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## **Direct telephone communication took place between Chairman of the Investigative Committee and citizens**

Citizens from Saint-Petersburg, cities of Penza and Krasnodar, Kostroma, Yaroslavl and Arkhangelsk Regions called on 18 September the Chairman of the Russian Federation Investigative Committee on the phones 8 800-333-02-95 and 8-495-640-20-46.

Four of the called complained on the refusal to open criminal cases, another three people called to complain about improper investigation of criminal cases by a number of territorial investigating bodies of the Investigative Committee.

Following the communication Alexander Bastrykin gave explicit instructions to the heads of a number of territorial investigating bodies of the Investigative Committee.

*18 September 2012*

*Page address: <https://en.sledcom.ru/news/item/510919>*