**APPOINTMENTS PROCEDURE**

**NC Kazakhstan Temir Zholy JSC**

1.  The appointments procedure in the National Company Kazakhstan Temir Zholy JSC (the Company) is carried out in accordance with the requirements of the Administrative Procedural Code of the Republic of Kazakhstan dated June 29, 2020 (APC RK), and the Law of the Republic of Kazakhstan dated November 16, 2015 “On access to information”.

2.  The appointments schedule is posted on the stand at the address: Astana, 6, Konayev st., block “B”, near the pass office, and on the website [www.railways.kz](http://www.railways.kz) in the Kazakh and Russian languages.

3.  A meeting with the management of the Company is arranged by previous appointment. The Department of Control and Documentation Management of the Company makes previous appointments for the meetings with the management of the Company and arranges the meetings every day, except holidays and weekends.

4.  To make an appointment with the Company’s management, a written application request is submitted according to the attached sample.

In the foyer of the Company building at the address: Astana, 6, Konayev st., block “B”, near the pass office, there is a special box for receiving written application requests for appointments.

A written application request for appointment with the Company’s management must meet the following requirements:

1) the application request must be addressed to the management of the Company, whose competence includes resolving the issues raised;

2)  the application request shall contain: last name, first name, patronymic (if indicated in the identification document), individual identification number, contact telephone number, postal address of the actual residence of an individual or name, business identification number, postal address (actual location) of a legal entity persons, date of filing the complaint. An application request for appointment with the management of the Company must be signed by the applicant or a representative of the legal entity;

3) when filing an application request with a complaint against the actions of an official/employee of the Company, the position, surnames and initials of the persons whose actions are being appealed, the reasons for the appeal and the requirements shall be specified.

4) when submitting application requests on other issues, justified reasons for the application request shall be specified.

5) an application request with a request for a personal meeting, which does not state the essence of the issue, shall be returned to the applicant without consideration

The Department of Control and Documentation Management of the Company notifies about the date of appointment with the management of the Company by telephone specified in the application request.

In order to effectively organize a personal meeting, documents confirming the arguments set out in the application request, as well as documents confirming the applicant’s authority, shall be attached to the application request.

****5.  Application requests are considered within the time limits established by the APC RK.

6.  If you have any questions relating to the arrangement of the appointment, please contact the Department of Control and Documentation Management of the Company by phone 8 (7172) 60-42-38, 60-42-43.

7.  Personal meeting is carried out in the Company building at the address: Astana, 6, Konayev st. and is carried out in compliance with the established requirements for access control to the administrative building of the Company.

Before the start of personal meeting, the identity of arriving individuals and representatives of legal entities is verified in the prescribed manner, and a pass is issued through the pass office.

***SAMPLE APPLICATION REQUEST***

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(*specify the position, full name of the Company management with whom you want to make an appointment)*

from \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(*full name of the applicant)* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 *(mailing address, contact numbers)*

 **Application request**

I kindly request you a personal meeting with you on the issue \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 *(please explain the essence of the issue, attach supporting documents if necessary)*

*\_\_\_\_\_\_\_\_\_\_\_*  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 *full name signature date*