

APPENDIX

to the Order №205 i/ch
dated December 24, 2015
of «Agroleasing» LJSC

REGULATIONS for consideration of applications, received through the «Helpline», established in «Agroleasing» Leasing Joint-Stock Company

I. GENERAL PROVISIONS

The present «Regulations» governs the procedure for admission, registration and consideration of applications of individuals and legal entities, received through the «Helpline», established in «Agroleasing» Leasing Joint-Stock Company in accordance with the Law of the Republic of Uzbekistan «On applications of individuals and legal entities».

1. The «Helpline» is established in «Agroleasing» Leasing Joint-Stock Company for the purpose of receiving and reviewing applications of individuals and legal persons (hereinafter – «Applications») according to the established order.

2. In order to create all sorts of facilities for individuals and legal entities in the Executive Office of «Agroleasing» Leasing Joint-Stock Company, regional branches of the company and the subsidiary - «UzMashLizing» LLC, it is necessary to place the information about the «Helpline» in locations convenient for viewing, as well as on the Company's website.

3. The following are accepted through the «Helpline»:

- applications requesting assistance in realization of rights, freedoms and legal interests;
- proposals of a recommendatory nature, concerning the further development of the Company;
- complaints, containing the requirements for protection of rights, freedoms and legal interests.

4. Applications or complaints are settled **within fifteen days** from the date of receipt by the Company, in accordance with its character, while further study and (or) verification, and if appropriate, an inquiry of supplementary documentation is settled **within a period of up to one month**.

5. Proposals are considered within **one month** from the date of receipt by the Company, except for proposals, requiring additional review, which shall be communicated to the applicant **within ten days**.

6. Applications through the «Helpline» are accepted by the sector specialists on general issues on weekdays (except public holidays, Saturdays and Sundays) **from 9.00 to 13.00 and from 14.00 to 18.00.**

7. When Company employees are considering applications, it is prohibited to disclose the information about applicants without proper express consent of applicants, information being a state secret, trade secret, commercial confidentiality and other secret, protected by law, as well as information, violating the legal rights, freedoms and interests of applicants.

It is not allowed to inquire any information about an applicant, outside the framework of the application topic.

II. PROCEDURE FOR RECEPTION AND REGISTRATION OF APPLICATIONS, COMING THROUGH THE «HELPLINE»

8. The following «Helpline» number has been set for «Agroleasing» Leasing Joint-Stock Company: (0 371) 244 4989.

9. The «Helpline» number will be communicated to legal entities and individuals through the systems of mass media, by introduction to the website of the Company, as well as in other ways.

10. Acceptance of applications coming through the «Helpline» are made by the sector specialists on general issues.

11. For the collection and compilation of applications, coming through the «Helpline», will be used machines with a recording feature (recorder).

12. All requests received through the «Helpline» are recorded onto an electronic storage and will be stored there for 2 years.

13. Those responsible for receiving calls coming through the «Helpline», must:

- provide their surname, first name, patronymic and position;
- explain that the «Helpline» only operates for the receipt of applications, proposals and complaints from the representatives of legal entities and individuals;
- explain that a deliberate provision of false information may cause the prosecution in accordance with established procedure;
- offer the calling person to provide information and details, referred to in paragraph 3 of these Regulations, explaining that otherwise the application may not be considered.

14. A person who has applied using the «Helpline», shall call his first name, surname, patronymic, places of work and residence, and in case it is a business entity, he/she shall call the name of a business entity, name of the operating regional branch, mailbox address for sending a response, contact numbers, as well as to present the nature and content of his/her application.

15. Applications received through the «Helpline» are generalized by responsible sector officers on general issues and are introduced into an electronic database through a special program, designed for registering applications received through the «Helpline».

16. In the case of unreasonableness of denial to provide information and details, referred to in paragraph 13 of these "Regulations", applications will not be registered and will not be subject to consideration.

In the case of reception of an application identical to an application received previously, and which is already under consideration, such an application is recorded in the book of applications as a duplicate and will be filed together with the former application.

III. THE PROCEDURE FOR CONSIDERATION OF APPLICATIONS, RECEIVED THROUGH THE «HELPLINE»

17. The term of consideration of the application is set out in paragraph 4 of these Regulations.

18. If necessary, in order to clarify the circumstances specified in the application, a responsible employee of the Company may visit the area/site to examine the question with appropriate specialists of Company's regional branches with their involvement in consideration of the issue addressed.

19. The applicant will be informed in writing on the outcome of the application and the content of decisions taken against it.

The special registration book will be introduced with a corresponding entry about the written notice to the applicant concerning its application through the «Helpline».

20. The Administration may refuse to consider the applications repeatedly received earlier, unreasonable requests, applications contrary to legislation, as well as applications, which have previously been resolved. In such cases, the person appointed by the resolution of Administration as a responsible person, shall prepare a response letter about the validity of the refusal to consider the application under the law and shall send it to the applicant after it is signed by the Administration.

21. Discontinuation of control of applications, received at the centralized «Helpline» of the Company shall be carried out chief sector specialist on general issues after notification to the application in writing.

22. Sector specialists on general issues of the Company exercise control over consideration of applications, coming through the «Helpline» in the prescribed manner and timing by leading experts of Departments and Administration.

IV. FINAL PROVISIONS

23. Leading sector specialists on general issues, departments, as well as those being a part of management of the Company, are personally responsible for examining applications in the prescribed manner and timing in accordance with the nature of the application.

24. Leading sector specialists on general issues, and those being a part of management of the Company bear responsibility in accordance with legislative acts in the case of delaying of submission of the conclusion while considering the application, as well as the failure or non-proper performance of instructions on this matter.

25. Persons who applied through the «Helpline» and received an unreasonable refusal in the reception and consideration of his/her application, shall have the right to appeal against the refusal in the court.

26. Persons (employees) processing the information received through the «Helpline», are individually responsible for its disclosure in accordance with legislation.

27. Persons guilty of violating this order bear responsibility in accordance with legislative acts.

28. Persons who have addressed a complaint or an application, containing slander and insult, may be brought to justice in accordance with legislation.

29. Status of consideration of applications, through over the «Helpline» shall be analyzed by the sector on general issues in a constant manner.

30. The obtained analyzes are investigated and discussed at meetings of the executive office, as well as in the extended quarterly meetings of the Company management.