



Официальный сайт

# Следственный комитет Российской Федерации

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## Organization of reception of citizens

Citizens, governmental and non-governmental organizations and other entities are received in the Central Office of the Investigative Committee of the Russian Federation (hereinafter – the Investigative Committee) by the heads of the general departments, department, divisions and their deputies according to a schedule approved by the Chairman of the Investigative Committee of the Russian Federation (hereinafter – Chairman of the Investigative Committee).

At personal reception the citizen must present an identifying document.

If necessary the head of another general department, department or division of the Investigation Committee or the deputy-head, in whose competence the consideration of the applicant's referral is included may take part in reception.

The Chairman of the Investigative Committee receives citizens on the appeals that have been authorized by his deputies and the head of the Department of personal security, physical security and functional audit. The Vice-Chairmen of the Investigative Committee receive citizens on applications that are authorized by the heads of general departments, departments, divisions, and the heads of independent departments of the Central Office of the Investigative Committee.

Personal reception of citizens by the Chairman of the Investigative Committee may also be arranged on his instructions.

In the Central Office of the Investigation Committee the officials of the Department of citizens' applications consideration and documentation support, responsible for organization of the citizens' reception, give the citizens referrals to the reception, coordinate and communicate information about the time and place of their reception by officials of the Investigative Committee. If there is no reason for citizens' reception in the Investigative Committee applicants are given explanations on where and in what order they should appeal. If necessary, written requests are taken that are then sent for authorization, including subordinate investigative bodies of the Investigative Committee.

In case of repeated application with the same problems or disagreement with the decisions previously taken in the general departments, departments and divisions of the Central Office of the Investigative Committee, authorized officials of the Department of citizens' applications



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consideration and documentation support, when necessary, discuss the reception of citizens by the Vice-Chairman of the Investigative Committee or directly by the Chairman of the Investigative Committee, by the employees of the office of the Chairman of the Investigative Committee or by the assistants of the Vice-Chairmen of the Investigative Committee.

Reception of citizens in the Investigative Committee and its investigative bodies is carried out during the working day according to the schedule approved by the head of this body and must be posted in a place accessible for the citizens.

The heads of the investigative bodies of the Investigative Committee receive the citizens at least once a week. The decision and response to the application is given by the head of the investigative body of the Investigative Committee, the citizen appealed to during personal reception.

The head of the investigative body of the Investigative Committee during personal reception has the right to refuse citizen the future consideration of the application, if he previously had been answered to the point of questions raised in the application with an explanation about an appeal.

Reception is recorded in special cards or a book of record, where the summary of questions risen by the citizen, verbal answer and preliminary decision are put down.

The mark “From a personal reception” is put on applications given during private reception.

There are special boxes “For applications and petitions”, which are located in places accessible to the citizens inside the Investigative Committee and in the buildings occupied by its investigative bodies.

Specially assigned employees take correspondence out from the boxes every day. “From the box for applications and petitions” sign is imprinted on applications, the date of seizure is stated, and then they are sent for registration and examination.

*Адрес страницы:* [http://en.sledcom.ruhttp://en.sledcom.ru/references/Organization\\_of\\_reception\\_of\\_citizens](http://en.sledcom.ruhttp://en.sledcom.ru/references/Organization_of_reception_of_citizens)

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