

REGULATION
on the Procedure for handling appeals
from individuals and legal entities at
“Almalyk MMC” JSC

I. GENERAL PROVISIONS

1. This Regulation (hereinafter referred to in the text as the “Regulation”) establishes the procedure for handling requests from individuals and legal entities, including statements from all stakeholders, as well as supply chain related claims(hereinafter referred to in the text as the “Appeals”) to «Almalyk MMC» JSC, in accordance with the Law of the Republic of Uzbekistan “On Appeals of Individuals and Legal Entities” (hereinafter referred to in the text as the “Law”).This Regulation has been developed on the basis of the "UN Guidelines for Non-Judicial Complaint Mechanisms" and ensures their observance. In the event of discrepancies with the criteria of the "UN Guidelines for Non-Judicial Complaint Mechanisms", the legislation of the Republic of Uzbekistan on the consideration of appeals of individuals and legal entities shall prevail.

2. This Regulation does not apply to:

to appeals, the procedure for consideration of which is established by legislation on administrative liability, administrative proceedings, as well as civil procedural, criminal procedural, criminal-executive, economic-procedural and other legislative acts;

for mutual correspondence between government agencies, organizations, and their structural divisions.

3. In accordance with the law, the following basic concepts are used in the Regulation:

statement -an appeal for assistance in realizing rights, freedoms and legitimate interests;

offer -an appeal consisting of recommendations for improving state and public activities;

complaint -an appeal with a demand for the restoration of violated rights, freedoms and protection of legitimate interests;

anonymous appeal –an appeal that does not indicate the last name (first name, patronymic) of an individual, information about the place of residence or the full name of a legal entity, information about its location (postal address) or false information about them, as well as an electronic appeal that does not allow it to be identified, or an unconfirmed written appeal submitted;

duplicate of the appeal –a copy of the appeal of the same individual or legal entity;

re-appeal- a complaint or appeal has been filed in which disagreement with the decision taken on the previous appeal is otherwise expressed, and it is also reported that the previous appeal was not reviewed on time, and the previous appeal, which by the time the repeated appeal was received and the statutory review period had expired, was not reviewed on time, the previous appeal was received from the same individual or legal entity;

electronic appeal -sent in the established manner through information and communication technologies, including an appeal posted on the official website of a government agency or organization, with the exception of oral appeals sent using information and communication technologies in real time;

Maxx reception -the action of a government agency, head of an organization or other authorized official to receive appeals at public meetings with representatives of individuals and legal entities;

video conferencing –the ability of several remote subscribers to exchange audio and video data using information and communication technologies in real time.

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

Appeals have the same meaning regardless of their form and type.

Requests received on the helpline are taken into account, registered and considered as oral requests in the manner prescribed by this Regulation.

Requests received through the official website of the Complex are registered in the form of electronic requests and are considered in the manner prescribed by this Regulation.

Applications received through the Virtual Reception Office of the President of the Republic of Uzbekistan, the Government Portal on the Internet of the Republic of Uzbekistan (hereinafter referred to in the text as the "Government Portal") are registered in the form of electronic applications and are considered in the manner prescribed by this Regulation and taking into account the requirements of the "Regulation on the Government Portal on the Internet of the Republic of Uzbekistan, approved by the Resolution of the Cabinet of Ministers dated June 3, 2016 No. 188.

Appeals received from editorial offices of mass media are considered in the manner and within the timeframes established by legislative acts and this Regulation.

Applications may be submitted in the state language and other languages.

II. Guarantees of appeal rights for individuals and legal entities

5. In accordance with current legislation, individuals and legal entities are guaranteed the right to appeal to Almalyk Mining and Metallurgical Complex JSC, as well as to officials of the Complex, individually or collectively.

The right to appeal is exercised voluntarily. No one may be forced to defend any appeal or participate in counteractions in relation to this appeal.

The exercise of the right to appeal must not violate the rights, freedoms and legitimate interests of other individuals and legal entities, as well as the interests of society and the state.

In accordance with current legislation, individuals and legal entities of foreign countries, stateless persons have the right to contact «Almalyk MMC» JSC, as well as officials of the Complex.

6. Discrimination on the basis of gender, race, nationality, language, religion, social origin, faith, personal and social status of a person, as well as forms of ownership, location (mailing address), organizational and legal forms of legal entities and other circumstances under which the right to appeal is exercised is not permitted.

7. When considering appeals by officials of the Complex, they must comply with the requirements of the Constitution and current laws of the Republic of Uzbekistan, take measures to implement them, and also take, within the framework of their powers, objective measures to ensure the restoration of violated rights and freedoms of individuals and legal entities and the timely protection of their legitimate interests.

8. Appeals must be accepted and reviewed by the Department for Control and Coordination of Work with Appeals from Individuals of «Almalyk MMC» JSC (hereinafter referred to in the text as the "Appeals Department"), as well as by officials of the Complex, with the exception of cases provided for in Chapter VI of this Regulation.

9. When considering appeals, employees of the Appeals Department, as well as other officials, are not allowed to disclose information about the personal lives of individuals, the activities of legal entities, as well as information constituting a state secret or other secret protected by law, without their consent, if this infringes on the rights of individuals and legal entities, their freedoms and legitimate interests.

Clarification of information about individuals and legal entities that is not related to the appeal is not permitted.

At the request of an individual, any information about his/her identity will not be disclosed.

10. It is prohibited to hold an individual, his representative, members of their family, a legal entity, his representative and members of the family of the legal entity's representative liable in connection with appeals to government agencies, «Almalyk MMC» JSC, as well as to their officials in the direction of realizing and protecting their rights, freedoms and legitimate interests, as well as for expressing their opinions and criticism in appeals.

III. PROCEDURE AND DEADLINES FOR SUBMITTING APPEALS

11. Individuals and legal entities have the right to apply independently, or to authorize their representative, or to send an application by mail or electronically.

Appeals may be submitted by legal representatives of minors, incapacitated persons and persons with limited legal capacity in the interests of these persons in the manner prescribed by legislative acts.

12. An individual's application must include the last name (first name, patronymic) of the individual and information about his or her place of residence.

The appeal of a legal entity must indicate the full name of the legal entity and information about its location (postal address).

The appeal of an individual or legal entity must clearly indicate the position and/or last name (first name, patronymic) of the Complex official to whom the appeal is sent, as well as the essence of the appeal.

The application may include the applicant's email address, contact telephone numbers and fax number.

Applications from individuals and legal entities submitted through representatives must be accompanied by documents confirming their authority.

13. The application may be accompanied by previously adopted decisions that have entered into legal force or their copies, as well as other non-returnable documents necessary for its consideration, with the exception of a written statement from the applicant for their issuance.

14. After the request is received in an envelope by post, the envelope is checked for the presence of the request and additional documents (attachments) to it.

If the application is missing from the envelope or is damaged, or if the attachments specified in the application are missing, a report is drawn up in two copies, one of which remains in the Applications Department, and the other is sent to the applicant at the address indicated in the envelope.

Envelopes received with requests may be kept to determine the address of the applicant and the time of sending and receiving the request.

15. A written request must be signed by the applicant, i.e., an individual, or an authorized person of the applicant, a legal entity.

If it is not possible to provide a written request from a legal entity with the signature of the applicant, it must be provided with the signature of the founder indicating his/her last name (first name, patronymic).

16. There is usually no deadline for submitting applications.

In special cases, if it is related to the ability of officials of «Almalyk MMC» JSC or the Complex to consider the appeal, the need for timely implementation and protection of the rights, freedoms and legitimate interests of individuals and legal entities, as well as on other grounds provided for by legislative acts, the deadline for filing an appeal may be established.

An application or complaint in the order of subordination to a higher authority shall be submitted no later than one year from the moment when an individual or legal entity became aware of an action (inaction) or decision that violates his rights, freedoms and legal rights, interests.

In case of delay in filing an application or complaint for valid reasons, the deadline is restored by the Chairman of the Board, his deputies or authorized officials of the Complex who will consider the applications and complaints.

17. Individuals and legal entities have the right to withdraw their requests by submitting a written or electronic statement before and during the consideration of the request, as well as before a decision is made on the request. Upon receipt of such a statement, the consideration of the request is suspended and a written response is returned to the applicant within three days.

A statement of withdrawal of an appeal does not preclude the adoption of measures to identify and eliminate violations of the law.

IV. ORGANIZING WORK WITH APPEALS

18. The procedure for considering appeals from individuals and legal entities to «Almalyk MMC» JSC is carried out in accordance with Appendix No. 1 to this Regulation.

19. The Appeals Department performs the following tasks when working with appeals:

- Reception and registration of applications received by «Almalyk MMC» JSC;
- submission to the management of the Complex for the purpose of determining the departments, services, directorates and divisions of the Executive Office of the Complex that are responsible for reviewing appeals (hereinafter referred to in the text as "Structural Divisions");
- sending the request to the structural unit designated as responsible for reviewing the request, via the electronic document management system – DIRECTUM;
- require the responsible structural unit to submit response letters to the appeal to the Appeals Department within the specified time frame;
- submission of response letters to the Office Manager (General Department) for forwarding to the author of the request;
- maintaining records of registered requests.

20. As necessary, provide information to the head of the secretariat of the Executive Office, and through him to the Chairman of the Board, on violations of the deadlines and procedures for considering appeals by Structural Divisions, as well as relevant proposals for taking measures of responsibility in relation to them, and also provides information on the status of consideration of appeals.

21. The following requirements are imposed on employees of the Appeals Department:

- secondary specialized or higher education;
- be informed about the activities of «Almalyk MMC» JSC;
- have high spiritual and moral qualities;
- ability to enter into a dialogue, have communication skills;
- ability to use modern information and communication technologies.

Employees of the Appeals Department must be polite, friendly, correct, attentive, show respect, not be rude when communicating with applicants, and not allow cases of humiliation of a person's honor and dignity.

When performing official duties, the appearance of employees of the Appeals Department must comply with the generally accepted business style, characterized by formality, restraint and neatness.

22. Employees handling requests undergo training and improve their qualifications at least once every three years.

23. In order to comprehensively and promptly resolve the issue specified in the appeal of an individual or legal entity, in cases where the consideration (resolution) of the issue considered in the appeal falls within the competence of other government agencies and organizations, the Appeals Department has the right to contact other government agencies and organizations to conduct a collegial hearing of the appeal of an individual or legal entity.

V. PROCEDURE AND TERMS FOR CONSIDERING APPEALS

24. All requests received by «Almalyk MMC» JSC must be entered into the (electronic) book of requests registration and a registration stamp must be placed in the lower right part of the first page (and/or its reverse side) of the request; the request is registered by the responsible employee of the Requests Department by filling out a registration card in accordance with the form in Appendix No. 2 to this Regulation.

Applications can be registered in paper or electronic form.

The registration log of requests shall indicate the request number, date of receipt, last name (first name and patronymic) of the applicant, name of the legal entity, brief content of the request, name of the structural unit responsible for executing the request.

The registration stamp indicates the official name of «Almalyk MMC» JSC, the date of receipt of the application, and the serial number of the application must also be recorded on its right side. The serial numbers of applications are counted again from the beginning of each year.

25. Appeals sent to «Almalyk MMC» JSC by representatives of individuals and legal entities are submitted to the Chairman of the Board (Deputies) no later than one working day from the date of registration, he will issue a resolution (instruction) to consider the appeal indicating the structural unit responsible for considering the appeal and preparing a response letter.

26. Within one working day from the moment the resolution (instruction) is issued, the Appeals Department sends the appeal to the structural unit (employee) appointed responsible for execution, via the electronic document management system - DIRECTUM.

27. If the appeal specifies issues concerning several departments or structural divisions, all of them are appointed responsible for reviewing the appeal. The structural division that is the first among the executors ensures that the application is reviewed jointly with other structural divisions.

28. If it is necessary to obtain additional information, certificates and materials for a full, objective and timely consideration of the application, officials of structural divisions, when considering this application, may request additional information from the applicant, as well as from other government bodies, organizations and officials within the scope of their authority.

29. If, during the consideration of an application, a duplicate request is received, this application will be considered together with the previously received request and, based on the results, a single response will be provided.

If a duplicate of the application is received after the application has been reviewed and a response has been sent, the applicant will be notified of this in writing.

30. In necessary cases, the Appeals Department may involve relevant specialists in the consideration of appeals.

31. Appeals that are not within the scope of powers of «Almalyk MMC» JSC to resolve the issue raised in the appeal are sent to the relevant authorities within five days by letter signed by the Chairman of the Board or his deputies, and the applicant is notified of this in writing or electronically.

If the requests do not contain the necessary information to be sent to the relevant authorities, they will be returned to the applicant with a thorough explanation within five days.

32. The Appeals Department may organize a hearing of an appeal at the initiative of structural divisions or their officials or at the request of the applicant.

In this case, the applicant is given the opportunity to express his opinion on the issues raised in his application and to provide additional information on the application.

If necessary, appropriate specialists may be brought in to hear the applicant.

33. If the appeal sets out circumstances requiring an on-site inspection, as well as in other necessary cases, the structural divisions appointed responsible for considering the appeal may ensure that the appeal is considered on-site. Consideration of the appeal by visiting the site is carried out on the instructions of the Chairman of the Board or his deputies in the relevant areas or with his consent.

34. If it is impossible to consider an application without the presence of the applicant or another person, they may be summoned by the official considering the application. If the applicant fails to appear, the structural unit appointed responsible for considering the application shall send a response letter stating that consideration of the application without the applicant's participation is impossible.

35. The timeframe for processing requests is calculated from the date of receipt of the request by «Almalyk MMC» JSC. If the last day of the relevant period falls on a day off or vacation, the end date is the next working day.

Electronic requests can be printed on the day they are received, and after the end of working hours on the next working day.

Refusal to register an application is not permitted.

There is no requirement to register oral appeals received in the name of the Chairman of the Board or his deputy during mass receptions and resolved on the spot. In this case, the protocol of the mass reception shall indicate the surname (name, patronymic) of the individual or representative of the legal entity, information about his place of residence, a brief summary of the appeal, as well as the result of its consideration.

36. An application or complaint shall be considered within fifteen days from the date of its receipt by «Almalyk MMC» JSC, and in the event of a requirement for additional study and (or) verification, a request for additional documents - within one month.

In cases where it is necessary to conduct an inspection, request additional materials or take other measures to consider applications, the timeframes for their consideration may be extended as an exception by the Chairman of the Board or his deputies for a period of up to one month and the applicant will be notified of this.

37. Proposals are considered within one month from the date of their receipt by «Almalyk MMC» JSC, with the exception of proposals that require additional study; the individual or legal entity that submitted the proposal is notified of this in writing within ten days.

38. In certain cases, the Chairman of the Board or his deputies may shorten the period for consideration of applications.

39. Based on the results of the review of the application, an appropriate decision will be made; the applicant will be immediately notified of this in writing or electronic form.

The decision to refuse to satisfy the appeal is made by the Chairman of the Board or his deputies. The response letter to the appeal must contain specific grounds (if necessary, with references to the provisions of legislative acts), refuting or confirming evidence on each issue specified in the appeal.

40. A response letter to an appeal should, if possible, be provided in the language in which it was addressed.

41. Collective appeals of individuals and legal entities shall be considered in accordance with the requirements of the Law and this Regulation. In this case, the response to the appeal shall be sent to the person indicated first in the list of applicants, or to another person at his/her request.

42. Officials of structural divisions who have reviewed an appeal are obliged, at the request of an individual or legal entity, to clarify the response to the appeal without changing its content, as well as on their own initiative or at the request of the applicant, without affecting the essence of the response to the appeal, correcting any errors and spelling mistakes.

The applicant's request for clarification of the response to his appeal and its correction shall be considered within ten days from the date of its receipt.

43. If all issues raised in the appeal are considered in accordance with the requirements of the law and the applicant is sent a corresponding response, the appeal is considered.

The day the response is sent to the applicant is considered the end of the consideration of the appeal, and the Appeals Department makes a corresponding entry in the register of appeals and the document folder for this appeal.

44. Drafts of written responses to appeals under the control of a higher government body or organization are prepared by the structural divisions that reviewed the appeal, together with a copy of the response letter sent to the applicant.

45. The examined appeals and materials related to them are stored in the established manner in the Appeals Department.

VI. LEAVING APPEALS WITHOUT CONSIDERATION AND TERMINATION OF CONSIDERATION OF APPEALS

46. The following requests will not be considered:

anonymous requests;

applications submitted through representatives of individuals and legal entities, in the absence of documents confirming their authority;

appeals that do not meet other requirements established by current legislation.

47. The recognition of an appeal as anonymous is carried out by the Appeals Department.

If the request is recognized as anonymous, a conclusion is drawn up, which indicates the basis for recognizing the request as anonymous. The decision to recognize the request as anonymous is approved by the Deputy Chairman of the Board for the relevant area.

Appeals deemed anonymous will be removed from control or execution from the moment the conclusion is confirmed and will not be considered.

48. Upon receipt of requests sent through representatives of individuals and legal entities, the Appeals Department checks the availability of documents confirming their authority.

If the application does not contain documents confirming the authority of the representative of an individual or legal entity, a conclusion on this is drawn up, which is approved by the manager responsible for the execution of the application.

This application will not be considered from the moment the conclusion on the absence of documents confirming the authority of the representative of an individual or legal entity is confirmed, and the applicant will be notified of this in writing.

49. If the appeals are not considered, a corresponding conclusion is drawn up, which is approved by the Deputy Chairman of the Board for the relevant area.

The applicant will be duly notified that the application will be left without consideration due to the lack of documents confirming the authority of the representative of an individual or legal entity.

50. The consideration of applications shall be terminated in the following cases, that is:

- if the repeated appeals do not present new reasons or newly discovered circumstances, and also if the materials of the previous appeal contain complete materials of the inspection (investigation) and the responses to the applicant were given in the established manner;

- if the applicant has withdrawn his application in accordance with the established procedure or has requested that its consideration be terminated;

- when consideration of an application without the presence of the applicant is impossible due to the impossibility of summoning due to the lack of timely notification of a change in place of residence, registration address (postal address), email address or other information;

- in the event of the failure of the applicant to appear, summoned by the structural unit appointed responsible for considering the application, due to the impossibility of considering the application without the participation of the applicant;

- if the consideration of the application after the death of the applicant - an individual does not allow for legal succession.

51. The decision to terminate consideration of an appeal shall be made by the Deputy Chairman of the Board for the relevant area. After completion of consideration of a repeated appeal in accordance with paragraph two of clause 50 of these Regulations, the applicant shall be notified in writing of the unfoundedness of the repeated appeal and correspondence with him on this issue shall cease. In the event of receipt of a repeated appeal after the applicant's correspondence has been completed, consideration of such appeal shall be terminated without notification of the applicant.

After reviewing the request to withdraw the request, this application will be returned to the applicant within three days with a response letter signed by the Deputy Chairman of the Board for the relevant area. The request to withdraw the request does not preclude taking measures to identify and eliminate violations of the law.

The applicant will be notified in the appropriate manner that the consideration of the application has been suspended due to the failure of the summoned individual or representative of the legal entity to appear.

VII. ORGANIZING THE RECEPTION OF INDIVIDUALS AND REPRESENTATIVES OF LEGAL ENTITIES

52. Reception of individuals and representatives of legal entities is organized by the Chairman of the Management Board, his deputies, heads of the Appeals Department and structural divisions of «Almalyk MMC» JSC.

In accordance with the approved schedule, on-site personal receptions of individuals and representatives of legal entities are also organized on behalf of the Chairman (Deputies) of the Board.

53. Reception of individuals and representatives of legal entities at «Almalyk MMC» JSC is carried out in accordance with the reception schedule approved by the Chairman of the Board.

The reception schedule and information about the time, place and procedure for reception are communicated to interested parties by posting on the official website of the Complex, as well as by posting in public places on stands or on other technical means in the administrative building.

54. During a personal reception, special technical means (audio and video recording, as well as photography) may be used in accordance with the decision of the Chairman (Deputies) of the Board and with notification of the applicant about this.

55. Individuals and representatives of legal entities who arrive with oral requests may be received by the Deputy Chairman of the Board, heads (specialists) of the Department for Requests or structural divisions. After checking the identity documents of the applicant, information about the applicant is entered into the electronic database.

56. When making an oral request, an individual must present a document confirming his identity, and a representative of a legal entity must present a document confirming his authority and identity, with the exception of requests received during a mass reception.

Oral requests can be made in real time using information and communication technologies, including through helplines.

57. At the direction of the Chairman of the Board and his deputies, as well as at the request of the Head of the Department for Appeals, the head or specialists of the structural unit may be involved in the process of receiving individuals and representatives of legal entities.

58. If during a personal reception of individuals and representatives of legal entities it is established that the resolution of the said issues does not fall within the powers of «Almalyk MMC» JSC, the employees responsible for the reception of individuals and representatives of legal entities will explain to the applicant which body or organization should be contacted to resolve the issue set out in the appeal. In this case, at the request of individuals and representatives of legal entities, a response is provided in writing.

59. Oral requests from individuals and representatives of legal entities sent during personal receptions on-site shall be registered and considered in the established manner in accordance with paragraph 57 of this Regulation.

60. Oral inquiries received in the name of the Chairman of the Board or another authorized official of the Complex during mass receptions, as well as inquiries resolved on-site, do not require a written response or a response in electronic form. In this case, the protocol of the mass reception shall indicate the surname (name, patronymic) of an individual or representative of a legal entity, information about his place of residence, a brief summary of the inquiries, as well as the result of its consideration.

VIII. RIGHTS OF INDIVIDUALS AND LEGAL ENTITIES WHEN CONSIDERING APPEALS

61. When considering appeals by responsible employees of the structural divisions of «Almalyk MMC» JSC, individuals and legal entities have the following rights:

- receive information about the application review process;

- personally present evidence and provide relevant explanations;

- familiarization with the materials of the appeal verification and the results of its consideration;

filing a petition for the provision of additional materials or their withdrawal from other bodies;
use of the services of a lawyer;
to request that the consideration of the appeal be terminated or that the response to the appeal be clarified and/or adjusted;
withdraw your appeal by submitting a written or electronic statement before it is considered and before a decision is made on the appeal during the consideration;
appeal to a higher authority or directly to the court regarding an unlawful refusal to accept or consider an application;
Individuals and legal entities may have other rights in accordance with legislative acts.

62. Individuals and legal entities must not, by 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 when their appeals are considered by officials of «Almalyk MMC» JSC.

IX. RIGHTS AND RESPONSIBILITIES OF OFFICIALS JSC «ALMALYKSKY MMC» WHEN CONSIDERING APPEALS

63. When considering appeals, officials of «Almalyk MMC» JSC have the following rights:

request and receive, in accordance with the established procedure, information necessary for consideration of the application;
in the event that consideration or hearing is impossible due to the absence of the applicant, or to call the applicant to hear the appeal;
apply to the court for reimbursement of expenses related to the investigation of the appeal for sending an appeal containing knowingly false information;

The Complex's officials may have other rights in accordance with current legislation.

64. Officials of JSC Almalyk MMC have the following duties:

comply with the requirements of legislative acts on appeals;
providing the applicant with the opportunity to review the documents,
provide the opportunity to become familiar with documents, decisions and other materials affecting the rights, freedoms and legitimate interests of the applicant, if they do not contain information constituting a corporate secret or other secret protected by law that harms the rights, freedoms and legitimate interests of individuals and legal entities, the interests of society and the state;

immediately notify the applicant of the results of the review and the decision taken after its review in written or electronic form, with the exception of oral requests received in mass receptions and decided on the spot;

if an individual or legal entity is not satisfied with the decision taken on the appeal, explain the procedure for appealing the decision on the applicant's appeal;

control over the implementation of the decision taken based on the results of consideration of the appeal;

take prompt measures to prevent illegal actions (inaction) within the framework of their powers to identify the causes and conditions leading to the violation of the rights, freedoms and legitimate interests of individuals and legal entities;

prevent, in accordance with the established procedure, persecution of an individual, members of their family, a legal entity, its representative, and members of the family of a representative of a legal entity;

take measures to compensate for material damage or moral harm caused as a result of the violation of the rights, freedoms and legitimate interests of an individual or legal entity in accordance with the procedure established by law.

X. MONITORING AND CONTROL, SYNTHESIS AND ANALYSIS OF CONSIDERATION OF APPEALS

65. The Appeals Department constantly monitors and controls the process of reviewing appeals and takes measures to ensure their complete, impartial and timely review.

66. The appeal is removed from control and execution by the manager or other authorized official who took it under control.

Requests that have received interim responses and have not been fully reviewed will not be removed from control.

67. The Appeals Department maintains statistical records of appeals received, including the number of appeals received, reviewed, satisfied, unsatisfied and left without review, as well as other information.

The Appeals Department provides quarterly summarization and analysis of appeals.

The Appeals Department, together with the Information Service of the Complex, announces information compiled based on the results of summarizing and analyzing appeals on the official website of «Almalyk MMC» JSC.

XI. FINAL RULES

68. Unlawful refusal to accept and consider appeals from individuals and legal entities, violation of the deadlines for their consideration without good reason, failure to send a written or electronic response, adoption of decisions that contradict legislative acts on appeals from individuals and legal entities, failure to ensure the restoration of violated rights of individuals, disclosure of information about the lives of individuals or the activities of legal entities without their consent, holding individuals and legal entities liable in connection with their appeals or for the opinions and criticism set forth in the appeal, as well as the submission of an appeal containing slander and insults, violation of the legislation on appeals shall entail liability in the established manner.

69. Responsibility for ensuring compliance with the requirements of this Regulation shall be assigned to officials of «Almalyk MMC» JSC.

70. Violation of legislative acts on appeals, as well as the submission of appeals containing slander and insults, may result in liability in accordance with the established procedure.

The procedure (mechanism) for considering appeals from individuals and legal entities

Stages	Subjects	Name of measures-events	Deadline
Stage 1	Individuals and legal entities, including statements from all stakeholders, as well as supply chain related claims	Submitting requests (application, complaint, proposal) to Almalyk Mining and Metallurgical Complex JSC	At the applicant's request
2-stage	Appeals Department	1. Receipt and registration of the appeal, study of the issues set out in the appeal. 2. Submitting to management for signing a resolution (instruction) to consider the application and appoint a responsible structural unit 3. Sending the request for execution to the structural unit (employee) appointed as the Executor, through the electronic document management system.	1-2) No later than one working day from the moment the request is received; 3) No later than one working day from the moment of signing the resolution (instruction).
3-stage	Management, department, service, division, or structural subdivision	1. Acceptance of applications for consideration and execution.	1) No later than one working day after receipt of the request.
		2. If the issue specified in the appeal does not concern AMMC, then a written response shall be sent to the relevant other government agency or organization.	2) within five days
		3. Based on the results of the review of the application, prepare a response letter addressed to the applicant and submit it for signature to the Chairman of the Board or his deputies, with all documents collected during the study of the circumstances set out in the application attached.	3-4) No later than 15 days from the date of receipt of the request, if the request does not require further study.
		4. Preparation of information (a response letter) to higher government bodies and organizations (if the consideration of appeals is controlled by them) based on the results of the	3-4) If the request requires additional study, within 1 month from the date of receipt of the request. 3-4) In cases where it is necessary to conduct an inspection, provide additional materials or take

		consideration of the appeal.	other measures to consider applications, the timeframe for their consideration may be extended by one month, as an exception, by the Chairman of the Board or his deputy, and the applicant is informed of this.
4-stage	Chairman of the Board, his deputies	Review of all documents collected during the study of the application and signing of the response letter.	Within one working day from the date of signing
5-stage	Requests Department and Office Manager Service	1. Sending a response letter to the applicant and to higher government bodies and organizations.	1) On the day of signing the response letter.
		2. Mark on completion of consideration of the application.	2) On the day of sending a response letter to the applicant.

**REGISTRATION CARD FOR APPEALS
INDIVIDUALS AND LEGAL ENTITIES**

Serial number:		question:	
Applicant (applicant):			
Address:			
Date of receipt of request:		Number of applicants (applied):	
Form of address:		Number of sheets:	
Reception form:		Duplicate/repeat	
Type of appeal:		Date and number of previous request:	
Type of control:			
Brief summary of the appeal:			
The manager who signed the resolution (instruction)			
Resolution (instruction) of the manager:		Completion date:	
Structural division:		Executor:	

(Reverse side)

Status of consideration of applications		
Date of direction	Where is it directed?	Number and date of the response letter
The deadline has been extended:		By: (signature)
date of receipt of response letter:		
Summary of the review results:		
Removed from control (by whom)		Signature of the performer:
Date:		Completion date:
Note on violation of the deadline for consideration of the application:		