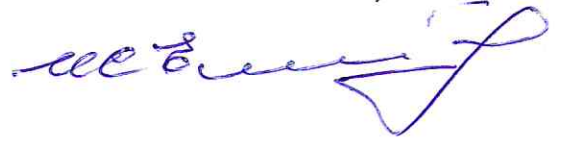


«APPROVED»
Resolution of the Board
of the Chamber of Legal Consultants
Kazakhstan Bar Association
March 28, 2023

A handwritten signature in blue ink, appearing to be a stylized name, located below the text of the resolution.

REGULATION
ON THE SCOPE AND PROCEDURE
FOR PROVISION
OF COMPLEX SOCIAL LEGAL ASSISTANCE
AND PRO BONO

1 General

1.1 Complex social legal assistance (hereinafter – CSLA) is one of the types of legal assistance as an activity aimed at ensuring the implementation of the right stipulated by the legislation of the Republic of Kazakhstan to receive qualified legal assistance, including the use of special legal knowledge and skills in the procedure established by the legislation of the Republic of Kazakhstan, the Charter and this regulation. CSLA is rendered by legal consultants who are members of the Chamber of Legal Consultants Kazakhstan Bar Association (hereinafter the Chamber), in accordance with the agreement on free legal assistance to individuals specified in this Regulation, constituting legal support to the client from the moment of application for legal assistance until adoption of the final legal decision on the case or other resolution of the legal situation in the procedure stipulated by the legislation of the Republic of Kazakhstan.

1.3 Provision of CSLA by legal consultants, who are members of the Chamber, is one forms of performance of social responsibility and is implemented by legal consultants in accordance with the requirements of this Regulation.

1.4 Provision of CSLA is based on the following principles:

- 1) Ensuring the exercise and protection of the rights, freedoms and legal interests of the citizens who for whatsoever reasons (social and financial) cannot afford a representative and access to the system of justice;
- 2) Social equity and social profile in the provision of CSLA;
- 3) Provision of legal assistance at same quality level as provided to the clients for value, without consideration or expectation of consideration and in connection with the support to low-income and vulnerable population, as well communities and organizations supporting them;
- 4) Control over compliance by the members of the Chamber providing CSLA of the rules of professional ethics and requirements to the quality of CSLA provided;
- 5) Objectivity and impartiality in the provision of CSLA and its timeliness;
- 6) Equal access of the citizens to the receipt of CSLA and non-discrimination of the citizens in its provision;
- 7) Ensuring confidentiality while providing CSLA.

2 The right of the citizens to receive CSLA

2.1 CSLA is provided to the citizens who need legal assistance, or who apply in their interests to the guardians, other legal representatives, to the representative of the governmental authority, the public organization.

2.2 The members of the Chamber provide CSLA to the following categories of citizens:

- 1) The persons in difficult life situations;
- 2) The persons entitled to targeted social support;
- 3) The participants of the Great Patriotic War, veterans of Afghan war and persons equated to them;
- 4) The disabled persons of the first and second groups;
- 5) The retired by age;

- 6) The elderly and disabled people living in medical and social institutions for the elderly and general disabled people;
- 7) Persons who bring up disabled children single-handedly or who are in charge of disabled adults;
- 8) Other persons who are in a difficult social or financial position.

CSLA shall not be provided under disputes related to entrepreneurial activity subject to civil proceedings.

- 2.3. Citizens temporarily residing in the territory of any region of the Republic of Kazakhstan who got into a difficult life situation exercise the same rights as the citizens permanently residing in the territory of the same region.

3 Procedure for rendering CSLA

- 3.1 Persons who are interested in getting CSLA shall apply to the Chamber or directly to a legal consultant.
- 3.2 If a person applies directly to the Chamber, the Executive Body of the Chamber shall distribute a written request among all of the members of the Chamber who are to give a written response to such a request.
- 3.3 If a person applies directly to a legal consultant, the latter shall independently decide to provide CSLA to the person or forward his application to the Chamber. The legal consultant shall forward the person's application to the Chamber in a written form containing a concise description of the applicant's request. The consultant shall state in the text of the application forwarded to the Chamber the reasons for refusal to provide CSLA.
- 3.4 An agreement on gratuitous legal assistance shall be executed based on the following:
 - 1) An application with a request to provide CSLA;
 - 2) A document confirming eligibility for CSLA;
 - 3) A passport or a document identifying a person;
 - 4) A statement of residence.
- 3.5 CSLA shall be provided in strict compliance with the applicable legislation of the Republic of Kazakhstan. When providing CSLA legal consultants shall not violate the rules of the legislation and principles of law or recommend citizens to violate them.
- 3.6 The members of the Chamber may not act against the legal interests of a person applying to a legal consultant for CSLA, provide legal assistance guided by self-interest, unprincipled interests or under outside pressure.
- 3.7 Clerical correspondence under CSLA is kept by legal consultants in strict compliance with the Standards for Rendering Legal Assistance approved by governing body of the Chamber.
- 3.8 Each legal consultant who is a member of the Chamber shall have a time record system reflecting time spend on the provision of CSLA. Such time keeping shall be maintained in the same procedure as maintained for commercial clients. At the end of each quarter a legal consultant shall submit to the Chamber a report specifying the scope and nature of CSLA provided under the established form.
- 3.9 CSLA shall be provided in the form of:
 - 3.9.1 Oral and written consulting;

- 3.9.2 Drafting applications, claims, petitions and other legal documents;
- 3.9.3 Representation of the interests of the citizens in courts, government authorities and organizations in cases and procedure established by the legislation of the Republic of Kazakhstan and this Provision;
- 3.9.4 In other forms not prohibited by the legislation of the Republic of Kazakhstan.
- 3.9.5 The scope of CSLA is negotiated in the agreement on gratuitous assistance to be signed between a legal consultant and a person eligible to receive CSLA or a legal representative of such person and is indicated in the service performance reports.

4 Pro bono

- 4.1 Pro bono is one of the types of legal assistance as activity constituting provision to all entities that do not have access to professional legal services due to the financial status or for other reasons similar services without any tangible or intangible compensation.
- 4.2 Provision of Pro bono legal assistance by legal consultants who are members of the Chamber shall be made on a gratuitous basis.
- 4.3 Definition of Pro bono work
 - 4.3.1 Pro bono legal assistance provided to the citizens who are in a difficult social or financial position;
 - 4.3.2 Pro bono legal assistance provided to non-government organizations rendering assistance to the citizens who are in a difficult social or financial position;
 - 4.3.3 Pro bono legal assistance provided on the issues presenting public interest and in the cases in the interests of vulnerable population.
- 4.4 Standards for rendering Pro bono legal assistance
 - 4.4.1 Pro bono legal assistance shall be provided based on the principle of complete confidentiality of the shared information, except for the cases stipulated by the legislation;
 - 4.4.2 Pro bono legal assistance shall be provided free of charge;
 - 4.4.3 Pro bono legal assistance shall be reliable based on the facts of the case and consistent with applicable legislation;
 - 4.4.4 In the provision of Pro bono legal assistance the client is treated as an independent and self-reliant person to facilitate activeness and initiative on his/her part.

5 Final provisions

- 5.1 This Provision shall become effective upon approval by the General Meeting of the members of the Chamber.
- 5.2 If as the result of changes to the laws and regulations of the Republic of Kazakhstan specific articles of this Provision contradict them, these articles shall be deemed invalid and until changes are made to this Provision the members of the Chamber shall be governed by the laws and regulations of the Republic of Kazakhstan.

*Model Agreement is Exhibit 1 to
the Regulation on the Scope and Procedure
for Provision of Complex
Social Legal Assistance and Pro Bono*

MODEL PRO BONO LEGAL ASSISTANCE AGREEMENT No. _____

_____, 202_

NAME _____ (*hereinafter Legal Consultant who is the member of the Chamber of Legal Consultants Kazakhstan Bar Association*), on the one part, and **NAME** _____ (*hereinafter Client*), on the other part, (*hereinafter Legal Consultant and Client may be named separately as a Party and jointly as the Parties*), have entered into this Pro bono Legal Services Agreement (*hereinafter the Agreement*) as follows.

1 SUBJECT OF THE AGREEMENT

- 1.1 Complex social legal assistance (*hereinafter CSLA*) shall be provision of legal assistance to persons specified in sub-clause 1.4. of the Agreement constituting legal support to Client from the moment of his application for legal assistance until the adoption of the final legal decision in the procedure stipulated by the laws of the Republic of Kazakhstan (solution of the legal issue).
- 1.2 Description of legal services: _____
- 1.3 The scope of and procedure for provision of CSLA shall be established by the Chamber of Legal Consultants Kazakhstan Bar Association. The Executive Body of the Chamber shall send the information on the scope of and procedure for provision of complex social legal assistance to the authorized body of the letter's request.
- 1.4 Provision of complex social legal assistance shall be one of the forms of performance of legal responsibility and made voluntarily.

2 PROVISION OF LEGAL ASSISTANCE

- 2.1 Legal assistance under the Agreement shall be provided by reviewing of the documents submitted by Client, applicable legislation and judicial practice, developing of a legal stance, drafting procedural documents and other legal documents, and rendering to Client of oral and written consultations on legal issues, carrying out legal expertise of documents, representing Client's interests in judicial and other bodies, as in other forms approved by Client and contradicting the applicable legislation of the Republic of Kazakhstan.
- 2.2 In the course of provision of legal assistance under the Agreement Client shall in advance agree with Client a necessity to perform procedural actions to appeal adopted judicial acts.

3 EFFECTIVE DATE AND TERM OF THE AGREEMENT

- 3.1 This Agreement shall be deemed to be executed and effective on the date of its

signing by the Parties.

- 3.2 Client may at any time unilaterally terminate this Agreement by a prior written notice thereof to Legal Consultant. In such case the Agreement shall be deemed terminated upon receipt by Legal Consultant of the notice of termination.

4 DISPUTE RESOLUTION

- 4.1 Any disputes, differences or claims arising in connection with this Agreement as well as its violation, termination or invalidity shall be finally resolved in accordance with the applicable legislation of the Republic of Kazakhstan.

5 PARTIES' DETAILS

Legal Consultant

Client

(signature)

(signature)

*Report is Exhibit 2
to the Regulation on the Scope and Procedure
for Provision of Complex
Social Legal Assistance and Pro Bono*

**Report of the member of the Chamber of Legal Consultants Kazakhstan Bar
Association on the provision of Complex Social Legal Assistance**

No.	CSLA/ Pro Bono and description	Recipient of CSLA/ Pro Bono /Client	Date of CSLA/ Pro Bono provision	Hours spent on the provision of CSLA/ Pro Bono
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				

Member of the Chamber KazBar _____

(name)