

Non-Technical Summary

Distribution network modernisation programme of Karagandy Zharyk LLP in Karaganda Region, Republic of Kazakhstan

November 2026

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ACRONYMS AND ABBREVIATIONS

Acronym	Definition
AMR / AMI	Automated Meter Reading / Advanced Metering Infrastructure
E&S	Environmental and Social
EBRD	European Bank for Reconstruction and Development
ESAP	Environmental and Social Action Plan
ESMP	Environmental and Social Management Plan
ESP	Environmental and Social Policy
ESR	Environmental and Social Requirement
GBVH	Gender-Based Violence and Harassment
GIIP	Good International Industry Practice
GRES	State District Power Plant
GRM	Grievance Redress Mechanism
KBA	Key Biodiversity Area
KUS	Kazakhstan Utility Systems LLP
KZh	Karagandy Zharyk LLP
kV	Kilovolt
LLP	Limited Liability Partnership
OHL	Overhead Line
OHS	Occupational Health and Safety
PCB	Polychlorinated Biphenyl
RES	District Electric Networks (KZh territorial network unit)
SCADA	Supervisory Control and Data Acquisition
SEP	Stakeholder Engagement Plan
SS / TS	Substation / Transformer Substation

1. INTRODUCTION

Karagandy Zharyk LLP ("KZh" or the "Company") is planning the modernisation of its electricity networks in Karaganda city and Karaganda Region, Republic of Kazakhstan (the "Project"). The Company is seeking financing for the Project from the European Bank for Reconstruction and Development (the "EBRD" or the "Bank").

The Project forms part of the measures proposed by KZh under Kazakhstan's National Project for the Modernisation of the Energy and Utilities Sectors (2025–2029). It includes reconstruction of two sections of an ageing 110 kV overhead line, technical modernisation of three existing substations, reconstruction of the electricity networks of the town of Shakhtinsk and of the Sortirovka area of Karaganda city, and modernisation of the automated electricity metering system in Karaganda city.

This document is the Non-Technical Summary (NTS) of the Project. It summarises, in plain language, the Project, its expected environmental and social benefits and impacts, and the way the Company plans to manage them, for the benefit of local communities, authorities and other interested parties.

The Project has been categorised "B" by the EBRD in accordance with its Environmental and Social Policy (ESP) (2024), and the independent environmental and social due diligence of the Project has confirmed this categorisation. The overhead line sections replace an existing 110 kV line within its existing corridor and will be operated at 110 kV, and the potential adverse environmental and social risks and impacts are mainly site-specific, largely reversible and capable of being avoided or mitigated through good international industry practice (GIIP), appropriate design and implementation of management measures.

2. PROJECT OVERVIEW

2.1 Project Need

A large part of KZh's electricity network was built in the 1960s–1980s. The wear of the Company's fixed assets is reported at about 72%, and several substations still operate power transformers commissioned between 1964 and 1983. Ageing equipment increases the risk of failures and outages, particularly during the severe Karaganda winters, and contributes to electricity losses in the network.

The 110 kV GRES-2 – Karagayly double-circuit overhead line, commissioned in 1963, is the only source of electricity supply for Karkaraly District and the eastern part of Bukhar-Zhyrau District, serving more than 36,000 residents. Its elements are reported to be about 95% worn, and 106 technological disruptions involving the line were recorded in 2023–2025. The Project is intended to improve the reliability, safety and efficiency of electricity supply by replacing worn equipment, renewing transformation capacity, reducing network losses and introducing digital monitoring, control and metering.

2.2 Project Implementing Entity

The Project will be implemented by Karagandy Zharyk LLP, the electricity network company serving Karaganda city and a large part of Karaganda Region. Established in 2003, KZh is a wholly owned subsidiary of Kazakhstan Utility Systems LLP (KUS), a utility holding operating in several regions of Kazakhstan. KZh transmits and distributes electricity at voltages from 0.4 kV to 220 kV through approximately 5,149 km of overhead lines, 1,744 km of cable lines, 105 substations of 35 kV and above and more than 2,100 transformer substations, managed through 15 district network units (RES). The Company employs about 1,900 people and serves approximately 300,000 consumers.

KZh is expected to be responsible for overall Project implementation, procurement and contractor management, technical supervision, operation and maintenance of the upgraded assets, and implementation of the environmental and social management measures agreed with the EBRD.

2.3 Project Location

The Project is located within KZh's service territory in Karaganda Region (Figure 1). The two overhead line sections run through open steppe, mainly agricultural and pasture land, between the outskirts of Karaganda city and the Karbyshevka substation to the east. The substations to be modernised are located in the town of Karkaraly and in rural areas near the settlements of Botakara and Kulaigyr, while the network reconstruction will take place within the urban area of Shakhtinsk and in the Sortirovka area in the northern part of Karaganda city. The modernisation of the automated metering system will cover consumers in Karaganda city.

Substation works will take place within the existing substation plots owned by KZh. No overlap of the Project with protected areas or internationally recognised conservation areas has been identified. The nearest are the Saumalkol Lake Key Biodiversity Area (KBA), about 18 km from the overhead line corridor, which is important for the globally threatened White-headed Duck; the Karasor Lake and Balyktykol Lake KBAs (about 23 km and 60 km), which support large seasonal congregations of waterbirds; and the Karkaraly State National Nature Park (about 20 km). Distances are given to the boundaries of the sites.

2.4 Project Components

The Project includes six investment components, summarised in the table below. Design documentation has not yet been developed: surveys and design for the overhead line sections are scheduled for 2027–2028, followed by approximately 24 months of construction, and design for the substation works is scheduled for 2027. The route of the existing line is known, and the new circuit will run parallel to it; the exact position of the new circuit, the pole locations, temporary access routes and construction methods will be defined at the design stage, and the contractors have not yet been selected.

#	Component	Description	Indicative location / service area
1	Reconstruction of the Proletarka SS – Karbyshevka SS section of the 110 kV OHL GRES-2 – Karagayly	Reconstruction of approximately 60 km of the line: construction of a new single-circuit line parallel to the existing route, dismantling of the existing double-circuit line and installation of a second single-circuit line along the existing route; both lines to be built to 220 kV dimensions and operated at 110 kV	Between Proletarka and Karbyshevka substations, east of Karaganda city
2	Reconstruction of the Kurylis settlement – Proletarka SS section of the 110 kV OHL GRES-2 – Karagayly	Reconstruction of approximately 68.3 km of the line, including the tap to Kuznetskaya SS, using the same reconstruction concept as Component 1	Between Kurylis settlement and Proletarka substation, east of Karaganda city
3	Technical modernisation of the Karkaralinsk, Yaltinskaya and Ulyanovka-2 substations	Replacement of power transformers commissioned in 1964–1983, busbars, portals and secondary cables at three existing 35-110 kV substations, within the existing substation plots	Karkaraly town; Kulaigyr and Botakara areas, Karaganda Region
4	Reconstruction of the electrical networks of Shakhtinsk	Modernisation of 10 kV switchgear at the Gorodskaya and Semenovskaya substations; reconstruction of 0.4-10 kV cable and overhead lines and 10/0.4 kV transformer substations; AMR/AMI and SCADA systems; modernisation of the district dispatch control board	Shakhtinsk town

#	Component	Description	Indicative location / service area
5	Reconstruction of the electrical networks of the Sortirovka area of Karaganda city	Reconstruction of approximately 70 km of 0.4–10 kV overhead lines using self-supporting insulated conductors and 37 km of underground cable lines; modernisation or replacement of 42 existing transformer substations and installation of additional compact transformer substations; modernisation of the existing AMR/AMI system and introduction of SCADA-based monitoring and control.	Sortirovka area, northern part of Karaganda city
6	Technical modernisation of the automated electricity metering system in Karaganda city	Replacement of 52,117 electricity meters and associated automated metering infrastructure	Karaganda city



Figure 1: Project location

3. ENVIRONMENTAL AND SOCIAL BENEFITS AND ADVERSE IMPACTS

3.1 Project Benefits

The Project is expected to generate a range of positive environmental and social benefits through modernisation of KZh's electricity network, replacement of outdated assets and deployment of digital technologies. The improvements are expected to enhance the reliability, safety and efficiency of electricity supply for households, public services and businesses in Karaganda Region.

Key benefits include:

- **More reliable electricity supply** for a large rural area of Karkaraly and Bukhar-Zhyrau districts that currently depends on a single ageing line, and a lower risk of prolonged outages in winter,
- **Reduced network losses and improved energy efficiency** through modern transformers, renewed lines and better control of the distribution network,
- **Improved public and worker safety** as a result of replacing worn and obsolete equipment and strengthening protection and control systems,
- **Improved environmental performance** through removal of old, leak-prone oil-filled transformers and improved management of oils and waste during equipment replacement,
- **Technological modernisation** through automated metering, telemetry and dispatch control, allowing faster fault detection and restoration and more transparent billing,
- **Temporary employment and economic opportunities** during design, construction, installation and commissioning activities.

Grouped project component	Main positive impacts / benefits
Reconstruction of the 110 kV OHL GRES-2 – Karagayly (two sections)	Renewal of a critical radial supply line in service since 1963; improved reliability and reduced risk of prolonged outages for more than 36,000 residents of Karkaraly and Bukhar-Zhyrau districts, especially under severe winter conditions; increased capacity for future demand
Technical modernisation of three substations	Replacement of obsolete, leak-prone transformers; reduced risk of equipment failure, fires and oil spills; renewed transformation capacity and improved reliability of supply
Reconstruction of the Shakhtinsk electrical networks	Improved reliability and quality of supply for urban households, social facilities and businesses; reduced network losses; faster fault localisation and restoration through automated monitoring and dispatch control
Reconstruction of the electrical networks of the Sortirovka area	Improved reliability and quality of supply for urban consumers, in a network reported to be about 88% worn and affected by frequent outages caused by equipment failures; reduced network losses; automated monitoring and control
Modernisation of the automated metering system	More accurate metering and transparent billing for consumers; better identification of technical and commercial losses; improved data for network planning and energy efficiency

3.2 Adverse Impacts and Mitigation Measures

Most of the Project involves reconstruction or replacement of existing electricity infrastructure along existing line corridors, within existing substation plots and in the existing urban networks of Shakhtinsk and the Sortirovka area of Karaganda.

Overall, most impacts are expected to be of **negligible** to **minor** significance, with a limited number of risks assessed as **moderate** before mitigation. The key potential adverse impacts include occupational health and safety risks for KZh and contractor workers, in particular work close to energised equipment; community safety risks associated with open excavations, construction traffic and works close to housing in Shakhtinsk and Karaganda; waste from dismantling of the old lines and equipment; removal of trees and shrubs along the urban overhead lines; management of transformer oil and potential soil contamination at substations; and temporary disturbance and planned outages during construction and connection works.

For the overhead line sections, additional risks include land rights for new tower positions and temporary access across farmland and grazing land. Birds may collide with wires, particularly when moving between wetlands; electrocution is more relevant to certain 6–10 kV lines. Excavation for towers and access roads could also affect small mammals, occupied burrows, reptiles and amphibians. Threatened steppe mammals such as the Common Hamster and Marbled Polecat may occur in suitable habitats, but neither species has been confirmed along the Project corridors. Archaeological remains may also be encountered during excavation. No physical resettlement is expected. In the Sortirovka area of Karaganda, new compact transformer substations may require small plots of municipal land; the sites will be selected to avoid land actually used by residents or businesses and to minimise tree removal. For the metering component, potential risks relate mainly to electrical safety during installation, electronic waste from replaced meters, protection of consumer data and possible disputes over meter readings and bills, which have been a subject of consumer complaints in the past.

During operation, land use will be restricted within the protection zones of the reconstructed overhead line (20 m on either side of the line), and periodic vegetation clearance and access for inspection and repair will be required. Operation of the substations and lines will also involve electromagnetic fields and transformer noise in the immediate vicinity of the facilities, as well as the use of equipment containing sulphur hexafluoride (SF_6), a potent greenhouse gas, which requires leak prevention and control. Construction is expected to involve a contractor workforce of about 43 workers; related risks include labour and working conditions, workers' accommodation and interaction with local communities, including the risk of gender-based violence and harassment.

KZh and its contractors will be required to implement appropriate Environmental and Social Management Plans (ESMPs) and site-specific method statements covering, as relevant, occupational health and safety and electrical safety, contractor management, workers' accommodation and conduct, traffic management, waste and oil management, spill prevention, community health and safety, land access and compensation, protection of birds and other wildlife, chance finds, stakeholder engagement, grievance management and reinstatement of disturbed areas.

Particular attention will be given to fair and transparent arrangements with landholders and land users along the new overhead line circuit, to bird-safe design of the reconstructed overhead lines in line with the recent amendments to the national wildlife legislation, and to safety of works near residential areas in Shakhtinsk and Karaganda, including advance notification of residents, fencing and signage of work areas, safe pedestrian and traffic arrangements, prompt reinstatement of disturbed surfaces and effective channels for receiving and resolving complaints.

Under Law No. 317-VIII of 19 June 2026, the construction, reconstruction and modernisation of power lines hazardous to birds without appropriate protection is prohibited. Order No. 216 of 25 September 2026, effective from 12 October 2026, establishes bird-hazard criteria and electrocution-prevention requirements for overhead lines above 1 kV and up to 20 kV, including the reconstructed 10 kV overhead lines in Shakhtinsk and the Sortirovka area of Karaganda; in Sortirovka, insulated conductors are planned, which substantially reduces this risk. These criteria do not apply to the

Project's 110 kV lines, where bird collision with conductors and earth wires is the main concern. In accordance with Article 246 of the Environmental Code and EBRD ESR6, potentially sensitive sections will be assessed during detailed design, with bird flight diverters installed where appropriate and monitoring undertaken after construction. Article 246 also requires regular network inspections and measures to prevent harm to other wildlife and their habitats.

The anticipated adverse impacts and proposed mitigation measures are summarized in Table 3.1 below.

Table 3.1. Summary of key adverse risks and impacts and mitigation measures

Legend: **Adverse Impact Significance** | Moderate | Minor | Negligible | No impact |

Adverse impact / risk	Reconstruction of 110 kV OHL (two sections)	Modernisation of existing substations	Urban network reconstruction (Shakhtinsk, Sortirovka)	Smart metering	Proposed mitigation measures
Construction disturbance (noise, dust, access constraints, disturbance of agricultural land)	Minor	Minor	Moderate	Negligible	Prepare and implement site-specific ESMPs; apply dust and noise controls; maintain access; strip and store topsoil separately; reinstate disturbed areas; schedule works to minimise disturbance
Waste generation from dismantling of the old line, transformers, cables and meters	Moderate	Moderate	Minor	Minor	Develop waste management procedures; segregate and safely store waste; use licensed waste contractors; verify final destination of hazardous and electronic waste; recycle metals and transformer oil
Spill risks and soil contamination associated with transformer oil and other hazardous materials	Minor	Moderate	Minor	No impact	Verify PCB status of equipment before dismantling; investigate legacy oil contamination at substation sites; upgrade secondary containment when transformers are replaced; maintain spill kits and response procedures; maintain a register of SF_6 -containing equipment and control leaks
Land acquisition, easements and temporary land use	Moderate	No impact	Minor	No impact	Identify affected landholders and land users; avoid displacement; agree land access and compensation at full replacement cost; verify reinstatement of land; provide a land-related grievance channel; inform land users about restrictions within OHL protection zones; site new compact substations on municipal land not used by residents or businesses
OHS risks (work near energised equipment, work at height, excavations, lifting operations, traffic)	Moderate	Moderate	Moderate	Minor	Require contractor OHS plans; apply permit-to-work and lockout/tagout; ensure training, PPE, supervision, near-miss and incident reporting; extend KZh OHS oversight to contractors' sites
Community health and safety risks associated with open excavations, traffic and works near residents	Moderate	Minor	Moderate	Negligible	Fence and sign work sites and excavations; implement traffic management; secure substations against unauthorised access; inform communities about works and planned outages
Labour and working conditions risks in contractors and supply chain entities	Minor	Minor	Minor	Minor	Include E&S, labour and OHS requirements in contracts; monitor contractors and subcontractors; ensure workers have access to a confidential grievance mechanism; apply standards for workers' accommodation and a worker code of conduct, including prevention of GBVH
Biodiversity risks (bird collision/electrocution and disturbance of burrowing mammals and other wildlife)	Moderate	Negligible	Minor	No impact	Carry out route-specific biodiversity and bird assessment during design; check tower and access sites for burrows and sensitive habitats; mark high-risk 110 kV spans and use bird-safe 6–10 kV equipment; protect wildlife around open excavations; restore habitats, manage vegetation clearance, control invasive plants and monitor bird mortality.
Risks of accidental damage to cultural heritage objects	Moderate	No impact	Minor	No impact	Obtain historical and cultural expertise before land development; take registered archaeological sites into account when designing the final route; develop and implement a chance finds procedure; stop works and notify authorities if cultural heritage is encountered
Planned outages and associated inconveniences to consumers	Minor	Minor	Moderate	Minor	Maintain supply during line reconstruction where possible; provide advance notice of outages; coordinate with akimats; prioritise social infrastructure and vulnerable consumers

Adverse impact / risk	Reconstruction of 110 kV OHL (two sections)	Modernisation of existing substations	Urban network reconstruction (Shakhtinsk, Sortirovka)	Smart metering	**Proposed mitigation measures**
Cybersecurity and data privacy risks	No impact	No impact	Minor	Moderate	Implement cybersecurity and data protection controls in metering and SCADA contracts; restrict access; ensure secure data transmission, backup and incident response
Disputes over meter readings and bills during meter replacement	No impact	No impact	No impact	Minor	Inform consumers in advance of the schedule and procedure of meter replacement; record the final readings of the old meters together with consumers; handle complaints about readings and bills through the Project grievance mechanism

4. ALIGNMENT WITH EBRD ENVIRONMENTAL AND SOCIAL REQUIREMENTS

Since the EBRD financing is expected to be provided in the form of a corporate loan, and the sub-projects are at an early stage of preparation, a corporate-level environmental and social assessment of KZh's E&S management practices has been conducted in accordance with the EBRD Environmental and Social Policy. The assessment reviewed KZh's compliance with the applicable EBRD Environmental and Social Requirements (ESRs).

No issue was identified that would prevent the Project from meeting EBRD requirements. KZh operates an Integrated Management System certified to international standards for quality, occupational health and safety and energy management, and its current operations are managed in line with national legal requirements. Many of KZh's systems and procedures are formalised, but their implementation in practice lags behind, evidence of consistent implementation and monitoring is limited outside the certified management systems. A number of areas were identified where existing practices should be strengthened or formalised to fully meet the EBRD requirements:

- **ESR 1 – Assessment and Management of E&S Risks and Impacts:** environmental and social management is to be integrated into the Company's management system, including an E&S policy, a Project ESMP, contractor E&S requirements, a designated E&S coordinator, and monitoring and annual reporting to the EBRD.
- **ESR 2 – Labour and Working Conditions:** labour relations are regulated by national law, the Collective Agreement and employment contracts, and no indications of forced or child labour were identified. However, there are no explicit commitments on non-discrimination, prevention of forced and child labour and gender-based violence and harassment; none of the existing channels meets the requirements for a confidential worker grievance mechanism; the trade union has been inactive since spring 2026, pending registration of new leadership; and the labour conditions of contractor workers are not monitored. These commitments, a worker grievance mechanism, monitoring of contractor labour conditions and a review of pay by position and gender are to be introduced.
- **ESR 3 – Resource Efficiency and Pollution Prevention and Control:** network losses have been decreasing and transformer oil and scrap metal are recycled, but outside the certified management systems there is limited evidence that environmental measures are implemented and monitored consistently; oil-spill prevention at substations, investigation of legacy oil contamination, waste traceability, management of SF_6 -containing equipment and reporting of greenhouse gas emissions are to be strengthened, supported by registers, monitoring records and performance indicators that demonstrate implementation. An assessment of physical climate risks (such as icing, strong winds and extreme temperatures) to the financed assets is also to be carried out.
- **ESR 4 – Health, Safety and Security:** an OHS system with permit-to-work, regular inspections and training is in place, but inspections show recurring breaches of critical electrical-safety controls at workplace level; consistent application of critical electrical-safety controls, near-miss reporting, investigation of root causes of incidents, OHS oversight of contractors' construction sites and community safety measures (including perimeter protection of unattended substations and construction traffic management), and a security management framework for contracted security personnel are to be strengthened.
- **ESR 5 – Land Acquisition, Restrictions on Land Use and Involuntary Resettlement:** no physical displacement is expected. The two overhead line sections are estimated to involve about 1,400 tower locations for both circuits, with a permanent footprint of about 2.1 ha and a temporary construction strip of about 154 ha, mainly on farmland and pasture. Impacts on livelihoods are expected to be low for most land users and low to moderate for households that depend on pasture and have limited alternatives. A land acquisition and compensation framework, including measures to restore the livelihoods of households that depend on pasture, a register of affected land users (including informal

users) with screening for vulnerable groups, documented land entry/exit and reinstatement records and a land-related grievance channel are to be established.

- **ESR 6 – Biodiversity Conservation and Sustainable Management of Living Natural Resources:** Preliminary screening of the known line corridors has not confirmed priority biodiversity features or critical habitats within the Project works area. Nearby wetlands support important bird populations, and suitable steppe habitats may support threatened mammals, including the Common Hamster and Marbled Polecat, although these species have not been confirmed along the route. During detailed design, specialists will check sensitive habitats, bird movements and potentially occupied burrows. Measures will include bird-safe electrical equipment and line markers where needed, wildlife protection during construction, habitat restoration, control of invasive plants and bird-mortality monitoring after construction.
- **ESR 7 – Indigenous Peoples** and **ESR 9 – Financial Intermediaries:** not applicable.
- **ESR 8 – Cultural Heritage:** a chance finds procedure is to be developed and included in contracts and worker induction, and the required historical and cultural expertise is to be obtained before land allocation for the new line. Registered archaeological sites (burial grounds) near the villages of Sheshenkara and Ashisu are to be taken into account when the final route is designed.
- **ESR 10 – Stakeholder Engagement:** KZh has established channels for communication with consumers; Project-specific engagement has not yet started. A Project Stakeholder Engagement Plan and grievance mechanism have been drafted; they are to be adopted by KZh and disclosed before the EBRD Board considers the Project, and the grievance mechanism is to be operational before the first disbursement of the EBRD financing.

These gaps will be addressed through an Environmental and Social Action Plan (ESAP) agreed between KZh and the EBRD. The ESAP sets deadlines linked to the main Project milestones – before signing of the financing agreement, before the first disbursement, before procurement of contracts, before land formalisation and before construction – and requires hazards identified during the assessment to be corrected immediately. Subject to timely implementation of the ESAP, the Project's environmental and social risks can be managed in line with the EBRD requirements.

5. ENGAGEMENT WITH STAKEHOLDERS

KZh has an established system for communication with its consumers, including a 24-hour call centre, an online reception, regular public reception sessions held by the Company's management, social media, and advance notice of planned outages through social media and local akimats. Appeals from the public are registered and responded to within the timeframes established by national legislation.

A draft Stakeholder Engagement Plan (SEP) has been prepared for the Project. It is to be adopted by the Company, with the names of the responsible persons, and disclosed together with this NTS in English, Kazakh and Russian before the EBRD Board considers the Project, and then implemented throughout all Project phases. No Project-specific engagement has yet taken place; landholders and land users along the overhead line will be consulted before land formalisation, and the SEP will be updated accordingly. The SEP describes the mechanisms by which the public, especially local communities, landholders and land users along the overhead line, and other stakeholders are informed about the Project and given opportunities to provide comments and input to the Project development. The SEP is a "living" document and will be updated along with the Project progress, reflecting the needs for and specifics of further engagement with stakeholders.

Activities included as part of the SEP refer to engaging with the affected communities to ensure relevant information is disclosed in a meaningful way and their key concerns in relation to the Project are recorded, understood and adequately addressed. Additionally, the SEP includes a proposed grievance redress mechanism (GRM), to be adopted by the Company and operational before the first disbursement, to allow external stakeholders, particularly community members, to submit, including anonymously, and seek resolution for any grievances they may have with regard to the Project.

6. PROJECT MONITORING

In accordance with the EBRD's Environmental and Social Policy, the Bank will review annual environmental and social reports on the environmental and social performance of the Project, the implementation of the ESAP and the compliance of the Project with the environmental and social covenants in the financing agreements. The EBRD may also periodically verify the monitoring information prepared by the Project through site visits.

7. PROJECT FEEDBACK

We welcome your views on the Project. Interested parties are welcome to contact Karagandy Zharyk LLP to ask questions or provide comments through any of the methods below:



Online at: online reception on the KZh website, www.k-zharyk.kz



By email at: zharyk@kzharyk.kz



By telephone at: +7 (7212) 50-60-70 (24-hour call centre)



By post at: 57/3 Mukanova Street, Karaganda, 100008, Republic of Kazakhstan



In person at: reception of the KZh office, 57/3 Mukanova Street, Karaganda, or during the weekly public reception sessions