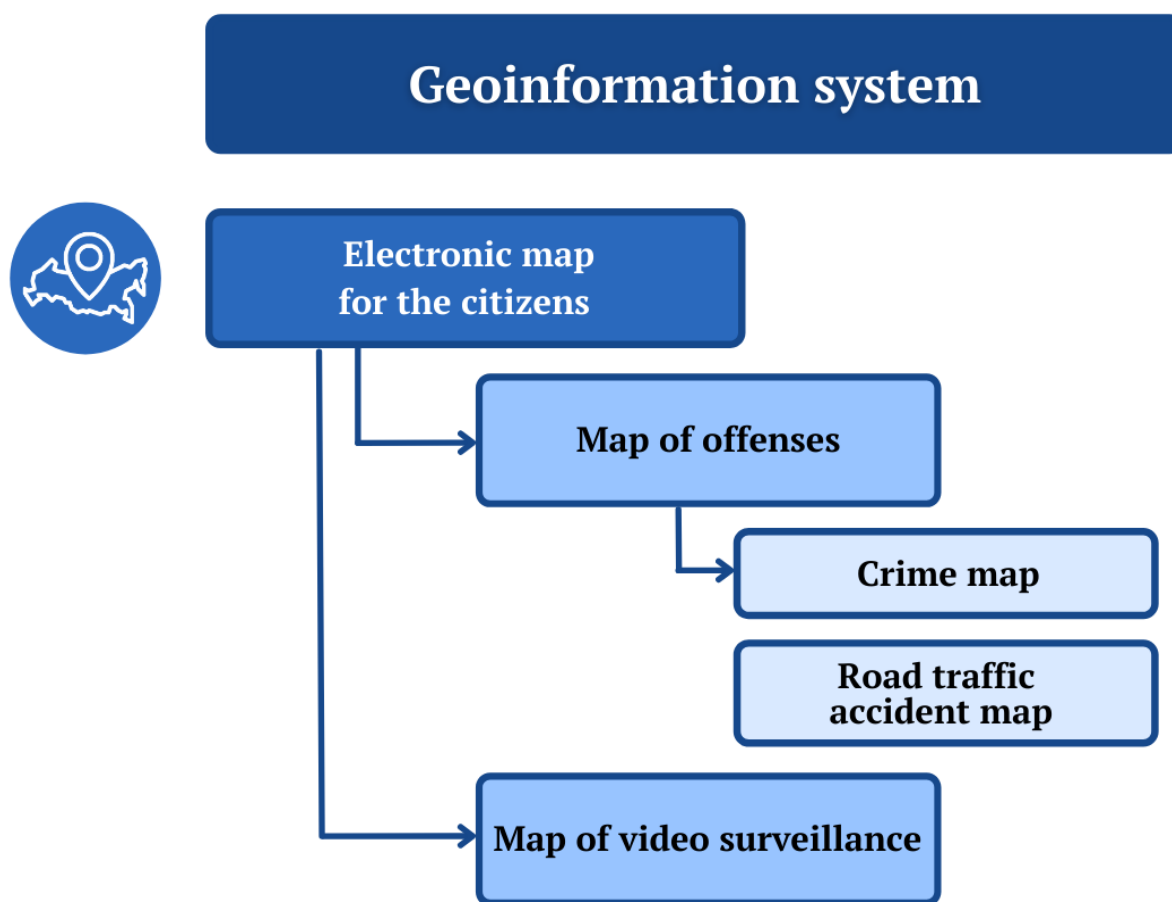
The second section consists of normative legal acts: the Land Code, the Law “On Architectural, Urban Planning and Construction Activities of the Republic of Kazakhstan”, the Law “On Public Services”, Rules for the provision of public services in the field of land relations.

The third section is the name of public services that can be obtained through the geoinformation system:

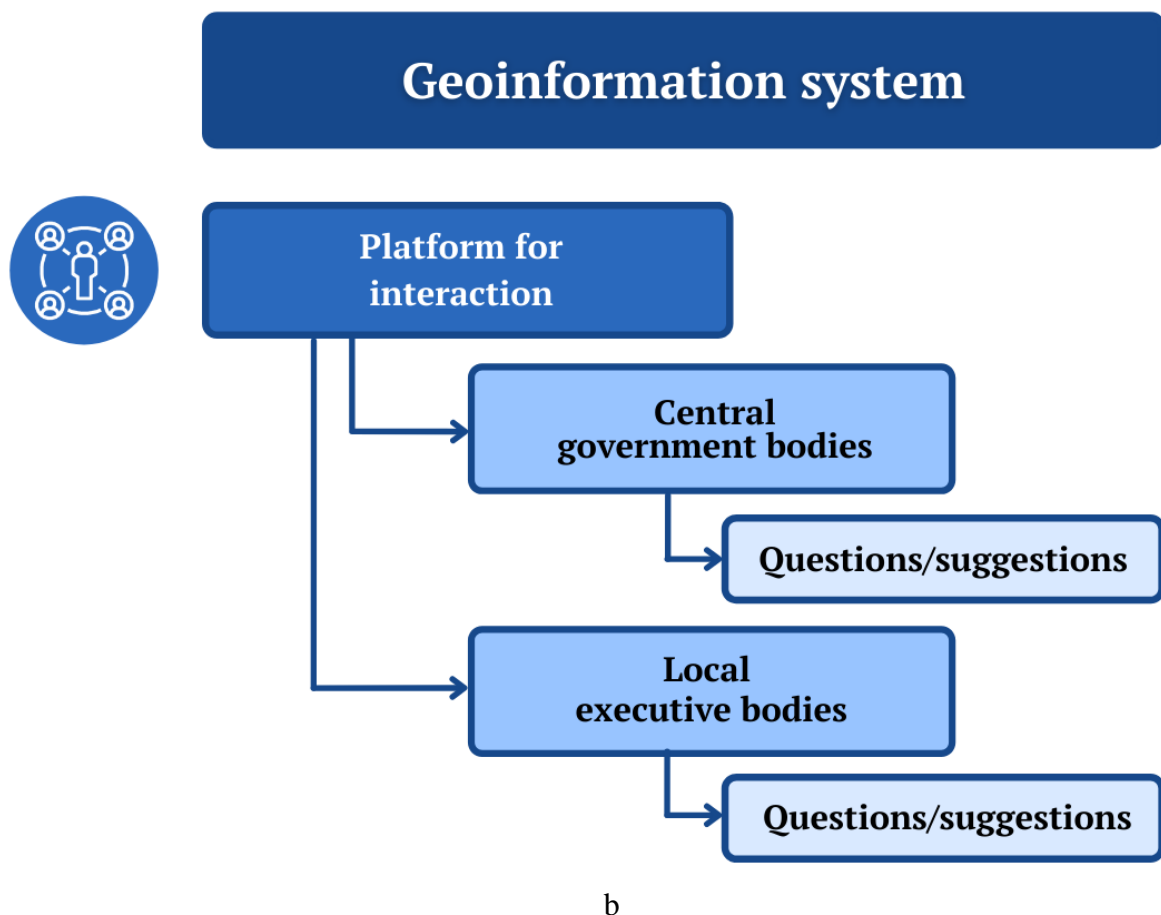
1. Queuing for a land plot
2. Extension of the lease of the land plot
3. Provision of a land plot for the construction of an object within the settlement

The fourth section is a building permit. This section includes such public services as:

1. Architectural and planning task and technical condition
2. Approval of the draft design



a



a- electronic map; b- platform for citizens

Figure 26 – The composition of the geoinformation system

Note – Compiled by the author

As can be seen from figure 26 the sixth block is “Electronic map for the citizens”. In this block, an electronic map of offenses will be indicated, namely, a crime map and a map of road accidents. In real time, it may be possible to observe the city, plan your route. After all, the map of road accidents will allow you to avoid traffic jams on the roads, adjust the trip, avoiding difficult moments on the roads.

The seventh block “Platform for interaction”. This block provides an opportunity for citizens to interact with central government agencies and with local government agencies. Directly ask questions, give suggestions to authorized state bodies. This block will make it possible to realize the openness of state bodies, as well as to implement the program of the “Hearing State”.

Conclusions. The modern model of society is an active civil society, which is fully supported by the state. The state and society exist on the principles of cooperation and partnership. At the urban level, these relationships manifest themselves in a model of interconnection that is widespread in developed countries. The state should interact with citizens, and they should involve them in decision-making on management, design and develop cities based on the needs of the

population. Citizens' participation in decision-making is ensured through their continuous participation in the process of urban governance. By involving citizens in decision-making processes, it is possible to ensure that city management is focused on people and their well-being.

3.3 Integration of urban planning documentation in the field of urban planning

As can be seen from the analysis of urban planning documentation, there is no urban planning code in Kazakhstan, but there is a law “On architectural, urban planning and construction activities”. This law prescribes the name of urban planning documents, the hierarchy and the responsible authority for the development and approval. Additionally, there are rules for the development of urban planning documents, which prescribe the composition of the plan, types of approval and approval.

To date, it is observed that the master plan is not the only urban planning document for the development of the city that is applied by local executive bodies. In parallel, a master plan for the development of the territory is applied. Although the master plan has no legal status, it is not regulated by existing regulatory legal acts. But still, the master plan is available in large cities of Kazakhstan.

In order to use the master plan at the legal level, it is necessary to develop an urban planning code that will include issues of environmental protection, cultural heritage, accessibility requirements for low-mobility groups of the population and the safety of construction facilities and regulation of population density.

It is also necessary to amend the current law “On architectural, urban planning and construction activities”, namely to include the concept of a master plan, its definition and in which cases to apply.

It should be pointed out that the master plan defines the strategy of spatial development of the city and the relationship between its main systems. Where it will be indicated what the master plan includes: development of social infrastructure, economic development, development of urban and transport infrastructure, reconstruction of territories, placement of new housing and commercial real estate, environmental improvement.

The role of the master plan in the structure of the hierarchy of urban planning documents is shown in figure 27.

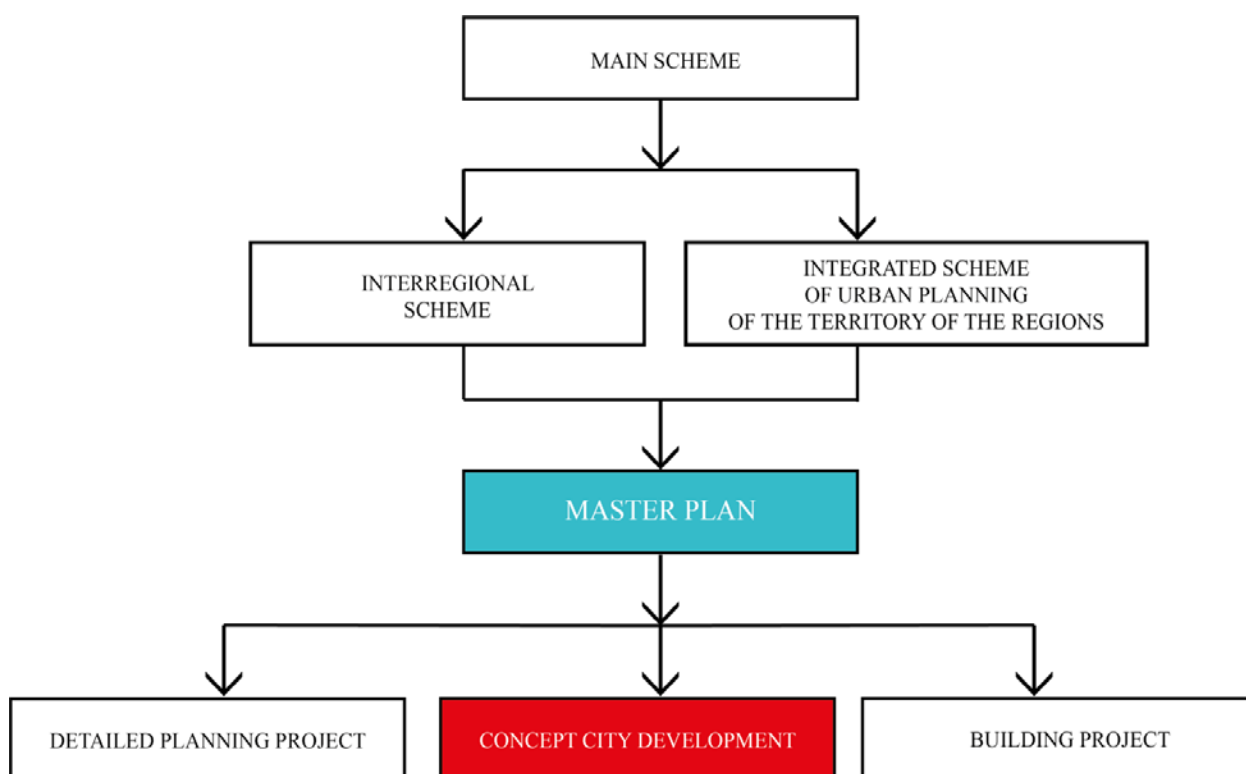


Figure 27 – The role of the master plan in the structure

Note – Compiled by the author

The master plan is based on systems and scales:

- divides cities into their main life systems and establishes their interaction with each other;
- establishes the interaction of the main systems starting from the citywide scale up to tactical changes.

Since the master plan is short-term, precise and focused on solving specific problems, the master plan comes after the master plan. Whereas the master plan is a more abstract and long-term project.

In order to implement proposals on the concept of urban development, it is necessary to make changes to the existing regulatory legal acts of Kazakhstan. In table 9 shows the regulatory legal acts that need to be amended in order to be able to use the concept of city development at the legislative level.

Table 9 – Regulatory legal act

Name of the regulatory legal act	Paragraph, article	Proposal
“On Architectural, Town-planning and Construction Activity in the Republic of Kazakhstan”, The Law of the Republic of Kazakhstan dated 16	Article 47 paragraph 5-1	The concept of city development is the development of a settlement in the short term with a detailed plan for the development of the territory, renovation of the

July, 2001 №242		existing territory
On approval of the Rules for organizing development and passing licensing procedures in the field of construction, Order No. 750 of the Minister of National Economy of the Republic of Kazakhstan dated November 30, 2015	Article 2 paragraph 7	City development concept
On approval of the Rules for the Development, coordination and approval of urban Development projects (detailed planning projects and development projects)	Article 5	Development, coordination and approval of the city development concept
SN RK 3.01-00-2011 Instruction on the procedure for the development, coordination and approval of urban development projects in the Republic of Kazakhstan	Article 4.1.3.11	Development, coordination and approval of the city development concept

Conclusion. Amendments to regulatory legal acts will make it possible to apply the concept of city development at the legislative level for all settlements, not only for central cities, but also for single-industry towns, including. The concept of urban development will improve the quality of urban planning due to the fact that an analysis of the required changes and coordination with all stakeholders, including citizens, will be carried out.

CONCLUSION

Based on the conducted research, we have obtained the following results:

1. The main concepts of urban development are identified based on foreign experience. It makes it possible to identify the chronology and sequence of development in foreign countries. Thus, implemented the chronology and timeline of development in urban planning. This review helped determine that Kazakhstan applies a mixed type of urban development.

The analysis revealed that the development of cities in Kazakhstan lags behind the developed countries of the world by more than 30 years. If such countries as the USA, Great Britain today use the concepts of territorial and network development, the interconnectedness of cities. Kazakhstan today seeks to use several concepts for the development of urban planning, and is aimed at the development of socio-economic and territorial-spatial development. But the achievement of these goals is expected only by 2030. Despite the policy of state programs aimed at achieving such goals as joining the list of developed countries of the world, there are still problematic issues regarding the implementation and achievement of the tasks set.

The implementation of state programs for the development of urban planning requires fundamental changes in all areas, first of all, it is the improvement of the regulatory framework, as well as the implementation of urban planning documents according to the requirements of the citizens themselves. Focusing on the needs of the population will create comfortable conditions for all categories of citizens.

2. As for public administration in Kazakhstan. Despite the fact that a lot of work has been done in this direction over the past 10 years, there are still problems related to urban infrastructure, the quality of services provided, the availability of information, and landscaping. But, despite this, the main trend is observed, new approaches to management are rapidly developing, new technologies are being introduced, information and communication technologies are widely used. The most important thing is that the state is open to dialogue and proposals. In general, the entire system of urban management is characterized by low efficiency of decision-making, lack of accountability, transparency, accessibility of the decision-making process, and a practical lack of citizen participation in management.

To achieve the tasks, it is proposed to implement a geoinformation system that will allow applying the principle of "One Window" when receiving public services. To implement the program of the "Hearing State" by introducing data openness, creating a platform for interaction with the population to discuss development projects of a city or district.

3. The study of foreign experience has shown that in the UK and the USA, full information on urban planning documentation is provided, in addition, the society actively participates in making decisions on the development of the territory. Also, public services have a clear algorithm for obtaining and appealing against the actions of state bodies. There is a separate portal for obtaining permits for construction. As the analysis of the quality of public services has shown, there is a low quality of public services in Kazakhstan, there is no reliable and up-to-date information on

urban planning documentation, and there is no transparency in making decisions on urban development.

Using the example of the UK and the USA, urban planning documentation is developed based on the needs of the population. An in-depth analysis of the development of a city or district is carried out, the opinion of citizens and stakeholders is taken into account and is coordinated at each stage of the implementation of urban development.

It is proposed to apply foreign experience in the interaction of state bodies with the population and stakeholders in the development and implementation of urban planning documents.

4. The analysis of the current system of public administration in urban planning has shown the following problems: conflicts of normative legal acts, the complexity of understanding existing laws, the lack of a unified base of all normative legal acts in the field of architecture, urban planning and construction.

According to urban planning documentation, there is such a trend as the use of two strategic documents, both the master plan and the master plan. However, the use of two urban planning documents contradicts the current regulatory legal acts. In this regard, it is necessary to introduce an urban planning code, which will clearly indicate the goals, objectives, and composition of urban planning documents. In addition, it is necessary to amend the current law “On architectural, Urban Planning and construction activities”.

The analysis of public services showed such problems as bureaucratic red tape in the approval process, partially paper provision of services, and also is not provided on the principle of “One window”. All this leads to discontent among citizens and entrepreneurs. Since there are difficulties in obtaining public services in the field of permits. In this regard, it is necessary to automate public services, completely translate them into an electronic format. Create a clear, clear algorithm for obtaining services aimed at all categories of citizens. To reengineer business processes, reduce duplicate functions, and carry out approvals on the portal in a transparent and accessible form. The results of the optimization of public services in the field of permits allowed us to reduce the stages of providing services. It was also possible to combine two public services into one procedure, which allowed us to observe the principle of “one window” and the principle of “one application”.

Recommendations for the practical use of the results. The practical significance of the research lies in the development of conceptual approaches, recommendations for optimizing public services in the field of permits, harmonization of urban planning documents of the master plan with the concept of territory development and improvement of the current geoinformation system for the interaction of the state with the population, stakeholders and central government agencies with local executive bodies. The conclusions and suggestions contained in the work can be applied in the development of normative legal acts in the field of urban planning.

In general, the results of the study made it possible to achieve the goal set in the dissertation.

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APPENDIX A

Practical significance

ҚАЗАҚСТАН РЕСПУБЛИКАСЫНЫҢ
МЕМЛЕКЕТТІК ҚЫЗМЕТ
ІСТЕРІ АГЕНТТІГІ



АГЕНТСТВО
РЕСПУБЛИКИ КАЗАХСТАН
ПО ДЕЛАМ ГОСУДАРСТВЕННОЙ
СЛУЖБЫ

010000, Нұр-Сұлтан қ., Абай даңғалы, 33 а
тел: 8 (7172) 75-34-12, 75-34-19
www.qyzmet.gov.kz

010000, г. Нур-Султан, пр.Абах, 33а
тел: 8 (7172) 75-34-12, 75-34-19
www.qyzmet.gov.kz

10.06.2020 № 1-04/620-И

Қазақстан Республикасы
Президентінің жанындағы
Мемлекеттік басқару академиясы

2020 жылғы 12 ақпандағы № 02-15/121 хатқа

Мемлекеттік қызмет істері агенттігі докторант Р.Б. Салманованың ҚР Президентінің жанындағы мемлекеттік басқару академиясының МСҰМ-ның профессоры Р.А. Исмаиловамен бірлесіп жасаған мемлекеттік қызметтерді оңтайландыру жөніндегі жобаны қарастырып келесіні хабарлайды.

«Елді мекен шегінде объектілер салу үшін жер учаскесін беру», «Құрылыс және реконструкция (қайта жоспарлау, қайта жабдықтау) жобаларын әзірлеу кезінде бастапқы материалдарды ұсыну», «Эскизді (эскиздік жобаны) келісуден өткізу» мемлекеттік көрсетілетін қызметтерді оңтайландыру бойынша жоба толық деңгейде зерттелді

Мемлекеттік қызметтерді оңтайландыру бойынша пікірлерді есепке алу үшін жоба мемлекеттік қызметтерді көрсететін жергілікі органдарға, сондай-ақ заңға тәуелді нормативтік құқықтық актілерді әзірлеген орталық мемлекеттік органдарға жіберілді.

Келіп түскен ұсыныстарды ескере отырып, мемлекеттік қызметтерді оңтайландыру жөніндегі жоба пысықталды. Айта кету керек, мемлекеттік қызметтерді оңтайландыру бойынша ұсыныстарды жергілікті атқарушы органдардың көбі қолдады.

2020 жылғы 23 сәуірдегі № 1-04/313-И хатпен ұсыныстар ҚР Премьер-Министрі А.У. Маминің атына жіберілді. Бүгінгі күні ұсыныстар ҚР Премьер-Министрінің Кеңесінің қарауында.

Өз тарапынан оңтайландыру қызметтерді электрондық форматқа аударуға, олардың көрсету мерзімдерін қысқартуға, сондай-ақ көрсетілетін қызметті берушінің көрсетілетін қызметті алушымен байланысын азайтуға мүмкіндік беретінін атап өтеміз.

Мемлекеттік қызметтер көрсету саласындағы заңнаманы жетілдіруге бағытталған өзара іс-қимыл ҚР Президенті жанындағы Мемлекеттік басқару академиясының ғылыми әлеуетін аталған жұмысқа тартумен одан әрі жалғастырылатын болады деп есептейміз.

Мемлекеттік көрсетілетін қызметтер
Департаментінің директоры

Орынб.: Т. Жансеев
тел: 75-31-97

И. Үйсінбаев



АКТ

**о внедрении результатов исследования докторской диссертации на тему
«Transformation of public administration in the field of urban development» докторанта PhD
Академии государственного управления при Президенте Республики Казахстан
Салмановой Расланы Болатовны**

Настоящим подтверждаем, что результаты исследования по государственным услугам в сфере разрешительной документации докторанта PhD Салмановой Р.Б., привлекавшейся в качестве эксперта, использованы Общественным фондом «Центр прикладных исследований «TALAP» в рамках проекта по проведению общественного мониторинга качества оказания государственных услуг, организованного Агентством Республики Казахстан по делам государственной службы.

Автором разработаны и даны следующие предложения по повышению качества оказания государственных услуг в сфере разрешительной документации:

1) «Предоставление земельного участка для строительства объекта в черте населенного пункта», в том числе:

- Добавить техническое условие (ТУ) к результатам оказания государственной услуги;
- Добавить в перечень документов ситуационную схему запрашиваемого земельного участка вместо электронной копией схемы расположения земельного участка;
- Разработать онлайн инструкцию (пошаговый алгоритм) получения государственной услуги;

- Добавить в действующий стандарт госуслуги условия предоставления земельного участка (в рамках ГЧП, инвестиционного проекта либо социальное строительство).

2) «Предоставление исходных материалов при разработке проектов строительства и реконструкции (перепланировки и переоборудования)», в том числе:

1. Убрать электронную копию опросного листа с перечня документов, прилагаемых к заявлению.

2. Дать возможность вносить изменения в выданный АПЗ на электронном портале при обращении заявителя.

Данные предложения включены в отчет «Результаты общественного мониторинга оценки качества оказания государственных услуг» за 2020 год.

Исполнительный директор



А. Жаркинов

Центр прикладных исследований "TALAP"

+7 778 060 78 72
info@talap.org
talap.org

Республика Казахстан
г. Нур-Султан, 010000
ул. Ж. Ташенова 8, ВП-12, 9 этаж

APPENDIX B

Sociological survey
as a part of a dissertation research on the topic “Transformation of public
administration in the field of urban development”

Sociological survey was conducted to assess the quality of public services. The questionnaire consisted of sections such as general information, assessment of the quality of public services, automation, openness of public authorities and complaints. The purpose of the survey was to identify the opinion of citizens on the quality of public services during the pandemic. The survey was conducted through the online platform Survio, through social networks, as well as in the Public Corporation “Government for Citizens” of the city of Nur-Sultan.

1. Demographic characteristics of respondents

Parameters	Answers	Quantity	%
General		117	100%
Age	before 25	14	12%
	25-35	35	29.9%
	36-45	36	30.8%
	46-55	19	16.2%
	56 and more	13	11.1%
Gender	Man	56	47.9%
	Woman	61	52.1%
Social status	Employee	75	64,3%
	Unemployed, temporarily unemployed, housewife	12	10,3%
	Businessman	11	9,4%
	Student	10	8,5%
	Retired people	7	6%
	Others	2	1,7%
Note-compiled by the author			

2. Which platform did you use to get a public service?

Answers	Percent
Electronic Government	51
Government for Citizens	39
Mobile Government	10

3. Have you received a public service in due time?

Answers	Quantity
Yes, on time	92
No, I did not receive it on time	18
Other	7

4. Are you satisfied with the time frame in which the public service was provided?

Answers	Quantity
Yes	67
No	48
Other	2

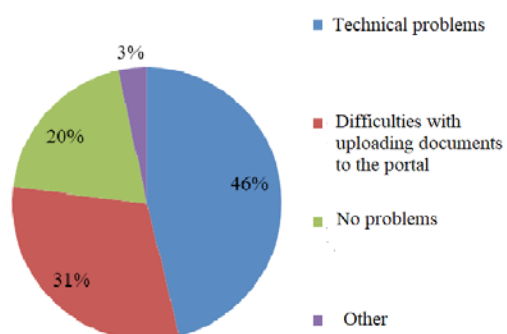
5. Have you been asked for additional documents that are not provided for by the standards of public services?

Answers	Quantity
Yes	15
No	98
Other	4

6. Have you ever encountered an unjustified refusal to provide public services?

Answers	Quantity
Yes	16
No	101
Other	0

7. What difficulties have you encountered in obtaining a public service?



8. Have you applied to intermediaries to obtain a public service?

Answers	Quantity
Yes	37
No	78
Other	2

9. What form of consultation did you use when receiving a public service?



10. How do you assess the quality of public services?

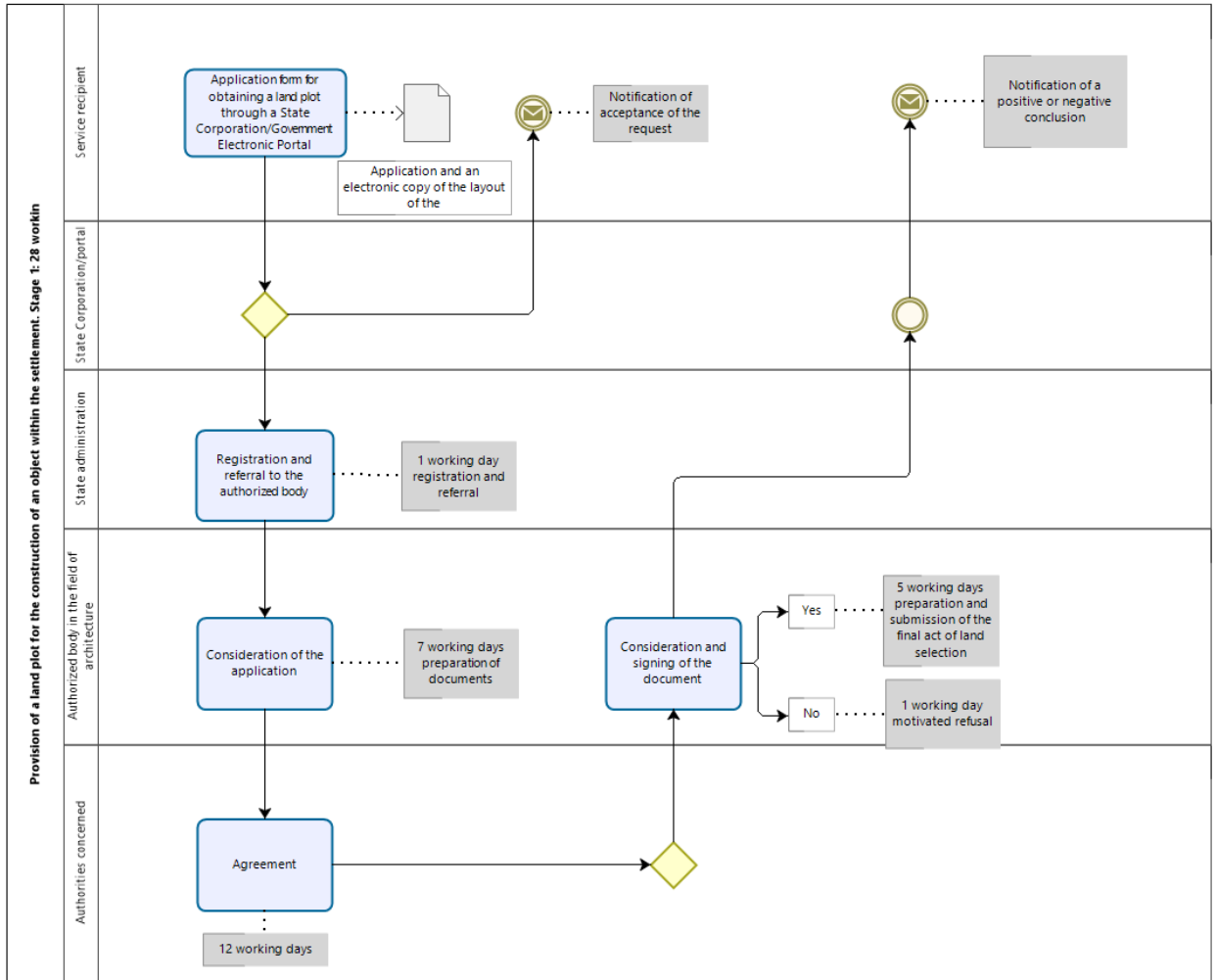
Answers	Quantity
Good	46
Satisfied	51
Bad	10
Not satisfied	10

11. Do you know how to file a complaint about a public service rendered?

Answers	Quantity
Yes	27
No	90

APPENDIX C

Business process of public services 1 stages “Provision of land plot for the construction of an object within the settlements”



APPENDIX D

Business process of public services 2 stages “Provision of land plot for the construction of an object within the settlements”

