

Reception order of physical persons and legal authorities

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About the order of personal reception of physical persons and representatives of legal authorities in departments and establishments of Prosecutor General's office of the Republic of Kazakhstan and consideration of their references

Work with references of citizens, protection of constitutional rights of citizens is one of the major directions in activity of authorities of the Prosecutor General's office. Remedial function of the Prosecutor General's office is provided by article 7 of the RK Law «About the Prosecutor General's office», according to which authorities of the Prosecutor General's office consider references about legislation infringements, take measures to eliminate infringements of the rights and legitimate interests of the person and the citizen, restore the broken rights in realizing the supervising activity.

The enrollment of citizens is held by the Prosecutor General's office of the Republic of Kazakhstan, its assistants, chiefs of structural divisions, prosecutors of regions and equal to them, prosecutors of cities, regions and their assistants, heads of scientific and other establishments at the Prosecutor General's office according to the approved schedules in an order established by the RK Law «About an order of considering the references of physical and legal authorities» and the RK Law "About administrative procedures", orders and instructions of the Prosecutor General's office.

The basic normative acts regulating the order of consideration and permission of references of physical and legal authorities in organs and bodies of prosecution are «Rules of personal reception of physical persons and representatives of legal authorities in departments and establishments of prosecution bodies of the Republic of Kazakhstan», approved by the order №10 of the Prosecutor General of the RK from 27.02.2008, and also «the Instruction on consideration and permission of references of physical and legal authorities in departments and establishments of prosecution bodies of the Republic of Kazakhstan», approved by the order №37 of the Prosecutor General's office of the RK from 07.09.2007.

Direction on supervision of application of laws on consideration of references of citizens and office work (further-direction) takes measures to appropriately organize enrolment of citizens with the guidance of the Prosecutor General's office, preliminarily makes lists of appointments with the citizens that have applied for the reception of the command, etc.

A preliminary list of appointments of citizens and the reception in the Prosecutor General's office is conducted by the senior assistant to the Prosecutor General of the Republic of Kazakhstan, on certain places by the employees to whom the work is assigned.

In the citizen reception schedules approved by heads of prosecution authorities and other establishments of the Prosecutor General's office, the enrolment of citizens by the first heads is being realized not less than once a month, and once a week by their assistants and chiefs of structural divisions. The schedules are hung out in premises of prosecution authorities in places that provide the citizens with an easy approach to them.

The reception of citizens is carried out by the Prosecutor General, his assistants under the schedule approved by the Prosecutor General, in the established days, under the preliminary coordination with their assistants.

Personal reception of citizens and representatives of legal authorities is conducted by the Prosecutor General and his assistants from 10.00 till 13.00 p.m., chiefs of structural divisions from 10-00 till 18-00 p.m.

The reception of citizens in prosecutor's offices of regions, cities and districts are organized daily, including weekend (Saturday, Sunday) and holidays, according to the schedule approved by heads of prosecutor's offices. The persons, who addressed the authorities of prosecutor's offices to have a

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reception with primary references, are accepted immediately by the employee of a direction or department on places.

The citizens that have addressed for the first time with an oral or written reference concerning the curb of executions of judicial decisions in force, go on a reception to chiefs of corresponding structural pisions to solve the problem in essence and report to the prosecutor of a region, to supervising deputies to the Prosecutor General to make a definitive decision.

If there is an exchange of correspondence concerning references (supervising productions) or a presentation of judicial acts of supervising board of regional courts, applicants have a reception with chiefs of structural pisions according to the Reception schedule, except for cases when they have answers to their references signed by Deputy Prosecutor Generals.

Preliminary enrolment of appointments to the Prosecutor General is carried out only if the citizens have an answer to their reference signed by one of the Deputy Prosecutors General.

Enrolment of citizens to have a reception to the Prosecutor General is conducted daily, except holidays and weekends.

Enrolment of citizens to have a reception to the Deputy Prosecutor General is carried out if the citizens have an answer to their previous references signed by chiefs of Departments, independent directions, departments or prosecutors of regions and equal to them.

If there is an answer signed by the Prosecutor General, a repeated enrolment of citizens to personal reception to the Prosecutor General is not conducted. Written references, including new arguments or instructions of repeatedly opened circumstances, go to corresponding structural pisions for consideration according to the current legislation.

If references cannot be resolved by an official during the reception, they are stated in writing and considered according to the legislation on an order of consideration of references of citizens.

The citizen, who submitted a reference, has the right to participate in his trial personally, and also to give additional materials confirming the validity of a reference.

A motivated answer in writing is given to applicants as a result of considering the references.

Answers to the references accepted on personal receptions are given to applicants signed by the official who has accepted them on a personal reception.

As a result of considering the references and in order to eliminate and bar the law infringements prosecution authorities take corresponding measures of prosecutor's supervision.

The written references submitted on a reception are registered and the control over their solution is carried out according to the established order of the prosecution authorities. The references submitted on a reception are marked with "From reception" sign.

Each prosecutor's office has a box «For references and statements» which is put in a place accessible to applicants.

Direction on supervision of application of laws on consideration of references of citizens and office work conducts, with rendering practical help, regular controls of a condition of work with references and reception of citizens in subordinate prosecutor's offices, takes real measures on elimination of the revealed infringements and disadvantages in this work, to call guilty persons to account.

All prosecution authorities have a telephone hotline where the applicant can also consult on the matters of interest.

You can receive the detailed information concerning personal visit of citizens to the Prosecutor General's office by the phone: 8 (7172) 71-25-79

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