

Documented data of IT Park's anti-corruption management system		
REGULATIONS for the reception and consideration of incoming reports of corrupt actions through communication channels in IT Park	Document Code:	R-t №01
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“APPROVED”
Executive Director of “Directorate of the Technological Park of Software Products and Information Technologies” LLC

_____ **A. Kuchkarov**

2024 “ ____ ” _____

REGULATIONS

for the reception and consideration of incoming reports of corrupt actions through communication channels in IT Park

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2. Purpose of document development

These Regulations define the main principles for handling reports of corrupt actions received through the communication channels of IT Park, as well as the procedures for receiving, registering, and considering such reports, and for submitting reports to the head of IT Park.

3. References to regulatory documents

- ISO 37001:2016 "Anti-Corruption Management System". Requirements.
- REGULATIONS for the reception and consideration of incoming reports of corrupt actions through communication channels in IT Park (Appendix No. 6 to the Order of the Ministry of Digital Technologies dated October 28, 2022, No. 513).

4. Responsibility

- Responsibility for applying these Regulations in operations rests with the senior management of IT Park, as well as the heads of all directorates, departments, and branches.

5. PROCESS

Chapter 1. General Provisions

1. The communication channels of IT Park must be clearly defined and maintained in constant working condition.

2. Information about the communication channels of IT Park must be conveyed to all other parties interested in the activities of IT Park employees, and conditions must be created for the use of these communication channels.

3. For the purposes of these Regulations, the following key concepts are used:

Ministry — Ministry of Digital Technologies;

IT Park — “Directorate of the Technology Park of Software Products and Information Technologies” LLC;

АРЕНТСТВО — Anti-Corruption Agency of the Republic of Uzbekistan;

ACMS — Anti-Corruption Management System;

ND — Normative Document;

Helpline — a system that allows for the centralized reception, classification, and systematization of requests received by IT Park via telephone, as well as the monitoring of their timely and quality review;

applicant — any individual and/or legal entity, employee, who contacted through communication channels to provide information on corrupt actions in IT Park;

conflict of interest — a situation in which personal interest (direct or indirect) affects or may affect the proper performance of an individual's official or job duties, and where a contradiction arises or may arise between personal interest and the rights and legitimate interests of citizens, IT Park, society, or the state;

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corruption — the illegal use by a person of their official or service position for personal interests or the interests of others in order to obtain material or non-material benefits, as well as the illegal provision of such benefits;

corrupt actions — the material interest of an employee in actions or inaction in the interests of the bribe-giver, directly or indirectly, personally or through third parties, including receiving, demanding, collecting, offering, or providing money, securities, other forms of property and property rights, services of a property nature, giving and/or receiving a bribe or mediating in this, collecting payments for simplifying formalities (receiving a bribe), and illegally using their official duties for other illegal purposes;

corruption offense — an act that has signs of corruption, for the commission of which liability is provided by law;

anti-corruption system — a set of measures to eliminate corruption violations of current legislation and internal documents, ensuring a high level of professional and ethical activity of IT Park employees;

corruption risk — the risk of employees or third parties committing corrupt actions on behalf of and/or in the interests of IT Park;

relevant report — a report containing information about corrupt actions and/or conflicts of interest in IT Park;

employee — a person who has entered into labor relations with IT Park;

personal interest of an employee — the possibility of an employee receiving personal benefits (personal, social, financial, political, and other commercial or non-commercial interests) in the form of money, material or non-material values, other property, and privileges, which may affect the proper performance of the employee's official or job duties in the interests of the employee or third parties while performing their official duties).

4. IT Park organizes the work of communication channels intended for reporting corrupt actions based on the following principles:

confidentiality and security — all authorized IT Park personnel who are allowed access to messages in the communication channels are not permitted to transfer (disclose) these messages to incompetent persons. If the applicant voluntarily, including through negligence, discloses the message to other employees or third parties, IT Park is not responsible for the disclosure of the messages;

legality — the reception, registration, processing, and consideration of messages received in the communication channels of IT Park are carried out strictly in accordance with the requirements of the legislation of the Republic of Uzbekistan and these Regulations;

non-persecution of the applicant — an individual or legal entity, particularly an IT Park employee, who voluntarily reports corrupt actions through communication channels, is not held liable regardless of the content of the message;

mandatory feedback with the applicant — if the message is not anonymous, the results of its review must be communicated to the applicant by IT Park;

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mandatory application of measures — upon confirmation of the fact of corruption, IT Park acts in accordance with the legislation of the Republic of Uzbekistan to hold the guilty parties accountable.

Chapter 2. Communication channels for reporting corrupt actions

5. The relevant message can be sent through the following communication channels:

- Through the virtual reception of the President of the Republic of Uzbekistan (<https://pm.gov.uz>);
- On the official website of IT Park (<https://it-park.uz/uz/itpark>) or by email (hr@it-park.uz);
- Through official channels and pages of IT Park on social networks, for example, through the official Facebook page (info@it-park.uz);
- By calling the trust hotline at +998 71 209 11 99 and other working numbers of IT Park;
- Verbally (in person) at IT Park;
- Through law enforcement agencies;
- Other communication channels not specified in this Regulation.

6. IT Park publishes information about its communication channels on its official website, social media pages and channels, and includes them in email newsletters and educational materials regularly sent to employees. This information is also displayed on thematic posters placed in the main office building and branches of IT Park, among other locations.

Chapter 3. Reception of relevant messages received through communication channels

7. The internal control structure at IT Park (the designated employee responsible for combating corruption) is responsible for reviewing relevant messages received from IT Park communication channels.

8. Relevant messages received through the following IT Park communication channels are registered in accordance with the requirements of the Model Regulations on the Procedure for Handling Appeals from Individuals and Legal Entities in State Bodies, State Institutions, and Organizations with State Participation, approved by the Cabinet of Ministers Resolution No. 341 dated May 7, 2018, and the Regulations on the Procedure for IT Park Handling Appeals from Individuals and Legal Entities, and are submitted for resolution to the General Director of IT Park.

- Through the virtual reception of the President of the Republic of Uzbekistan;
- Through the official website or email of the Ministry and IT Park;
- By telephone numbers of the Ministry and IT Park (trust hotline and other working phone numbers);
- Verbally (in person) at IT Park;
- Through law enforcement agencies.

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9. The responsibility for receiving messages through official channels and IT Park's social media pages, including the Telegram bot, rests with the internal control structure (designated responsible for combating corruption).

Upon receipt of relevant messages, the anti-corruption officer clarifies necessary information with the applicant via email or phone communication, registers the message in the Registry, and informs the General Director of IT Park.

The anti-corruption officer reviews incoming messages from Monday to Friday, 09:00 to 18:00. Messages received outside working hours are kept for clarification on the next working day.

10. If the applicant has additional materials to substantiate their message, such as photos, documents, audio, or video recordings, the officer receiving the report specifies the communication channels (Telegram bot or email) for their submission and emphasizes the confidentiality of the provided information. This information is documented as an appendix to the relevant message.

11. The General Director of IT Park assigns the anti-corruption officer to promptly analyze and review the relevant message.

12. Within 1 (one) hour of receiving the relevant report, the internal control structure of IT Park (responsible for combating corruption) must register it in the Registry of corruption reports at IT Park (hereinafter referred to as the Registry) using the form outlined in the appendix and review it in accordance with Chapter 4 of this Regulation.

13. IT Park provides applicants with the opportunity to submit anonymous reports on corrupt actions committed by employees.

In the event of receiving an anonymous report, the responsible IT Park staff member should, if possible:

- Inform that they cannot contact the applicant to respond to the message received at IT Park;
- State that they cannot fully and comprehensively investigate the information in the absence of the possibility of obtaining additional necessary information;
- Offer the applicant to establish an anonymous communication channel to contact them (email address without specifying identity, secret Telegram chat, etc.).

If the applicant does not withdraw their statement, they must accept the message in accordance with this Regulation.

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14. During the consideration of messages received by IT Park employees, the causes and conditions of committing corruption offenses are analyzed, and measures are subsequently taken to prevent them and improve the anti-corruption system.

15. All relevant materials, documents, and information regarding received messages (including decisions made and responses provided to applicants) must be stored within the structure responsible for handling inquiries for the period prescribed by the legislation of the Republic of Uzbekistan, including not less than 10 years.

16. In case a relevant message is received at a regional branch of IT Park, the responsible employee who received it promptly notifies the branch manager and the designated anti-corruption officer (if applicable) in writing. They, in turn, forward this message to the internal control structure of IT Park responsible for combating corruption. The anti-corruption officer reviews the received message in accordance with the procedure outlined in Chapter 11 and notifies the Ministry's anti-corruption department.

17. The IT Park anti-corruption officer maintains a registry of messages received regarding corrupt activities.

Chapter 4. Consideration of reports on corrupt actions

18. All relevant messages received by the internal control structure (responsible for combating corruption) are reviewed by responsible personnel within this structure or by other departments as instructed by the General Director.

19. During the review process of messages concerning corrupt activities, employees implicated in the reported corruption or potentially involved in conflicts of interest during the review process must not be involved.

20. Upon receipt of a relevant message, an employee of the internal control structure conducts a preliminary examination and analyzes its relevance, verifying whether the information pertains to a corruption offense and/or conflict of interest within the IT Park system. The preliminary examination is conducted within 5 (five) working days from the date the message is received by the internal control structure.

The preliminary examination is conducted within 5 (five) working days from the date the message is received by the internal control structure.

21. Regardless of the results of the preliminary examination as stipulated in item 20 of this Regulation, the information is recorded in the Registry.

22. If the internal control structure employee concludes that the message is not relevant, it must be forwarded within one working day to the appropriate IT Park structure based on a report.

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23. If the message contains information about corrupt actions and/or conflicts of interest and sufficient grounds for conducting an internal investigation, the internal control structure employee initiates an internal investigation as established by internal regulations.

24. Substantive review of relevant messages must be completed within one month from the date of receipt at IT Park. If further verification, additional material requests, or other measures are necessary, the review period may be extended by the IT Park Director, but for no more than one month, and the applicant must be informed (except for anonymous messages).

25. The response to the message is prepared by the internal control structure and signed by the General Director of IT Park.

26. Upon consideration of the relevant message, a response letter indicating the results and measures taken is prepared and sent to the applicant as prescribed.

27. The response to a relevant message received through social media channels and Telegram-bot is sent electronically to the applicant via the social media channels or Telegram-bot.

Chapter 5. Accountability

28. The Register may be utilized by employees of the internal control structure, other relevant state bodies involved in the review of messages, IT Park employees (only regarding such messages), the General Director, or his deputy overseeing the anti-corruption activities.

29. Based on the data from the Register, the internal control structure submits a quarterly report to the General Director, detailing:

- the number of received and reviewed relevant messages;
- the number of confirmed corrupt actions and conflict of interest cases from the relevant messages;
- the number of relevant messages with overdue reviews;
- the average review time for relevant messages;
- the most frequently used communication channels by applicants and other statistical data.

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Chapter 6. Final provisions

30. Violation of the requirements of this Regulation entails liability in accordance with established procedures.

31. Настоящий Регламент подлежит пересмотру при изменении законодательства Республики Узбекистан в сфере обращений и противодействия коррупции.

32. The internal control structure for combating corruption in IT Park (anti-corruption officer) informs the Anti-Corruption Department of the Ministry through its communication channels about received messages regarding corrupt actions, plans for addressing them, and the actions being undertaken or completed.

6. Storage

The original versions of this Regulation, in both electronic and paper forms, are kept by the designated person responsible for combating corruption in the activities of IT Park.

7. Records

№	Title of Records	Responsible for maintaining/storing records	Storage		Destruction rule
			Storage location	Storage period	
1	REGISTER of receipt of reports on corrupt actions in IT Park			3 years	Archive

8. Appendices

