



PRESS RELEASE

August 19, 2022

About the press conference dedicated to the analysis of appeals of individuals and legal entities in the first half of 2022

On August 19, 2022, there was held the press conference dedicated to the analysis of appeals of individuals and legal entities to the Joint Stock Company Navoi Mining and Metallurgical Company in the first half of 2022 at the museum of “NMMC History” in Navoi city.

Head of Department for control and coordination of work with appeals of individuals and legal entities of JSC NMMC Shavkiddin Idiyev, director for public relations of JSC NMMC Kholmamat Raupov, representatives of the media and journalists participated in the press conference.

The Joint-Stock Company Navoi Mining and Metallurgical Company has established a clear system of work with appeals from individuals and legal entities, approved an action plan aimed at considering appeals, in accordance with which appeals are currently being considered.

In particular, in just the first half of 2022, the company received 1 852 appeals, including written, oral, electronic and appeals through the virtual reception of the President of the Republic of Uzbekistan and the Prime Minister’s reception for entrepreneurs. Of these, 118 (6.4%) are oral, 349 (18.8%) are written, 1 385 (74.8%) are electronic.

Also, in the first half of 2022, 1 334 applications were received from individuals and legal entities through the virtual reception of the President of the Republic of Uzbekistan. Of these, 1 177 (87.8%) were fully satisfied, including 662 appeals (49.6%) were positively resolved, legal information was provided on 515 appeals (38.6%), on 140 appeals (10.5%) clarifications were given, 6 appeals (0.4%) were left unconsidered at the request of the applicant, a protocol on their termination was drawn up on 11 appeals (0.8%).

In many cases, citizens turn to the company for material assistance. In particular, in the 1st quarter of this year, the enterprise received such applications from 10 citizens. After studying the appeals, the administration of the company decided to provide them with material assistance in the amount of 820 million soums. In addition, at the expense of the “Solidarity” fund of the Council of the Trade union, the appeals of another 10 citizens were considered and positively resolved, who were also allocated material assistance.

Today, in cooperation with the management of the company and heads of units, work is carried out on a regular basis to consider the appeals of individuals and legal entities in time, solve systemic problems on the spot, and reduce the number of appeals.

It should also be noted that the company has implemented a solid system for considering appeals, i.e. “iron order”. The responsible manager to whom the appeals are

addressed, in accordance with the law, will consider the appeal in a timely manner and ensure the quality of its execution. This is under constant control and monitoring. In the event that someone violates the law when considering appeals, disciplinary measures will be applied to him in accordance with the procedure established by law.

At the same time, the management of the company approved the schedule for the reception of individuals and legal entities, the organization of field receptions in the units, the receptions are held on time. In particular, in the first half of 2022, 35 citizens were received at field receptions held in Central, Northern and Southern mining administrations, most of their applications were resolved positively. Depending on how the question relates to the company, legal concepts are given for some on the spot.

At the press conference, detailed answers were given to questions from media representatives and journalists.

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