
“APPROVED”
Chairman of the Board
“Almalyk Mining and
Metallurgical Complex”
A. Khursanov
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REGULATION
On the Procedure for Handling Appeals from
Individuals and Legal Entities
at JSC “Almalyk MMC”

I. GENERAL PROVISIONS

1. This Regulation, in accordance with the Law of the Republic of Uzbekistan "On Appeals of Individuals and Legal Entities", establishes the procedure for handling appeals of individuals and legal entities, as well as complaints from all stakeholders related to supply chain matters within JSC "Almalyk MMC" (hereinafter referred to as the "AMMC"). This Regulation has been developed on the basis of international organizational standards, including the UN Guiding Principles on Extrajudicial Grievance Mechanisms and the IFC Guidelines on Submitting and Reviewing Complaints, and ensures compliance therewith.

In the event of inconsistencies between international guidelines and national requirements, the applicable legislation of the Republic of Uzbekistan on the consideration of appeals of individuals and legal entities shall prevail.

2. The purpose of this Regulation is to ensure that individuals, groups, organizations, or communities concerned about the environmental, social, or governance impacts of the AMMC's activities (hereinafter referred to as the "Stakeholders") are able to submit their appeals, and to provide an effective and transparent mechanism for the fair and timely consideration of such appeals.

3. This Regulation:

- shall not apply to appeals regulated by the legislation on administrative liability, administrative proceedings, civil procedure, criminal procedure, criminal enforcement, commercial procedure, and other relevant laws;

- shall not apply to correspondence exchanged between state bodies, organizations, and their structural subdivisions.

4. In accordance with the Law, the following key terms are used in this Regulation:

Application – an appeal submitted with a request for assistance in exercising rights, freedoms, and legitimate interests;

Proposal – an appeal consisting of recommendations aimed at improving state and public activities;

Complaint – an appeal submitted with a demand to restore violated rights and freedoms and to protect legitimate interests;

Anonymous appeal – an appeal in which the surname (first name, patronymic) and place of residence of an individual, or the full name and location (postal address) of a legal entity, are not indicated, or false information is provided about them, as well as an electronic appeal or an unsigned written appeal that does not allow for identification of the applicant;

Duplicate appeal – an identical copy of an appeal submitted by the same individual or legal entity;

Repeated appeal – an appeal submitted by the same individual or legal entity that expresses disagreement with a decision previously made on a complaint, or reports that a previous appeal was not reviewed within the established timeframe, or reiterates issues already raised while the statutory deadline for the earlier appeal has expired without proper review;

Electronic appeal – an appeal submitted in the prescribed manner through information and communication technologies, including via the official website of a state body or organization, with the exception of oral appeals submitted in real-time using such technologies;

Public reception – the action of a head of a state body, organization, or other authorized official to receive appeals from individuals or representatives of legal entities during public meetings;

Video conference communication – interactive real-time communication between several remote participants using information and communication technologies with the possibility of exchanging audio and video data.

5. Appeals may be submitted orally, in writing, or electronically in the form of an application, complaint, or proposal.

Regardless of their form or type, all appeals have equal significance.

Appeals received through hotlines shall be recorded, registered, and reviewed as oral appeals in accordance with the procedure established by this Regulation.

Appeals submitted through AMMC's official website shall be registered as electronic appeals and reviewed in accordance with the procedure established by this Regulation.

Appeals submitted through the Virtual Reception of the President of the Republic of Uzbekistan or through the Government Portal of the Republic of Uzbekistan on the Internet (hereinafter – the “Government Portal”) shall be registered as electronic appeals and reviewed in accordance with the procedure established by this Regulation, taking into account the requirements of the Regulation on the Government Portal of the Republic of Uzbekistan on the Internet, approved by Resolution of the Cabinet of Ministers No. 188 of June 3, 2016.

Appeals received from editorial offices of mass media shall be reviewed within the procedures and timeframes established by the legislation and this Regulation.

Appeals may be submitted in the state language or in other languages.

6. Domestic Legal Remedies:

- the Constitution of the Republic of Uzbekistan;
- the Law of the Republic of Uzbekistan No. 445 of September 11, 2017 “On Appeals of Individuals and Legal Entities.”

7. Legal protection mechanisms provided by creditors – The authority to review complaints submitted by stakeholders affected by projects financed by the International Finance Corporation (IFC) is vested in the Compliance Advisor Ombudsman (hereinafter – “CAO”). The CAO reviews such complaints in a fair, impartial, and transparent manner. The purpose of this mechanism is to improve the environmental and social outcomes of projects and to enhance the accountability of IFC to the public.

II. KEY PRINCIPLES OF THE APPEALS REVIEW MECHANISM

8. This mechanism shall be transparent and accountable to all stakeholders and shall be implemented through its formalization in writing, public disclosure, and explanation to the relevant stakeholders.

9. The appeals mechanism shall be clear, understandable, and easily accessible, and shall ensure that information is provided to the applicant in a convenient language and explained orally in cases where stakeholders are unable to read.

10. Complaints or concerns shall be reviewed within the timeframes established by law.

11. Protective measures, such as confidentiality safeguards and the protection of personal data related to the appeal, shall also be ensured.

12. It shall be guaranteed that no adverse consequences arise for the complainant, and that no repressive measures are applied against the person submitting a complaint under these procedures.

III. GUARANTEES OF THE RIGHT OF INDIVIDUALS AND LEGAL ENTITIES TO SUBMIT COMPLAINTS

13. Individuals and legal entities shall be guaranteed the right to submit appeals to AMMC, as well as to its officials, either individually or collectively.

The right to submit a complaint shall be exercised voluntarily. No person may be compelled to participate in defending or opposing any appeal.

The exercise of the right to submit a complaint shall not infringe upon the rights, freedoms, and legitimate interests of other individuals and legal entities, nor the interests of society and the state.

Foreign individuals and legal entities, as well as stateless persons, shall have the right to submit appeals to AMMC and to its officials.

14. In exercising the right to submit a complaint, no discrimination shall be permitted on the basis of gender, race, nationality, language, religion, social origin, beliefs, personal or social status, as well as property ownership, location (postal address), organizational and legal form of legal entities, or other circumstances.

15. In reviewing appeals, AMMC officials shall comply with the requirements of the Constitution and laws of the Republic of Uzbekistan, take measures to ensure their implementation, and, within their powers, take objective actions to restore the violated rights and freedoms of individuals and legal entities and to timely protect their legitimate interests.

16. Appeals must be mandatorily accepted and reviewed by the Department for Monitoring and Coordination of Work with Individual Appeals of AMMC (hereinafter – the “Department”), as well as by AMMC officials, except in cases provided for in Chapter VIII of this Regulation.

17. In reviewing appeals, employees of the Department, as well as other officials, shall not allow the disclosure, without consent, of information concerning the private life of individuals, the activities of legal entities, or information

constituting state secrets or other secrets protected by law, if such disclosure may harm the rights, freedoms, and legitimate interests of individuals and legal entities.

Clarification of information not related to appeals concerning individuals and legal entities shall not be permitted.

At the request of an individual, any information concerning his or her identity shall not be disclosed.

18. It shall be prohibited to hold an individual, his or her representative, their family members, a legal entity, its representative, or the family members of such representative liable before state bodies, AMMC, or their officials in connection with the exercise or protection of their rights, freedoms, and legitimate interests, or for expressing opinions and criticisms in their appeals.

IV. PUBLICATION OF PROCEDURES FOR SUBMITTING AND REVIEWING APPEALS

19. The procedure for submitting and reviewing appeals shall be published on the official website of AMMC. The information provided shall be available in Uzbek, Russian, and English, and shall include the following:

- how the appeals review mechanism operates;
- who may submit appeals;
- where, when, and in what manner stakeholders may submit appeals;
- the persons responsible for receiving and reviewing appeals;
- the timeframes for reviewing appeals;
- the rights of the complainant and guarantees of protection.

V. PROCEDURE AND TIMEFRAMES FOR SUBMITTING APPEALS

20. Individuals and legal entities shall have the right to submit appeals independently or through an authorized representative, by using the means specified in Annex 1 to this Regulation, as well as by applying the sample appeal form provided in Annex 2.

Appeals in the interests of minors, legally incapacitated persons, and persons with limited legal capacity may be submitted by their legal representatives in accordance with the procedure established by law.

21. An individual's appeal must indicate the person's surname, first name, patronymic (if applicable), and information on his or her place of residence.

A legal entity's appeal must specify its full name and information on its location (postal address).

An appeal submitted by an individual or a legal entity must clearly indicate the position and/or the surname, first name, and patronymic (if applicable) of the AMMC official to whom it is addressed, as well as the precise substance of the appeal.

An appeal may also include the applicant's e-mail address, contact telephone numbers, and fax numbers.

Applications submitted by representatives of individuals or legal entities must be accompanied by documents confirming their authority.

22. An application may be accompanied by the existing decisions previously adopted on the appeal or copies thereof, as well as other non-returnable documents necessary for its review, except where the applicant has submitted a written request for their return.

23. Upon receipt of an appeal by postal means, the envelope shall be checked for the presence of the appeal and its attachments (enclosures).

If the appeal is not present in the envelope or has been damaged, or if the attachments indicated in the appeal are missing, a record shall be drawn up in two copies: one copy shall remain in the Appeals Department, and the other shall be sent to the applicant at the address specified on the envelope.

Envelopes received through appeals may be retained for the purpose of verifying the applicant's address, as well as the date and time of submission and receipt of the appeal.

24. A written appeal must be signed by the applicant, that is, an individual, or by an authorized representative of the applicant, in the case of a legal entity.

If it is not possible for the individual to sign the written appeal, it must be signed by the founder, with the applicant's full name (surname, first name, and patronymic) indicated.

25. Usually, no specific deadline is established for submitting appeals.

In exceptional cases, a deadline for submitting an appeal may be established if it is necessary for AMMC or its officials to review the appeal, or to ensure the timely exercise and protection of the rights, freedoms, and lawful interests of individuals and legal entities, as well as on other grounds provided by law.

An appeal or complaint to a higher authority must be submitted by an individual or legal entity no later than one year from the date they become aware of the action (or inaction) or the decision that violates their rights, freedoms, or lawful interests.

If the deadline for submitting an appeal or complaint has been missed for valid reasons, it may be restored by the Chairman of the Management, their deputies, or the authorized officials of AMMC responsible for reviewing appeals and complaints.

26. Individuals and legal entities have the right to withdraw their appeals submitted in writing or electronically before or during the review of the appeal, as well as before a decision is made regarding the appeal. Upon receipt of such a withdrawal request, the review of the appeal shall be suspended and the appeal shall be returned to the applicant in writing within three days.

A request to withdraw an appeal does not exempt the authority from taking measures to identify and eliminate violations of the law.

VI. ORGANIZATION OF HANDLING APPEALS

27. The procedure for reviewing appeals received by AMMC shall be carried out in accordance with Annex 3 of these Regulations.

28. The Department performs the following functions in handling appeals:

- Familiarize interested parties with the mechanism for submitting and reviewing appeals;
- Receive and register appeals submitted to AMMC;
- Forward appeals to the relevant departments, services, directorates, and units of the AMMC Executive Apparatus responsible for reviewing them, hereinafter referred to as the “Structural Units”;
- Submit the appeal to the designated Structural Unit responsible for its review via the electronic document management system;
- Require the responsible Structural Unit to provide the response letters regarding the appeal to the Department within the established deadlines;
- Submit response letters to the Office Manager Service (General Department) for delivery to the author of the appeal;
- Maintain records of registered appeals.

29. If necessary, information regarding any violations of the conditions and procedures for reviewing appeals by the Structural Units shall be submitted to the Head of the Executive Apparatus Secretariat, who, in turn, forwards it to the Chairman of the Management, along with appropriate recommendations for holding them accountable, as well as data on the status of appeal reviews.

30. The following requirements shall be imposed on the Department staff:

- Possession of secondary specialized or higher education;
- Being informed about AMMC activities;
- Possession of high moral and ethical qualities;
- Ability to communicate effectively;
- Ability to use modern information and communication technologies.

When carrying out their duties, Department staff must act politely, courteously, correctly, and attentively; demonstrate tolerance and respect; refrain from rudeness in communication with applicants; and avoid any actions that may infringe upon an individual’s dignity and honor.

When performing their official duties, Department staff must maintain an appearance that conforms to generally accepted business standards, characterized by formality, composure, and neatness.

31. Employees handling appeals shall receive training and professional development at least once every three years.

32. In order to address comprehensively and in a timely manner the issue indicated in an individual’s or legal entity’s appeal, if the matter falls within the authority of other state bodies or organizations, the Department shall have the right to refer the appeal to such state bodies and organizations for collegial consideration.

VII. PROCEDURE AND TIMEFRAMES FOR REVIEWING APPEALS

33. All appeals received by AMMC shall be registered by the responsible officer of the Department through entering the relevant records into the registration (electronic) book, affixing a registration stamp to the lower right-hand corner of the first page of the appeal (and/or its reverse side), and completing a registration card in the form specified in Annex 4 to this Regulation.

Appeals may be registered in paper or electronic form.

34. At the request of the applicant, they may be informed, in response to an oral or written inquiry, of the registration number assigned to their appeal and the estimated timeframe for providing a response.

The appeal registration log shall indicate the appeal's number, date of receipt, the applicant's full name (surname, first name, and patronymic), the name of the legal entity, a brief summary of the appeal, and the name of the Structural Unit designated as responsible for handling the appeal.

The registration stamp shall indicate the official name of AMMC and the date of receipt of the appeal, while the serial number of the appeal shall be recorded on its right side. The numbering of appeals shall be renewed from the beginning of each calendar year.

35. Appeals submitted to AMMC by individuals or representatives of legal entities shall, no later than one business day from the date of registration, be submitted to the Chair of the Management Board (or their deputies). The Chair shall issue a resolution (instruction) on the appeal, designating the Structural Unit responsible for its review and preparation of the response letter.

36. Within one business day from the date the resolution (instruction) is issued, the Department shall forward the appeal, via the electronic document exchange system, to the Structural Unit (or employee) designated as responsible for its execution.

37. If an appeal concerns issues falling within the competence of multiple departments or structural units, all such units shall be designated as executors for the review of the appeal. The structural unit listed first among the executors shall be responsible for ensuring that the appeal is reviewed jointly with the other designated units.

38. For the comprehensive, impartial, and timely review of an appeal, if additional information, references, or materials are required, the officials of the Structural Units reviewing the appeal may, within their competence, request such information from the applicant, as well as from other state bodies, organizations, and officials.

39. If, during the review of an appeal, a duplicate appeal is received, it shall be considered together with the previously submitted appeal, and a single response shall be provided based on the results.

If a duplicate appeal is received after the initial appeal has been reviewed and a response has been sent, the applicant shall be informed of this in writing.

40. If necessary, the Department may involve relevant specialists in the consideration of appeals.

If the submitted appeal concerns violations of the rights of legally incapable or partially capable persons, as well as youth, the elderly, women, or minority social groups, representatives of organizations protecting their rights and interests (such as trade unions, the Youth Union, the Women and Gender Equality Advisory Council, and other social protection bodies) shall be involved in its consideration.

41. Appeals containing issues that do not fall within the competence of the Complex shall, within five days, be forwarded to the relevant authorities by means of a letter signed by the Chairman of the Board or his deputies, and the applicant shall be notified thereof in writing or in electronic form.

If the appeals do not contain the necessary information required for forwarding them to the relevant authorities, they shall be returned to the applicant within five days together with a substantiated explanation.

42. The Department, upon its own initiative or at the request of the applicant, as well as by the structural divisions or their officials reviewing the appeal, may organize a hearing of the appeal.

In this case, the applicant shall be given the opportunity to express their opinion on the issues raised in the appeal and to provide additional information regarding the appeal.

If necessary, specialists may be involved in the hearing of the applicant.

43. If the appeal contains circumstances requiring on-site verification, as well as in other necessary cases, the structural subdivisions responsible for reviewing the appeal may ensure its consideration on-site. The on-site review of the appeal shall be carried out upon the instruction of the Chairman of the Board or with his consent, or upon the instruction of his relevant deputies.

44. If it is not possible to consider the appeal without the participation of the applicant or another person, they may be summoned by the official reviewing the appeal. In the event that the applicant fails to appear, the structural subdivision responsible for reviewing the appeal shall send a written response stating that it is not possible to consider the appeal without the applicant's participation.

45. The time limits for processing appeals shall be calculated from the date of their receipt by the Complex. If the last day of the relevant period falls on a weekend or public holiday, the deadline shall be considered as the end of the following working day.

Electronic appeals may be registered on the day of their receipt, or, if received after working hours, on the next working day.

Refusal to register an appeal shall not be permitted.

Oral appeals submitted during public receptions to the Chairman of the Board or his Deputy Chairmen, and resolved on the spot, shall not be subject to registration. In such cases, the minutes of the public reception shall indicate the surname, name and patronymic of the individual or the representative of the legal entity, information about their place of residence, a brief summary of the appeal, as well as the result of its consideration.

46. An application or complaint shall be considered within fifteen days from the date of its receipt by AMMC, and in cases requiring additional study and/or

verification, or the request of additional documents, within a period of up to one month.

In cases where it is necessary to conduct an inspection, request additional materials, or take other measures in order to review an appeal, the review period may, by way of exception, be extended by the Chairperson of the Management Board or his/her deputies for no more than one month, of which the applicant shall be informed.

47. Proposals shall be reviewed within one month from the date of their receipt by AMMC, except for those requiring additional study, in which case the individual or legal entity that submitted the proposal shall be notified thereof in writing within ten days.

48. In exceptional cases, the Chairperson or his deputies may shorten the timeframe for reviewing appeals.

49. Serious and sensitive complaints (such as cases of sexual or gender-based violence or those involving multiple victims) require the conduct of an internal service investigation. In such cases, the applicant shall be provided, within two weeks, with information on the available findings, the measures to be taken, and the expected timelines.

50. Based on the results of the consideration of the appeal, an appropriate decision shall be adopted, and the applicant shall be promptly notified thereof in written or electronic form.

A decision to reject the appeal shall be adopted by the Chairman of the Board or his deputies.

The reply letter to the appeal shall contain specific grounds, either refuting or confirming each issue raised in the appeal, with references to the provisions of applicable legislation where necessary.

51. The reply letter to the appeal shall, whenever possible, be provided in the language in which the appeal was submitted.

52. Collective appeals submitted by individuals or legal entities shall be considered in accordance with the requirements of the Law and this Regulation. In such cases, the reply to the appeal shall be sent to the person listed first among the applicants or, upon their request, to another designated person.

53. Officials of the structural units that reviewed the appeal shall, at the request of the individual or legal entity, provide clarifications to the reply without altering its substance. They are also obliged, either on their own initiative or at the request of the applicant, to correct any errors or typographical mistakes, provided that such corrections do not affect the essence of the reply.

A request by the applicant for clarification or correction of the reply to their appeal shall be reviewed within ten days from the date of its receipt.

54. An appeal shall be deemed reviewed if all issues raised therein have been considered in accordance with the requirements of the law and an appropriate reply has been sent to the applicant.

The date on which the reply is sent to the applicant shall be considered the date of completion of the appeal review, and the Department shall record this in the appeals register and the document file.

55. The structural units that reviewed the appeal shall prepare a draft written reply to appeals under the supervision of a higher state authority or organization, together with a copy of the reply letter sent to the applicant.

56. Reviewed appeals and related materials shall be preserved by the Department in accordance with the established procedure.

VIII. NON-CONSIDERATION OF APPEALS AND TERMINATION OF THEIR REVIEW

57. The following requests will not be considered:

Anonymous requests (if the consideration of anonymous requests is stipulated by international standards or the requirements of international organizations, such requests shall be regulated by a separate regulation);

Requests submitted by representatives of individuals or legal entities in the absence of documents confirming their authority;

Requests that do not meet other requirements established by law;

58. When requests submitted by representatives of individuals or legal entities are received, the Department shall verify the availability of documents confirming their authority.

If the request does not include documents confirming the representative's authority, a conclusion to that effect shall be prepared and approved by the official responsible for handling the request.

From the moment the conclusion on the absence of documents confirming the representative's authority is approved, such a request shall not be considered, and the applicant shall be notified of this in writing.

59. If the requests are not considered, an appropriate conclusion shall be prepared and approved by the Deputy Chairman of the Board responsible for the relevant area.

The applicant shall be notified, in accordance with the established procedure, that the request has not been considered due to the absence of documents confirming the authority of the representative of the individual or legal entity.

60. The consideration of requests shall be terminated in the following cases:

- if a repeated request does not contain any new arguments or newly revealed circumstances, and the complete materials of previous examinations are available in the previous request files and responses have been provided to the applicant in accordance with the established procedure;

- if the applicant has withdrawn their request in the prescribed manner or has requested the termination of its consideration;

- if it is impossible to summon the applicant due to their failure to timely notify about a change of residence, location (postal address), email address, or other contact details, and the request cannot be considered without their participation;

- if the applicant fails to appear after being summoned by the responsible structural unit, and the request cannot be considered without their participation;

- if the applicant (an individual) has passed away and the consideration of the request does not allow for legal succession.

61. The decision to terminate the consideration of a request shall be made by the Deputy Chairman of the Board responsible for the relevant area.

After the termination of the consideration of a repeated request in accordance with the second paragraph of clause 60 of this Regulation, the applicant shall be notified in writing that the repeated request is unfounded, and all correspondence with the applicant on this matter shall be discontinued. If another repeated request is received from the applicant after the correspondence has been discontinued, such a request shall be terminated without notifying the applicant.

After the application for withdrawal of the request has been reviewed, the request shall be returned to the applicant within three days together with a response letter signed by the Deputy Chairman of the Board responsible for the relevant area. The submission of an application for withdrawal of the request does not preclude the adoption of measures aimed at identifying and eliminating legal violations.

The applicant shall be duly notified that the consideration of the request has been terminated due to the failure of the summoned individual or the representative of the legal entity to appear.

IX. ORGANIZATION OF THE RECEPTION OF INDIVIDUALS AND REPRESENTATIVES OF LEGAL ENTITIES

62. The reception of individuals and representatives of legal entities at the Complex shall be organized by the Chairman of the Board, his deputies, the Appeals Department, and the heads of structural divisions.

In accordance with the approved schedule, off-site personal receptions of individuals and representatives of legal entities on behalf of the Chairman of the Board (or his deputies) shall also be organized.

63. The reception of individuals and representatives of legal entities at the Complex shall be carried out in accordance with the reception schedule approved by the Chairman of the Board.

Information on the reception schedule, as well as the time, place, and procedure for conducting the reception, shall be brought to the attention of interested parties by publishing it on the official website of the Complex, as well as by posting it on stands in public places or other technical means within the administrative building.

64. During a personal reception, special technical means (such as audio and video recordings, as well as photography) may be used by decision of the Chairman of the Board (or his deputies), provided that the applicant is informed about it.

65. Individuals and representatives of legal entities who submit oral requests may be received by the Deputy Chairmen of the Board, the Appeals Department, or the heads (specialists) of structural divisions. After verifying the applicant's identity documents, the information related to the applicant shall be entered into the electronic record system.

66. An individual is required to present identity documents during an oral request, and a representative of a legal entity must provide documents confirming

both their authority and identity, except for requests received during mass receptions.

Oral requests may also be submitted in real-time using information and communication technologies, including through helplines.

67. At the instruction of the Chairman of the Board or his deputies, as well as at the request of the Head of the Appeals Department, the head or specialists of a structural division may be involved in the reception process to assist in receiving individuals and representatives of legal entities. Additionally, representatives of trade unions, the Youth Union, the Council for Women and Gender Equality, and other social protection bodies may be involved in the reception process to protect the interests and rights of the applicant.

68. If it is determined during a personal reception that the issues raised by individuals or representatives of legal entities do not fall within the authority of the Complex, the responsible staff conducting the reception shall explain to the applicant which body or organization should be contacted to resolve the matter. Upon request, a written response shall also be provided to the individuals or representatives of legal entities.

69. Oral requests submitted by individuals and representatives of legal entities during on-site personal receptions shall be considered, registered, and processed in accordance with the procedure established by Clause 57 of this Regulation.

70. Oral requests received and resolved on the spot during mass receptions conducted by the Chairman of the Board or another authorized official of the Complex do not require a written or electronic response. In such cases, the applicant's or the representative of the legal entity's surname (first name, patronymic), place of residence, a brief summary of the request, and the outcome of its consideration shall be recorded in the mass reception minutes.

X. RIGHTS OF INDIVIDUALS AND LEGAL ENTITIES IN THE CONSIDERATION OF REQUESTS

71. In the process of considering requests by responsible staff of structural divisions, individuals and legal entities shall have the following rights:

to receive information about the process of consideration of their request;

to personally present evidence and provide explanations;

to familiarize themselves with the materials of the request review and its results;

to submit additional materials or request that such materials be obtained from other bodies;

to use the services of an attorney;

to request the termination of the request review or to request clarification and/or correction of the response;

to withdraw their request in writing or electronically before or during the consideration process, and before a decision on the request has been made;

to file a complaint with a higher authority in the hierarchical order or directly to the court against the unlawful refusal to accept or consider the request;

Individuals and legal entities may also exercise other rights in accordance with the legislation.

72. When their requests are being considered by the officials of the Complex, individuals and legal entities must not, through their actions, violate the rights, freedoms, and legitimate interests of other individuals and legal entities, as well as the interests of society and the state.

73. The provisions of this Regulation shall not prevent the applicant from exercising their right to judicial or other administrative legal remedies.

XI. RIGHTS AND OBLIGATIONS OF THE COMPLEX'S OFFICIALS IN THE CONSIDERATION OF REQUESTS

74. In the process of considering requests, the officials of the Complex shall have the following rights:

to request and obtain, in accordance with the established procedure, the information necessary for the consideration of the request;

to summon the applicant for a hearing or consideration of the request when it cannot be reviewed or heard in the absence of the applicant or their representative;

to file a claim with the court to recover the costs associated with the examination of the request if it contains deliberately false information;

The officials of the Complex may also exercise other rights in accordance with the legislation.

75. The officials of the Complex shall have the following obligations:

to comply with the requirements of the legislation on requests;

to provide the applicant with the opportunity to familiarize themselves with the relevant documents,

to ensure that the applicant has access to documents, decisions, and other materials related to their rights, freedoms, and legitimate interests, provided that such materials do not contain corporate secrets or other information protected by law, and do not harm the rights, freedoms, and legitimate interests of individuals and legal entities, or the interests of society and the state;

to immediately notify the applicant in writing or electronically about the results of the consideration and the decision made thereafter, except for oral requests received and resolved on the spot during mass receptions;

to explain the procedure for appealing a decision if an individual or legal entity is not satisfied with the decision made regarding their request;

to monitor the implementation of the decision adopted based on the results of the request consideration;

to take prompt measures within their powers to prevent unlawful actions (or inaction) in order to identify the causes and conditions that may lead to violations of the rights, freedoms, and legitimate interests of individuals and legal entities;

to ensure, in accordance with the established procedure, that individuals, their representatives, their family members, legal entities, their representatives, and the family members of such representatives are not subjected to persecution as a result of their requests;

to take measures, in accordance with the law, to compensate material damage or provide compensation for moral harm caused by the violation of the rights, freedoms, and legitimate interests of individuals or legal entities.

XII. Monitoring, supervision, generalization, and analysis of the consideration of appeals

76. The Department continuously monitors and supervises the process of reviewing appeals and takes measures to ensure that they are considered fully, objectively, and in a timely manner.

77. If an appeal is placed under the supervision of a specific manager or another authorized official, it shall be removed from supervision and execution by that same person

Appeals for which interim responses have been provided but have not yet been fully reviewed shall not be removed from supervision.

78. The Department maintains statistical records of received appeals, including the number of appeals received, reviewed, satisfied, unsatisfied, and left without consideration, as well as other relevant information.

The Department ensures the generalization and analysis of appeals on a monthly basis.

Based on the results of the generalization and analysis of appeals, the Department, together with the Information Service of the Complex, publishes the compiled information on the official website of the Complex.

XIII. FINAL PROVISIONS

79. Illegal refusal to accept or consider appeals from individuals and legal entities, violation of the deadlines for their consideration without valid reasons, failure to send a written or electronic response, adoption of decisions that contradict the legislation on appeals of individuals and legal entities, failure to ensure the restoration of violated rights of individuals, disclosure of information about the life of individuals or the activities of legal entities without their consent, holding individuals or legal entities liable due to their appeals or for opinions and criticism expressed in them, as well as submitting appeals containing slander or insults — all entail liability in accordance with the established procedure.

80. Responsibility for ensuring compliance with the requirements of this Regulation shall rest with the authorized officials of the Complex.

81. Violation of the legislation on appeals, as well as submission of appeals containing slander or insults, shall entail liability in accordance with the established procedure.

Means of Submitting Requests by Interested Parties*

№	Means	№	Means
1	@AGMK_BOT Telegram Bot – Employees and citizens can submit their questions through this bot.	6	Written requests can be sent to the following postal address: 110100, Republic of Uzbekistan, Tashkent Region, Almalyk city, Amir Temur Street, 53 – Central Office of JSC "Almalyk MMC".
2	Hotline: +998 71 61 9 23 33	7	Email: info@agmk.uz
3	Virtual Reception: https://agmk.uz/ru/virtual – a platform where requests can be submitted.	8	Reception meetings organized by the responsible officials of the Company (the reception schedule is published on the official website of the Company).
4	Website: https://agmk.uz – at the bottom right corner of the page, there is a Verbox online consultant window where questions can be submitted.	5	Special request boxes placed in the administrative buildings of the Company's structural units.

*If any changes are made to the means of submitting requests by interested parties, the relevant information will be published on the Company's official website. Such changes shall not require amendments to this Regulation.

Request Form (Sample)

Instructions	Please complete this request form clearly and legibly, and submit it using one of the following methods: -Directly to the Department; -By email: info@agmk.uz; -By post: 110100, Republic of Uzbekistan, Tashkent Region, Almalyk city, Amir Temur Street, 53 – Central Office of JSC “Almalyk MMC”; - By placing it in a special request box
Recipient of the Request (Addressee) (The manager or official to whom the request is submitted)	State the full name and position of the Chairman of the Board or his Deputy (the addressee).
Full name	Full name (should be written in detail).
Applicant's Information	Residential address (region, city/district, mahalla, street name, house number) Phone number (+998 xxx-xx-xx) Email address
Language of the Request	Uzbek, Russian, or English
Content of the Request (Please describe the situation in detail)	What happened? Where did it occur? Who was involved in this situation? What consequences did the problem lead to?
Signature:	
Date:	

Procedure (Mechanism) for Considering Appeals of Individuals and Legal Entities

Stage	Subjects	Name of the measure	Execution period
Stage 1	All individuals and legal entities, as well as all interested parties related to the supply chain issue	Submitting an appeal (application, complaint, proposal) to "Almalyk MMC"	At the applicant's discretion
Stage 2	Appeals Department	<p>1. Acceptance and registration of the appeal, as well as examination of the issues stated in the appeal.</p> <p>2. Submitting the appeal to the management for signing a resolution (instruction) regarding its consideration and determining the responsible structural unit.</p> <p>3. Sending the appeal for execution to the structural unit (employee) designated as the executor through the electronic document management system.</p>	<p>1-2) No later than one business day from the date the application is received.</p> <p>3) No later than one business day from the date the resolution (instruction) is signed.</p>
Stage 3	Department, division, service, department or structural unit	<p>1. Acceptance of appeals for consideration and registration in the record management system for execution.</p> <p>2. If the issue stated in the appeal is not within the competence of "AMMC", it shall be forwarded in writing with a response letter to the relevant state body or organization.</p> <p>3. Preparation of a response letter addressed to the applicant based on the results of the consideration of the appeal, and submission of the letter — together with all documents collected during the examination of the claims stated in the appeal — for signing by the Chairman of the Board or his deputies.</p> <p>4. Preparation of information (response letter) to higher state bodies and organizations on the results of the appeal review (if the consideration of appeals is under their supervision).</p>	<p>1) No later than one business day from the date the application is received.</p> <p>2) Within five days.</p> <p>3-4) If the application does not require additional examination, it shall be processed within 15 days from the date of receipt.</p> <p>3-4) If the application requires additional examination, it shall be processed within one month from the date of receipt.</p> <p>3-4) If conducting an inspection, obtaining additional materials, or taking other necessary actions is required for the consideration of the application, the review period may be exceptionally extended for up to one month by the Chairperson or Deputy Chairperson of the Management Board. The applicant shall be notified accordingly.</p>

Stage 4	Chairman of the Management Board, his deputies	Reviewing all documents collected during the examination and signing the response letter.	Within one business day from the date it is submitted for signature.
Stage 5	Appeals Department and Office Manager Service	1. Sending the response letter to the applicant as well as to the higher state bodies and organizations.	1) On the day the response letter is signed.
		2. Recording the completion of the appeal review process..	2) On the day the response letter is sent to the applicant.

Annex 4 to the Regulation

Registration Card of Applications from Individuals and Legal Entities

Serial Number:	Question:
Applicant:	
Address:	
Date of Receipt of the Application:	Number of Applicants:
Form of Application:	Number of Pages:
Method of Submission:	Duplicate/Repeated:
Type of Application:	Date and Number of Previous Application:
Type of Control:	
Brief Summary of the Application:	
Manager Who Signed the Resolution	
Manager's Resolution (Instruction):	Deadline for Execution:
Structural Division:	Responsible Executor:

(Back Side)

Status of Application Review		
Date Sent:	Recipient (Where Sent):	Response Letter Number and Date:
Extended Deadline:	By Whom (Signature):	
Date Response Letter Received:		
Brief Summary of Review Results:		
Removed from Control (By Whom): Date:	Executor's Signature: Date of Completion:	
Note on Violation of the Application Review Deadline:		