

«APPROVED»

Rector of the IUK

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Protocol of the Academic Council minutes

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**REGULATION ON THE "TRUST BOX" FOR WRITTEN REQUESTS
FROM STUDENTS, PARENTS AND EMPLOYEES
OF THE "IUK"**

1. General provisions

1.1. This Regulation on the "Trust Box" for written requests from students, parents and employees of the "IUK" was developed on the basis of:

- The Law of the Kyrgyz Republic on Combating Corruption of August 8, 2012 No. 53 (As amended by the Laws of the Kyrgyz Republic of May 17, 2014 No. 70, October 21, 2016 No. 169, March 18, 2017 No. 46);
- State Anti-Corruption Policy Strategy of the Kyrgyz Republic dated February 2, 2012 No. 26;
- Order of the Ministry of Education and Science of the Kyrgyz Republic N21660 / 1 of December 14, 2016 on the implementation of the Resolution of the Government of the Kyrgyz Republic No. 170 of March 30, 2015;
- A detailed plan of step-by-step measures to dismantle systemic corruption in the Ministry of Education and Science of the Kyrgyz Republic (Approved by the Secretariat of the Defense Council of the Kyrgyz Republic
- Republic (July 20, 2016);

- Regulations on the Commission for Anti-Corruption Activities of the “IUK” dated June 26, 2018.

1.2. This Regulation on the "Trust Box" is a local regulatory legal act of the “IUK” (hereinafter referred to as the University), which establishes the procedure for the operation of the "Trust Box" for written requests from students, parents and university staff.

1.2. The "Trust Box" is located in the foyer next to the watch.

1.3. Appeals can be either signed, indicating all contact details, or anonymous.

1.4. This Regulation has been developed in order to obtain objective information about the work of an educational institution, to organize effective interaction with students, parents and university staff, as well as to combat corruption in the framework of anti-corruption activities of the “IUK”.

2. Main goals.

2.1. The main tasks of the “Trust Box” functioning are:

2.1.1. ensuring prompt reception, recording and consideration of written requests from students containing questions about student rights, as well as proposals for organizing the educational process at the university;

2.1.2. processing, sending applications for consideration to the university management and taking appropriate measures established by the legislation of the Kyrgyz Republic and local regulations of the “IUK”;

2.1.3. analysis of appeals received through the "Trust Box", their generalization in order to eliminate the causes that give rise to justified complaints;

2.1.4. prompt response to a complaint, a request from a student, a parent, a university employee and the solution of their problems.

2.1.5. prevention and suppression of corruption offenses in the activities of the university.

3. Procedure for organizing the work of the "Trust Box".

3.1. Information about the functioning and mode of operation of the "Trust Box" is posted on the official website of the university and is brought to the attention of each student, their parents, as well as university staff.

3.2. Access to the "Trust Box" for inquiries is carried out during business hours from 8:00 to 17:00.

3.3. The seizure of applications is carried out by a specialist of the Department of Monitoring, Quality Control, Organization of Production Practice and Relation with the Employer (hereinafter referred to as the MQCOPP and RE Department) three times a week (Monday, Wednesday, Friday).

3.4. After the seizure of written appeals, employees of the MQCOPP and RE Department register them in the logbook of appeals, consider and take action. Also, members of the commission on anti-corruption activities of the "IUK" can be involved in the consideration of the appeals.

4. Requests registration and recording

4.1. Accounting and registration of received requests is carried out by means of maintaining a log of requests registration (hereinafter - the log).

4.2. The log must be numbered, laced and have the following details:

- a) the serial number of the appeal;
- b) the date of withdrawal (acceptance) of the appeal from the "Trust Box";
- c) the surname, name, patronymic of the applicant (in the case of an anonymous request, the mark "anonymous" is put);
- d) the position of the employee, the student's group and contact details (if there is information);
- e) a summary of the appeal; a note on the measures taken.

4.3. If an appeal is received, the consideration of which does not fall within the competence of the anti-corruption commission, it is sent to the rector of the university.

5. Responsibility.

5.1. Officials working with information received through the "Trust Box" are personally responsible for maintaining the confidentiality of the information received.