



# Analysis of Appeals to the Fund for 2025

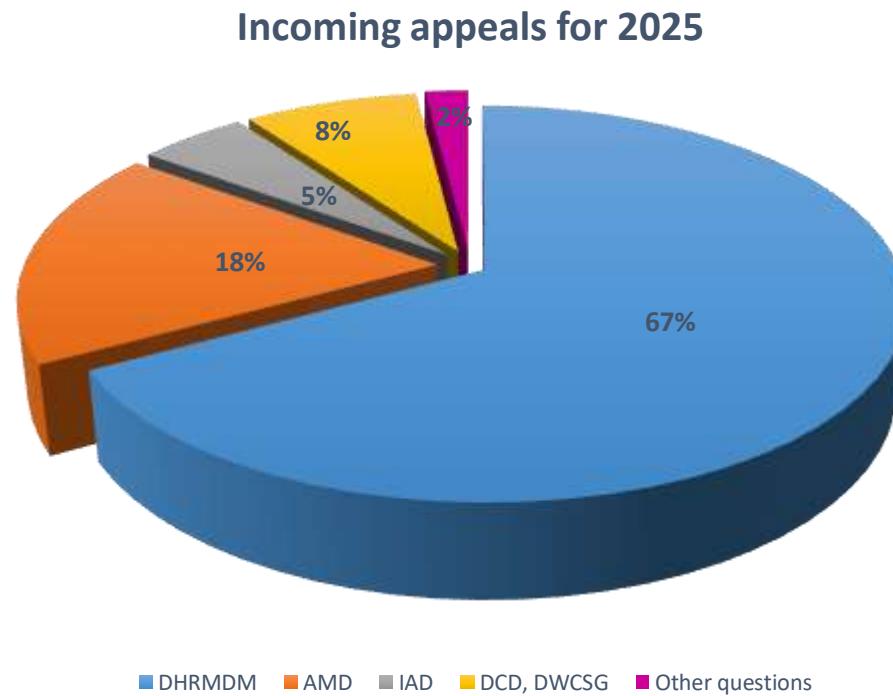
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**Period:** 01.01-31.12.2025

**Purpose of the analysis:** Assessment of appeals  
received by the Fund's call center



# Appeals Received in 2025



**Total: 8328** appeals received

In execution of the instruction of the Ministry of Finance of the Republic of Kazakhstan dated December 12, 2024 No. 1-DS/10051-I, JSC “Fund of Problem Loans” (hereinafter – the Fund) conducted an analysis of appeals received by the Fund’s call center in 2025.

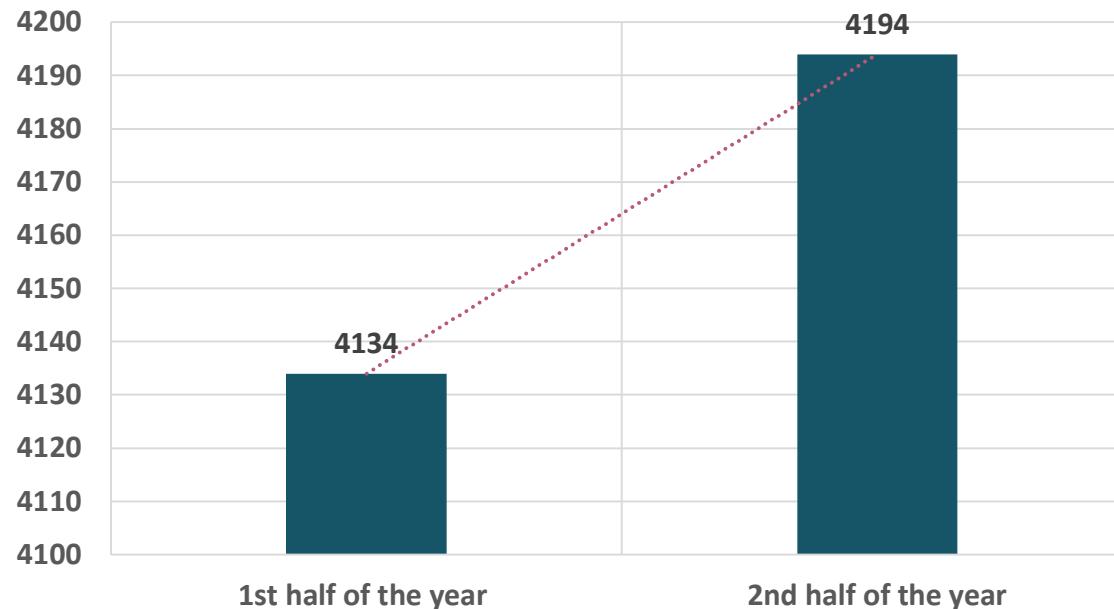
Out of 8,328 appeals received by the Fund’s call center:

regarding the Fund’s activities – 771;  
personnel-related issues – 17;  
procedure for actions of the auction winner after signing the Protocol and Sale and Purchase Agreement – 1,319;  
explanations of the auction regulations for participation on the e-qazyna.kz portal – 5,830;  
status of execution of incoming documentation – 125;  
public procurement issues – 55;  
appointments for personal meetings with the Chairman of the Management Board and his deputies – 28;  
court cases – 15;  
bankruptcy issues, loan contractual obligations, and property rights – 131;  
issues outside the Fund’s competence – 37.



# Appeals Received in 2025

Incoming appeals by period 2025



## Period:

- first half of 2025 — 4,134 appeals;
- Second half of 2025 — 4,194 appeals.

## Dynamics:

In the second half of the year, the number of appeals increased by 60 calls compared to the first half.

**Total : 8328 incoming appeals**



# Statistics by Type of Appeals

No	Type of Appeal	1st Half	2nd Half 2025 Total	1st Half
1	On the Fund's activities	460	311	771
2	Personnel-related issues	10	7	17
3	Public procurement	33	22	55
4	Status of execution of incoming documentation	67	58	125
5	Bankruptcy issues, loan contractual obligations, and property rights	71	60	131
6	Explanation of auction regulations for participation on the E-GAZYNA.KZ portal	2806	3024	5830
7	Procedure for actions of the auction winner after signing the Protocol and Sale and Purchase Agreement	648	671	1319
8	Court cases	8	7	15
9	Appointments for personal meetings with the Chairman of the Management Board and his deputies	13	15	28
10	Outside the Fund's competence	18	19	37
<b>Total:</b>		<b>4134</b>	<b>4194</b>	<b>8328</b>



# Main Categories of Appeals from Individuals and Legal Entities



Issues related to the Fund's activities



Mechanism and procedure for conducting electronic auctions



Clarification of provisions of public procurement tender documentation for potential suppliers



Appointments for personal meetings of individuals and representatives of legal entities with the Chairman of the Fund's Management Board and his deputies



# Results of Consideration of Appeals



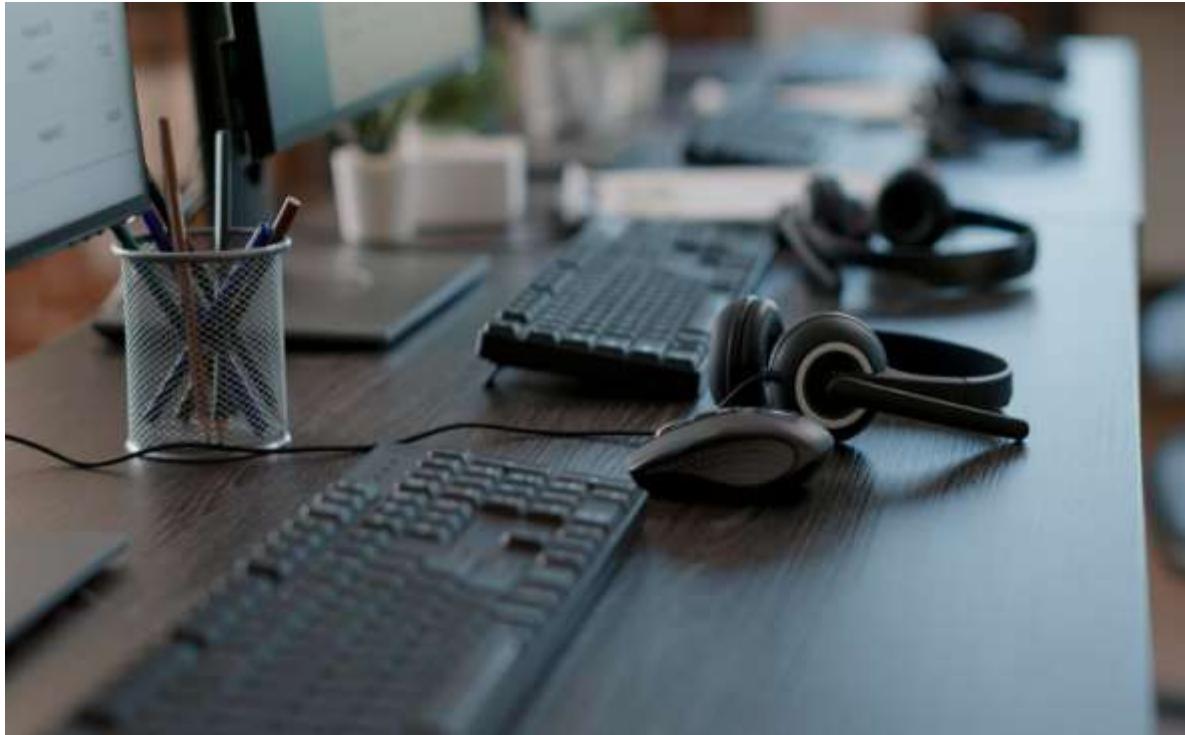
## Legality in every decision

Appeals (applications and complaints) received by the Fund within its competence were reviewed in accordance with the requirements of the Administrative Procedural and Process Code of the Republic of Kazakhstan (hereinafter – APPC).

At the same time, during the analyzed period there were no complaints containing demands by citizens for restoration or protection of their rights, freedoms, or lawful interests of themselves or other persons as a result of adopted administrative acts or decisions.



# The Fund: Transparency and Quality



## Timely responses to appeals

All appeals were reviewed by the Fund, and responses, explanations, and relevant information were provided for each of them. This highlights the high level of responsibility and professionalism of the Fund's employees.



## Effective interaction with citizens

The analysis of received appeals also indicates that the Fund is moving in the right direction by improving service quality and increasing the level of openness in its activities for the public.