



“APPROVED”
Rector of JSC “UKMA”
Zh. Seitjanova
“31” 08 2026

**INSTRUCTION
ON THE PROCEDURE FOR OPERATING THE HOTLINE**

I 279 -2026

Date	Copy	Edition
		Third

Shymkent

ОҢТҮСТІК-ҚАЗАҚСТАН MEDISINA AKADEMIASY «Оңтүстік Қазақстан медицина академиясы» АҚ		SOUTH KAZAKHSTAN MEDICAL ACADEMY АО «Южно-Казахстанская медицинская академия»
Compliance Officer		1 279-2026
Instruction on the procedure for operating the hotline		Ed 3 Page 2 of 6

1. Developed and put into effect by the Compliance Officer of JSC “UKMA”.
2. Approved by the decision of the Quality Council of JSC “UKMA”

Protocol No. 1 dated “_” 31. 08. 2026.

Periodic review period — 3 years.

ОҢТҰСТІК-ҚАЗАҚСТАН MEDISINA AKADEMIASY «Оңтүстік Қазақстан медицина академиясы» АҚ		 SOUTH KAZAKHSTAN MEDICAL ACADEMY АО «Южно-Казахстанская медицинская академия»
Compliance Officer		I 279-2026
Instruction on the procedure for operating the hotline		Ed 3 Page 3 of 6

CONTENTS

1. GENERAL PROVISIONS	4
2. NORMATIVE REFERENCES	4
3. INSTRUCTIONS FOR USE	4

ОҢТҮСТІК-ҚАЗАҚСТАН MEDISINA AKADEMIASY «Оңтүстік Қазақстан медицина академиясы» АҚ		 SKMA -1979- MEDICAL ACADEMY АО «Южно-Казахстанская медицинская академия»
Compliance Officer		I 279-2026
Instruction on the procedure for operating the hotline		Ed 3
		Page 4 of 6

1. GENERAL PROVISIONS

1. This “Instruction on the Procedure for Operating the Hotline” (hereinafter referred to as the “Instruction”) establishes the procedure for receiving, registering and recording citizens’ reports submitted to the Hotline of JSC “SKMA” on matters related to anti-corruption, including anonymous reports, and also determines the procedure for the operation of the Hotline on anti-corruption matters.

2. Work with citizens’ reports received through the Hotline shall be carried out in accordance with the Constitution of the Republic of Kazakhstan, the Law of the Republic of Kazakhstan “On Combating Corruption,” the Anti-Corruption Policy of JSC “SKMA,” as well as the provisions of the methodological recommendations of the Ministry of Science and Higher Education of the Republic of Kazakhstan concerning the development and adoption by higher education institutions of measures to prevent and combat corruption.

2. NORMATIVE REFERENCES

This Instruction has been developed taking into account the requirements of the following regulatory documents:

- Constitution of the Republic of Kazakhstan dated August 30, 1995 (as amended and supplemented);
- Law of the Republic of Kazakhstan “On Combating Corruption” dated November 18, 2015 No. 410-V (as amended and supplemented);
- Criminal Code of the Republic of Kazakhstan dated July 3, 2014 No. 226-V (as amended and supplemented);
- Code of the Republic of Kazakhstan on Administrative Offenses dated July 5, 2014 No. 235-V (as amended and supplemented);
- National Standard ST RK 3049-2017 “Anti-Corruption Management System. Requirements and Guidance for Use” (international standard ISO 37001:2016 “Anti-Bribery Management Systems”).

3. INSTRUCTIONS FOR USE

1. The Hotline equipment complex, designed for automatic recording of telephone calls received through the Hotline and for maintaining an archive of citizens’ reports, including anonymous reports, is installed at the following address: 3 Al-Farabi Square, Building 2, 1st Floor, Compliance Officer’s Office of the Front Office, JSC “SKMA,” Shymkent.

2. Hotline telephone number: **(87252) 39-42-83.**

Email: **anticorruption@skma.kz.**

ONTÜSTIK-QAZAQSTAN MEDISINA AKADEMIASY «Оңтүстік Қазақстан медицина академиясы» АҚ		 SOUTH KAZAKHSTAN MEDICAL ACADEMY АО «Южно-Казахстанская медицинская академия»
Compliance Officer		I 279-2026
Instruction on the procedure for operating the hotline		Ed 3 Page 5 of 6

3. Citizens' reports are accepted via the Hotline on working days, Monday through Friday (excluding public holidays), from **10:00 a.m. to 5:00 p.m.**

4. Information on the operation and working hours of the Hotline is published on the official website of JSC "SKMA" **www.ukma.kz**, as well as on information boards.

5. The Compliance Officer of JSC "SKMA" is the authorized person responsible for the operation of the Hotline.

6. A registration log is maintained for recording citizens' reports received through the Hotline, including anonymous reports. The log shall contain the time the report was received, the citizen's surname, first name and patronymic, residential address, a brief description of the matter raised, and the results of its consideration.

7. When answering telephone calls received through the Hotline, the Compliance Officer shall:

- inform the citizen that all conversations are recorded for the purpose of monitoring the quality of the Compliance Service's work;
- explain to the citizen that the Hotline is intended exclusively for reporting facts of corruption within JSC "SKMA";
- ask the caller to provide their surname, first name, patronymic, address and telephone number for feedback;
- invite the citizen to explain the substance of the issue;
- inform the citizen that the confidentiality of the information provided is guaranteed.

8. The report, in the form of an official memorandum, shall be submitted to the Rector of JSC "SKMA" no later than 2 (two) working days from the date of registration of the report.

9. Based on the information available, the Rector of JSC "SKMA" may, within 3 (three) working days from the date of registration of the report, instruct the Department of Administrative and Legal Support to conduct an internal investigation into the reported corruption matter in order to objectively establish the circumstances.

10. Telephone reports that are not related to matters involving corruption shall be registered in the log but shall not be considered.

11. Employees of JSC "SKMA" who work with information received through the Hotline shall be responsible for maintaining the confidentiality of the information obtained.

12. At the end of each year, the person responsible for the Hotline at JSC "SKMA" shall analyze citizens' telephone inquiries and inform the management of JSC "SKMA" of the number, nature and reasons for such inquiries, as well as the measures taken to consider them.

13. Registration logs and materials related to citizens' telephone reports shall be retained for 3 years, after which they shall be destroyed in accordance with the established procedure.

ОҢТҮСТІК-ҚАЗАҚСТАН MEDISINA AKADEMIASY «Оңтүстік Қазақстан медицина академиясы» АҚ		 SOUTH KAZAKHSTAN MEDICAL ACADEMY АО «Южно-Казахстанская медицинская академия»
Compliance Officer		I 279-2026
Instruction on the procedure for operating the hotline		Ed 3
		Page 6 of 6

14. The use and dissemination, without the citizens' consent, of their personal data and information concerning their private life that became known in connection with their обращения through the Hotline shall not be permitted.

Developed by:

Position	Full Name	Date	Signature
Compliance Officer	Pernebayev N.A.	31.08.2026	

Reviewed by:

Position	Full Name	Date	Signature
Head of the Quality Assurance and Monitoring Department	Erzhanov N.A.	31.08.2026	
Head of the Department of Administrative and Legal Support	Kabishtayev O.A.	31.08.2026	

Agreed by:

Position	Full Name	Date	Signature
Vice-Rector for Educational and Social Affairs	Salim E.K.	31.08.2026	
Vice-Rector for Research and Strategic Development	Aukenov N.E.	31.08.2026	
Vice-Rector for Academic Affairs	Anartayeva M.U.	31.08.2026	
Vice-Rector for Clinical Affairs	Nurmashev B.K.	31.08.2026	