

**Presidential Decree No. 2340 "On Procedure for Review of Formal
Requests from Citizens" of 19 June 1995**

In accordance with the **Article 1** of the Law of the Republic of Kazakhstan "On Temporary Delegation of Additional Authority to President of the Republic of Kazakhstan and Heads of Local Administrations" of 10 December 1993 and in order to define formal requests of citizens as an important mean of implementation and protection of human rights, freedom and legal interests, and to define the uniform procedure for their review in government bodies and organizations, I hereby DECREE:

Article 1. The Laws on the Procedure for Review of Citizens' Formal Requests
The **Constitution** of the Republic of Kazakhstan, this Decree and other **laws of the Republic of Kazakhstan**

Article 5. Procedure and Form of Application

The appeals submitted hereunder must be registered and processed. It is prohibited to refuse

Officials of the government bodies and organizations must hold meetings with citizens at least once in a month.

Such meetings shall be held on the date and time previously announced to people at their work place or residence.

If an official cannot solve the issues stated in oral appeal or complaint during the meeting hours, such issues should be made in writing and be reviewed as written appeals¹.

Article 9. Review Citizens' Appeals

Review of citizens' appeals and formal applications shall be separate from review of other appeals under the corresponding **legislation**.

Executives of organizations are personally responsible for organization and procedure of citizens' appeals review.

Article 10. Rights of the Citizens in Appeals' Review Process

An applicant has the right to:

- personally state the reasons to the person examining the complaint or formal application;
- provide additional material;
- receive a reasonable response in writing or in oral form regarding the resolution made;
- appeal decision in question in the superior organization or officer;
- appeal illegal decisions and actions made by organizations and officials in the court in accordance with the established procedure.

Article 11. Rights and Liabilities of the Government Bodies, Organizations and their Officials

The government bodies, organizations and their officials have the right to:

- request and obtain the information necessary for review of appeals in accordance with the established procedure;
- inform people, employees and mass media regarding review of citizens' appeals;
- in accordance with the court decision, charge a citizen the costs of conducting an investigation on incorrect/fake information, deliberately submitted by such citizen.

The organizations and officials shall:

- receive and review citizens' appeals within their competence in accordance with the procedure and in terms defined herein;
- make lawful and reasonable decisions/resolutions;
- control the implementation of their resolutions;
- notify citizens in writing or in oral form on the resolutions made;
- **allow no use of the complaint against or to the detriment of the applicant or the person, in the interest of whom the appeal/application was made;**

¹ See Government Resolution No. 974 "On Organization of Reception Hours for Citizens in Central and Local Executive Bodies of the Republic of Kazakhstan" of 4 September 2002.

- never send complaints to the officials accused in the complaint;
- allow no assignment of investigation to persons who might be presumed to