

RESOLUTION OF THE CABINET OF MINISTERS OF THE REPUBLIC OF AZERBAIJAN

**on approval of the 'Regulation on submitting, receiving, registering and responding to oral appeals through the telephone appeal service'**

In order to ensure the implementation of sub-item 1.1.6 of Decree No.672 of the President of the Republic of Azerbaijan dated 12 November 2015 'On application of Law No.1308-IVQ of the Republic of Azerbaijan 'On Citizens' Appeals' dated 30 September 2015', the Cabinet of Ministers of the Republic of Azerbaijan **hereby resolves:**

To approve the 'Regulation on submitting, receiving, registering and responding to oral appeals through the telephone appeal service' (attached).

**Artur Rasizadeh,  
Prime Minister of the Republic of Azerbaijan**

Baku city, 1 September 2016

No. 339

**‘Approved’**  
by Resolution No. 339  
of the Cabinet of Ministers  
of the Republic of Azerbaijan  
dated 1 September 2016

**Regulation on submitting, receiving, registering and responding to oral appeals  
through the telephone appeal service**

**1. General provisions**

1.1. This Regulation has been developed in accordance with Article 15.3 of Law No. 1308-IVQ of the Republic of Azerbaijan ‘On Citizens’ Appeals’ dated 30 September 2015 (hereinafter referred to as the ‘Law’) and regulates issues related to receiving, registering and responding to oral appeals submitted through the telephone appeal service.

1.2. The provisions of this Regulation shall apply to state- or municipality-owned legal entities and budget organizations whose controlling stock (shares) is owned by the state or municipalities, as well as legal entities performing functions of public importance, the list of which is approved by the Cabinet of Ministers of the Republic of Azerbaijan, and private legal entities and private entrepreneurs providing services on the basis of regulatory legal acts or an agreement in the fields of education, healthcare, culture and social spheres (hereinafter referred to as ‘Entities’).

1.3. The provisions of this Regulation shall not apply to citizens’ appeals specified in Articles 5.2 - 5.7 of the Law. When submitting such appeals to the Entities through the telephone appeal service, applicants shall be immediately informed that their appeals are not subject to consideration in accordance with Clause 8.1.1 of the Law.

1.4. Oral appeals submitted to central and local executive authorities through call centers, hot lines and trust lines shall be received, registered and responded in accordance with the ‘Regulations on organization of call centers in state bodies’ approved by Resolution No. 50 of the Cabinet of Ministers of the Republic of Azerbaijan dated 25 February 2015.

1.5. The provisions of this Regulation shall apply to the state bodies that are not covered by the ‘Regulations on organization of call centers in state bodies’ approved by Resolution No. 50 of the Cabinet of Ministers of the Republic of Azerbaijan dated 25 February 2015.

1.6. The definitions used herein shall have the meanings defined by Article 3 of the Law.

## **2. Submitting, receiving, registering and responding to oral appeals through the telephone appeal service**

2.1. A special city telephone number shall be provided to receive oral appeals submitted to the Entities specified in Articles 1.2 and 1.5 of this Regulation, and all calls made to this number shall be received by an employee of the clerical service appointed for this purpose (hereinafter referred to as 'Employee of the clerical service'). When receiving a call, the Employee of the clerical service shall introduce himself/herself by stating first and last name.

2.2. Employee of the clerical service shall:

2.2.1. speak, write and read fluently in Azerbaijani;

2.2.2. have computer skills;

2.2.3. be aware of normative legal acts on the entity's activities;

2.2.4. be stress-resistant and proactive;

2.2.5. follow the rules of ethical conduct.

2.3. Citizens shall have the right to apply through the telephone appeal service only on working days and during working hours. Calls made on public holidays, national mourning days that are considered non-working days, as well as beyond working hours, shall not be received. In this case, applicants who submitted an appeal after working hours shall be invited to leave a message or call the next working day upon providing the information specified in Article 2.4 of this Regulation through the voice menu.

2.4. Employee of the clerical service shall on the same day register all appeals submitted through the phone appeal service in electronic form in accordance with Clause 2.8 of the 'Regulation on office work on citizens' appeals in public authorities, state-owned legal entities and those whose controlling stock (shares) is owned by the state and in budget organizations' approved by Decree of the President of the Republic of Azerbaijan No. 950 dated 23 June 2016 (hereinafter referred to as the 'Regulation on office work on citizens' appeals'). When registering the appeal, the applicant's first name, last name, patronymic, address, contact number, brief content of the appeal, and the time (hour and minute) of the appeal shall be recorded. If a person who submitted an appeal refuses to provide this information or provides false information, his/her appeal shall not be registered, answered, and the applicant shall be immediately informed about this.

2.5. Entities shall have the right to conduct audio recording of conversations related to oral appeals received through the telephone appeal service by notifying the applicant.

2.6. An appeal made through the telephone appeal service shall be clearly expressed. An applicant shall avoid using insults and slander.

2.7. After the applicant provides the information specified in Article 2.4 of this Regulation, the Employee of the clerical service shall respond to the appeal received through the telephone appeal service directly or after consideration by compiling an appeal review form.

2.8. A direct response to an oral appeal shall be provided in accordance with Article 4.5 of the Regulation on office work on citizens' appeals. The response shall be specific, clear and correspond to the official business style of the literary language.

2.9. If a direct response to an oral appeal is not possible, the Employee of the clerical service shall compile an appeal review form and submit it to the head of the clerical service to accept for consideration and response. The appeal review form shall contain the information specified in Article 2.4 of this Regulation, as well as the processes preceding the reception and response to the appeal.

2.10. To ensure a prompt response to an oral appeal, the appeal review form shall be submitted to the relevant structural unit by a letter signed by the head of the clerical service in coordination with the head of the entity.

2.11. Employee of the clerical service shall contact the applicant by calling at the contact number indicated in the appeal review form no later than 1 (one) working day after preparation of the appeal review form and inform about the structural unit considering the appeal. If this is not possible, he/she shall try to contact the applicant at least 2 times a day at different hours within 3 (three) working days and make relevant notes in the appeal review form.

2.12. An employee of the structural unit to which the oral appeal is sent for consideration, shall prepare a response to the appeal within the terms established by Article 10 of the Law.

2.13. When responding to an oral appeal, on which an appeal review form was drawn up, the employee of the structural unit considering the appeal, shall call the applicant by the contact number and, introducing himself/herself, shall determine the identity of the person being addressed and, if the person being addressed is the applicant himself, shall present the prepared response to him, otherwise, shall clarify when the applicant can be contacted and make relevant notes about this in the appeal review form.

2.14. In case of referring the issues specified in the appeals of the citizens to information constituting a state secret according to the Law of the Republic of Azerbaijan 'On State Secrets' or to other information protected by law, the applicant shall be informed that substantive response in connection with the above appeal for this reason does not seem possible.

2.15. If it is not possible to respond to an appeal in accordance with Article 2.7 of this Regulation, it is suggested to file a written appeal.

2.16. If it is found that the issue raised in the appeal submitted through the telephone appeal service is beyond the Entities' competence, the related appeal procedure shall be explained to the applicant.

### **3. Closing provisions**

3.1. At the end of each working day, the Employee of the clerical service shall prepare a report on the appeals received during the day through the telephone appeal service and submit it to the head of the clerical service. This report shall include the following information:

3.1.1. total number of received appeals;

3.1.2. number of registered and responded, as well as repeated appeals;

3.1.3. number of appeals refused to be registered and responded in accordance with Article 2.3 of this Regulation;

3.1.4. number of compiled appeal review forms;

3.1.5. first name, last name, patronymic, address and telephone number of the applicant;

3.1.6. subject of the appeal, registration number and reception time (hour and minute);

3.1.7. a note on the response to the appeal or the measures taken in connection with it.

3.2. The entity's clerical service shall prepare a report on oral appeals received through the telephone appeal service including the results of 6 (six) months and the year and submit it to the head of the entity.

3.3. It is not allowed to use and disclose information related to personal, family and private life, as well as professional or commercial secrets about the applicant applying through the telephone appeal service.

3.4. After 2 (two) years of storage in the clerical services of the Entities, the electronic media for registering appeals received through the telephone appeal service shall be destroyed in accordance with the Law of the Republic of Azerbaijan 'On National Archive Fund'. According to the characteristics of their activities, Entities shall have the right to keep these materials for a longer period of time.

**Note.** Amendments to this Regulation can be made in accordance with Clause 2.6-1 of the 'Regulation on the procedure for preparation and adoption of normative legal acts of executive authorities' approved by Decree No. 772 of the President of the Republic of Azerbaijan dated 24 August 2002.