



18th OSCE Economic and Environmental Forum

Part 2 / Prague, 24 – 26 May 2010

Concluding Plenary Session

The role of the OSCE in follow-up to the 18th Economic and Environmental Forum

EEF.NGO/14/10

26 May 2010

ENGLISH only

“Support to Government Agencies in Fighting Corruption in Kyrgyz Republic”

Support to Government Agencies in Fighting Corruption

- **Problem Description**

- High corruption level (CPI 2009:162/180)
- Lacking transparency & accountability
- Corruption has resulted in economic, social & political instability

- **Corruption victims**

- Government
- Citizens: the most vulnerable and poorer
- Poorly paid officials
- Public employees
- Business community

Support to Government Agencies in Fighting Corruption



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- **Overall Objective:**

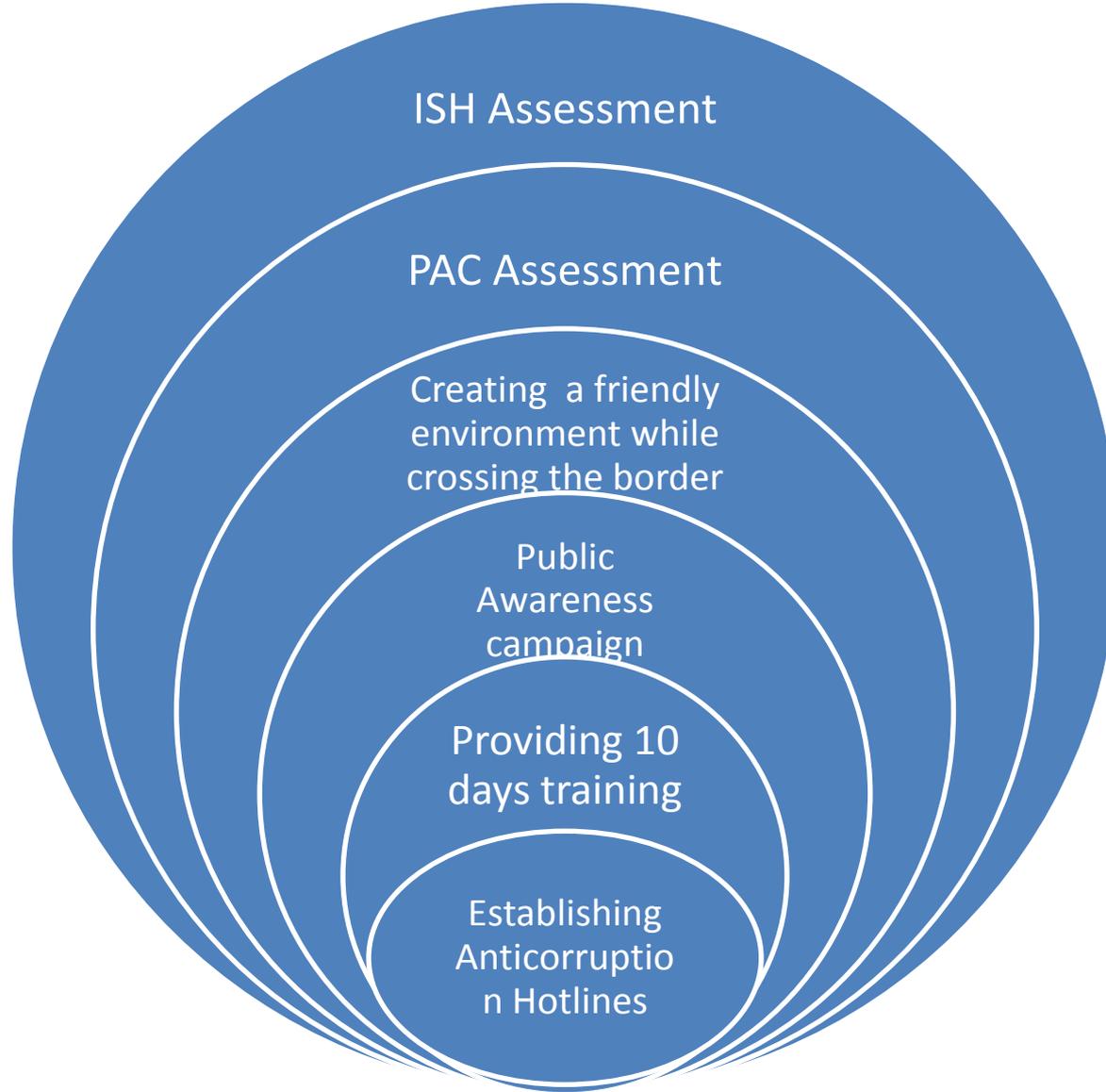
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- Overall Objective
- Assisting the Customs Agency to provide services of required quality to citizens and foreigners passing through customs at the airport and at land crossings



- **Specific Objective:**

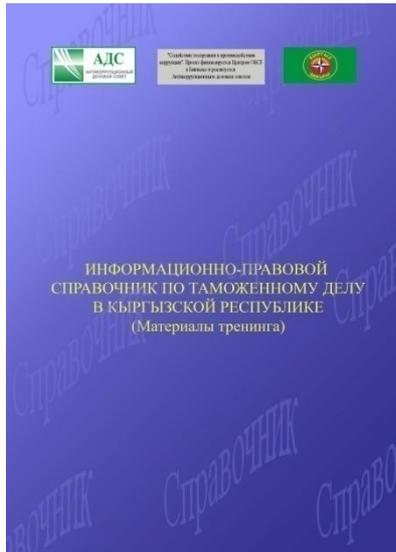
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- Targeted hotline and public awareness campaign at the airport “Manas” and Ak-Jol Custom House

Project Activities



Project Outputs

1. Custom rules and procedures, laws, regulations



2. Training of the Hotline Staff



3. Dissemination materials

HOTLINE SERVICES

Services of the Hotline is free, applications & complaints are accepted & considered 24 hours.

Call to the Hotline Services **939 909**

You have free access and apply by sending your questions to: www.adc.kg
info@adc.kg

You can get information with regard to:

- Rights & duties of citizens and foreigners while passing through the State border
- Relocation of goods through the Kyrgyz border
- Rules and procedures while passing through the custom control

You can apply to the Consultative Center at the international airport “Manas”, 2 floor.

Project “Support to State Agencies in Fight Against Corruption” funded by the OSCE Center in Bishkek.



КОРРУПЦИЯГА КАРШЫ ТУЗ БАЙЛАНЫШ
ГОРЯЧАЯ ЛИНИЯ ПРОТИВ КОРРУПЦИИ
ANTICORRUPTION HOTLINE SERVICES



Project Outputs



DATABASE DESIGNED



INFORMATION
DISSEMINATED



HOTLINE
OPERATIONALIZED

Anticorruption Hotline Staff



**Марлен
Рахимдинов**
специалист

МЕЖДУНАРОДНЫЙ АЭРОПОРТ “МАНАС”
2-этаж



**Улукбек
Ерешеев**
специалист

МЕЖДУНАРОДНЫЙ АЭРОПОРТ “МАНАС”
2-этаж



**Почтаренко
Нагеджа**
специалист

МЕЖДУНАРОДНЫЙ АЭРОПОРТ “МАНАС”
2-этаж



**Чолпон
Мураталиева**
специалист

МЕЖДУНАРОДНЫЙ АЭРОПОРТ “МАНАС”
2-этаж



**Фархат
Мусабаев**
специалист

МЕЖДУНАРОДНЫЙ АЭРОПОРТ “МАНАС”
2-этаж

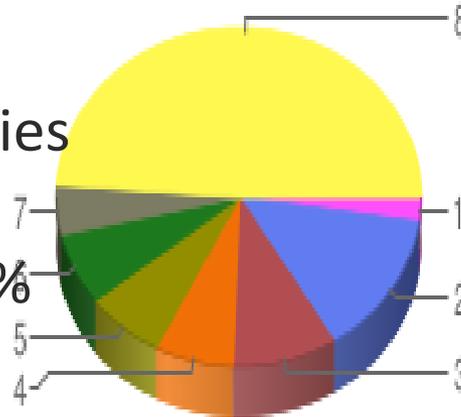


**Джумагулов
Мирлан**
специалист

МЕЖДУНАРОДНЫЙ АЭРОПОРТ “МАНАС”
2-этаж

Citizens Calls Data

- Judiciary - 2.33%
- Business - 9.30%
- Local Government - 6.98%
- Ministries and Agencies - 6.98%
- Border Control - 6.98%
- Militia, Ministry of Interior - 4.65%
- Customs Control - 48.84%
- Interim Government - 13.95%



- # of calls received – 73
- # of consultation provided - 56
- # of letters sent to the Government and other organizations – 12
- # of answers received - 5

OSCE ADDED VALUE

**Building
capacity of
the CA & ABC
staff**

**Giving
citizens
chance to tell**

**Improve
citizens'
oversight of
what the
government is
doing.**

**Help
citizens
learn how
public
systems are
supposed
to work**

Condition for Successful Implementation

- OSCE invaluable role in project implementation
- Team effort
- Smooth and coherent implementation
- Partnership between the Customs Agency and the Anticorruption Business Council built on the Memorandum of Understanding
- Interim Government support