

JSC NC KazMunayGas

Online Reception Operation Procedure

1. Applicant shall indicate surname, name, patronymic, e-mail address, contact phone number, as well as state a substance of a question to draw up an electronic application. Applicant's EDS is required to forward Application. Personal data of an Applicant (except full name): e-mail and contact phone number are used only for processing the application and are not published on the web-site.
2. ID-number is automatically assigned to Applications received by the Online Reception, after which they are sent to Individuals and Legal Entities Applications Consideration Sector so as to be registered in the electronic document management system.
3. According to Individuals and Legal Entities Applications Consideration Act dated 26.12.18 No.202-VI, the questions are considered within fifteen (15) calendar days. A question is published in Online Reception together with a response after it is prepared. Application will be considered in detail and promptly, provided all fields of the "Ask a Question" form are filled in with reliable information.
4. Applications that have questions beyond the competence of the National Company KazMunayGas will not be considered.
5. Please, be aware that your message will not be published if:
 - it contains information constituting state secrets or other secrets protected by law;
 - it discloses personal data of third parties without their consent;
 - it contains insults, threats against other participants of a discussion, specific persons or organizations;
 - it pursues commercial purposes, contains spam, advertising information;
 - it contains obscene language.
6. Where information from the Online Reception sections is used, quoted and reprinted by third parties, a reference to the Online Reception address is required.