 SATBAYEV UNIVERSITY	THE MINISTRY OF EDUCATION AND SCIENCE OF THE REPUBLIC OF KAZAKHSTAN	
	NON-COMMERCIAL JOINT-STOCK COMPANY «KAZAKH NATIONAL RESEARCH TECHNICAL UNIVERSITY NAMED AFTER K.I. SATPAYEV»	
Document of QMS Level 2	Documented procedure	DP KazNRTU 721
	Revision No. 3 « <u>01</u> » <u>09</u> 2020	

**CONSIDERATION OF APPEALS FROM CITIZENS AND LEGAL
ENTITIES**

DP KazNRTU 721

Almaty 2020

INTRODUCTION

1 **DEVELOPED** by the Administrative Department of NJSC "Kazakh national research technical University named after K.I.Satpayev».

Director of Administrative
Department

« 20 » 09 2020



Yu.Kvashnina

2 **AGREED**

Head of the rector's office

« 24 » 09 2020



B.Mukhtybayev

Finance Director –
Director of corporate development
Department

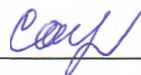
« 26 » 09 2020



D.Sofiyev

Head of the Department of
licensing, certification and quality
control of education

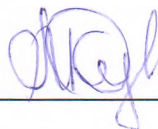
« 25 » 09 2020



A.Sauranbayeva

Head of the legal support office

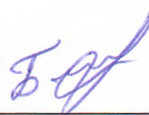
« 24 » 09 2020



D.Kuldzhanova

Head of the state language
development Department

« 21 » 09 2020



Zh.Orakbayeva

3 **APPROVED** by decision of the Board « 01 » 09 2020

Protocol № 30

4 **INTRODUCED** instead of revision no №2 of December 29, 2017.

DP-721 - Consideration of appeals from citizens and legal entities

Stages	Actions being performed
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