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## **FINAL REPORT**

<b>Activity:</b>	<b>PUBLIC EDUCATION</b>
<b>Contract Number:</b>	<b>EPE-000501-00-5027-00</b>
<b>Task Order Number:</b>	<b>EPE-000501-00-5027-02</b>
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<b>Date:</b>	<b>June 30, 1997</b>

# TABLE OF CONTENTS

EXECUTIVE SUMMARY .....	1
<b>I. TANGIBLE RESULTS/BENCHMARKS .....</b>	<b>4</b>
TASK 1. CONTINUED SUPPORT OF USAID ACTIVITIES.....	4
TASK 2. AWARENESS, INFORMATION AND EDUCATION FOR MARKET PARTICIPANTS.....	8
TASK 3. PROMOTING REFORM AMONG KEY DECISION MAKERS .....	10
TASK 4. DEVELOPMENT OF BUSINESS ORGANIZATIONS.....	11
<b>II. LESSONS LEARNED.....</b>	<b>15</b>
<b>III. RECOMMENDATIONS.....</b>	<b>16</b>
<b>APPENDIX A: "DELU VREMYA" LIST OF TELEVISION AND RADIO PROGRAMS.....</b>	<b>A-1</b>
<b>APPENDIX B: BUSINESS ASSOCIATIONS OF KAZAKSTAN.....</b>	<b>B-1</b>
<b>APPENDIX C: KAZAKSTAN MASS MEDIA GUIDE.....</b>	<b>C-1</b>
<b>APPENDIX D: INTERVENTION PLAN FOR FOLLOW ON PUBLIC EDUCATION WORK.....</b>	<b>D-1</b>

## PUBLIC EDUCATION AND INFORMATION PROGRAM FOR PRIVATIZATION - KAZAKSTAN

## Executive Summary

Overseas Strategic Consulting, Ltd. (OSC) recently completed an 18 month assignment in Almaty, Kazakstan where it was responsible for providing PE/PI support for USAID sponsored privatization and economic reform initiatives. As a requirement under its Task Order, OSC must submit an end of project report. This document, indicating OSC's completion of the tangible results and benchmarks as articulated in the Task Order and the Modified Follow On Task Order, fulfills OSC's final reporting requirement to USAID.

The public education task order (Kazakstan Phase III), which commenced on October 21, 1995 and terminated April 25, 1997, consisted of the following four components:

- 1). Continued PE support for USAID programs underway to include privatization and capital markets was broadened to encompass new reform initiatives such as accounting, post privatization enterprise development, and commercial law reform;
- 2). Development of awareness, information and education programs for market participants;
- 3). Dissemination of information on the economic transformation process and the impact of USAID's programs, and;
- 4). A component for assisting in the development of the institutional capacities of local business organizations and associations.

With respect to **component #1, continued PE support for USAID initiatives already begun**, OSC ensured a smooth transition from the outgoing public education contractor by facilitating a one week overlap between projects. This ensured continuity of ongoing activities, such as placement of print advertisements in oblast newspapers to support small scale privatization auctions, and the development of a media strategy to support Cash Auctions, phase two of the mass privatization program.

In response to a USAID mandate, OSC drafted Letters of Understanding (LOUs) indicating the level of PE support required by its technical contractors and USAID. LOUs were also used to promote careful planning and coordination of limited staff and budget resources. All LOUs were drafted by OSC within the time period expressed in the Task Order and approved by the USAID Task Manager.

The Task Order also stipulated that the services and/or products provided by the PE contractor to its technical partners meet or exceed, on average, the minimum acceptable levels which were defined as 80% customer satisfaction with OSC's work as defined in

## PUBLIC EDUCATION AND INFORMATION PROGRAM FOR PRIVATIZATION - KAZAKSTAN

the LOU. In an OSC "customer service" questionnaire administered to all USAID technical partners, OSC received a rating equivalent to 90%.

To build awareness levels and empower market participants (households, pensioners, business managers, financial lenders, etc..) with the base of knowledge and information needed to understand transition issues, **component #2**, the PE team developed a weekly TV and radio program, produced in both the Kazak and Russian languages. By the conclusion of its contract, the PE team produced 55 episodes. More importantly, however, the PE team was instrumental in assisting the producers of the TV program (Gala TV) identify private sector clients who would sponsor the weekly series in exchange for advertising mentions. The PE team also collaborated with the production company in authoring proposals which were subsequently used to solicit private support for the purchase of equipment. At the time that this report was written, the TV program ("Delu Vremya") continued to be aired with exclusive support provided by private sector clients. Future prospects for the continued broadcasting of the TV programs appear promising.

The PE contractor's activities and educational programs targeting the general population also served to support the Mission's strategic objectives. Strategic Objective IR 1.1.3.1, specifically tasked the contractor with developing a better informed human resource base through the use of the mass media. The PE contractor met the base levels identified by the Mission and, in some cases, slightly exceeded them.

With respect to **component #3 of the Task Order-- dissemination of information on the economic transformation and the impact of USAID's programs--** the PE Team developed two key deliverables: 1). a Monthly Informational News Bulletin which served to increase awareness levels on USAID initiatives in support of reforms, and 2). A Media Monitoring Report which summarized news and information on privatization and reform activities as reported in the mass media.

In a survey conducted by the PE Team during the months of April and May, 1996, 72% of the respondents indicated that it was important for them to receive the Monthly Informational News Bulletin. (Over 100 responses, principally from government officials in the regions, were recorded.) 30% of the respondents indicated they believe that the Monthly Informational News Bulletin affects their decision making. Respondents considered subjects such as Private Enterprise Development (55%), Small Scale Privatization (49%), Capital Markets Development (36%), Commercial Law Reform (35%), and Trade and Investment Law (26%) as being the most valuable sections of the Bulletin.

In developing the institutional capabilities of business organizations and associations, **component #4 of the PE Task Order**, the PE team provided technical support and guidance as marketing specialists to the following entities: 1). The Kazakstani Press Club and Information Center, a USAID funded media institution which, within the PE contractor's original Task Order, became a self-financing, legally independent media

## PUBLIC EDUCATION AND INFORMATION PROGRAM FOR PRIVATIZATION - KAZAKSTAN

institution, 2). a TV production company, Gala TV; 3). The Food Retailers Association; 4). The Central Asian Stock Exchange; 5). The National Association of Professional Participants of the Securities Markets; 6). The Brokers/Dealers Association, and 7). The National Trucking Association.

As of the writing of this report both the Kazakstani Press Club and Information Center and Gala TV continue to operate as independent, self-financing institutions. Recent information obtained indicates that these institutions will remain in operation at least until the end of 1997. While prospects beyond 1997 for both institutions look promising, the PE Team believes that the Kazakstani Press Club still requires further technical support and training on management related issues in order to increase its chances of sustaining its activities beyond 1997.

## PUBLIC EDUCATION AND INFORMATION PROGRAM FOR PRIVATIZATION - KAZAKSTAN

**TANGIBLE RESULTS/BENCHMARKS**

The PE contractor understood and agreed that achievements of Tangible Results and Benchmarks are.. “the essence of the Task Order and that USAID would judge the contractor’s success (or lack thereof) in the task order upon whether or not the Tangible Results and Benchmarks are achieved”. The PE contractor fulfilled all of the requirements as set forth in the Task Order. Following is the PE contractor’s assessment of its achievement.

**Task 1: Continued Support of USAID Activities****A. Tangible Results:**

OSC ensured a smooth transition from the previous public education contractor by allowing a one week overlap between projects, thereby providing continued support of USAID initiatives already begun. Continued support of the USAID activities included placement of print advertisements in oblast newspapers to support small scale privatization auctions, in addition to the development of a media strategy to support the next phase of the mass privatization program. Other initiatives covered by this task included accounting reform, commercial law, post privatization market development and capital markets initiatives.

One requirement under this task provided for the completion of Letters of Understanding (LOUs) with USAID sponsored technical partners and one LOU with our USAID Task Manager at USAID/Almaty. LOUs were designed as a tool for clarifying the particular level of PE support required by the technical contractor and USAID. LOUs were also used to promote careful planning and coordination of limited staff and budget resources. All LOUs were drafted by the PE contractor and approved by USAID/OMT Task Manager within the time period expressed in the Task Order and included agreements with the technical contractors responsible for the following areas:

- \* Mass Privatization;
- \* Small Scale Privatization including Post Privatization;
- \* Capital Markets;
- \* Accounting reform;
- \* Commercial Law Reform, including all four sub-groups, and;
- \* an educational program designed to increase awareness levels among market participants on market reform issues.

Under the modified Task Order, which was in effect from September 1, 1996 to December 31, 1996, the number of implementing contractors grew to include the following programs: fiscal reforms, local self governance projects and pension reform.

## PUBLIC EDUCATION AND INFORMATION PROGRAM FOR PRIVATIZATION - KAZAKSTAN

The Task Order also required that the services and/or products provided by the PE contractor meet or exceed, on average, minimum acceptable levels which were defined as as 80% customer satisfaction with OSC's work as defined in the LOUs.

**Accomplishments:**

OSC successfully completed the key activities requiring PE support as articulated by its implementing partners, or "customer", in the LOUs signed during the early stages of its contract. OSC's customer service questionnaire, administered to all 9 technical partners in August, 1996, demonstrated that:

\* all 9 contractors rated OSC's PE support to be either critical (5) or important (4) to the implementation of their project. The contractors also reported that success of their projects depended on the excellent performance of the OSC Team;

\* all 9 contractors rated the overall quality of work which the PE Team performed in support of their projects to be excellent (7) or satisfactory (2). The clients considered OSC to be a professional, efficient, helpful and responsible PE contractor.

\* all contractors rated the PE Team to be either very responsive or responsive to the PE needs of their project. They commented that OSC made "getting help" easy. The clients believed the PE Team's personnel were always available (6) or available (3) over the duration of the project.

\* four of the contractors thought the creativity of the solutions to PE problems offered by the PE Team was excellent, and 4 rated it as satisfactory. OSC's professionalism was quoted as "top notch".

All customers considered the PE Team's delivery of products in support of their work to be very timely (6) or timely (3).

**B. Benchmarks**

The PE contractor successfully completed the benchmarks under this task which included continued support of ongoing USAID activities, which included advertising support for privatization auctions, in addition to new initiatives. The terms and specifics for supporting the technical work for each of the implementing partners were regularly reported on and documented in OSC's monthly activities report to the CAR Mission and USAID in Washington.

**Accomplishments:**

**Mass Privatization:** OSC provided the USAID Mass Privatization Team and the State Property Committee with continued media support for all coupon auctions held between October 1995 and January 1996 when the last coupon auction was held. Following the conclusion of coupon auctions, OSC designed, produced and implemented a PE/PI media

## PUBLIC EDUCATION AND INFORMATION PROGRAM FOR PRIVATIZATION - KAZAKSTAN

campaign to support the Cash Auction phase of the Mass Privatization Program. In addition to the PE/PI campaign launched in support of Cash Auction, OSC designed, produced and placed ads in the media in order to support the Shareholder Database Verification Program, a program designed to encourage shareholders to update the personal information previously provided to their Privatization Investment Funds (PIFs). Without the appropriate personal data, PIFs would have had a difficult time locating their investors in order to provide them with general investment information and legal reporting requirements.

In addition to the specific support provided to the Mass Privatization Program in the areas mentioned above, OSC produced six television and radio programs addressing a host of privatization and related capital market topics ranging from how to participate in cash auctions to the fate of PIFs following privatization and the role that PIFs play in the development of a solid securities market.

**Small Scale Privatization/Post Privatization Success Stories:** OSC through its 18 regional offices provided PE support for the remaining small scale privatization auctions taking place throughout Kazakstan. Support often manifested itself in one or more of the following forms: 1). arranging for the placement of announcements about upcoming auctions in the local media; 2). authoring and disseminating news releases which identified objects to be auctioned; and 3). authoring and disseminating news releases which summarized auction results.

In addition to the PE support provided on the small scale auction front, OSC worked closely with CARANA in identifying success stories in a variety of industries including health, food, trucking and franchising. As a result of the extensive collaborative effort between OSC and CARANA, five TV and radio programs were broadcast highlighting achievements of a select group of entrepreneurs.

**Accounting Reform:** In November 1996, the Government of Kazakstan adopted one of the largest packets of international accounting standards, unprecedented in the history of any of the republics of the former Soviet Union, consisting of 21 standards. Dissemination of information about the new standards was accomplished by the development of three TV and radio programs designed to explain to the populace, specifically, the country's accountants and bookkeepers, the importance of this reform in terms of economic growth and industry development. Together with the KPC, OSC organized a news conference featuring the newly appointed head of the National Accounting Commission and the various deputies who serve on the Commission.

**Training for Judges and Lawyers:** Together with its implementing partner, OSC designed and produced training manuals and also provided video support for ARD CHECCHI's seminars for judges and lawyers. The PE team provided advertising support for all of the training seminars.

## PUBLIC EDUCATION AND INFORMATION PROGRAM FOR PRIVATIZATION - KAZAKSTAN

**General Business and Commercial Law:** OSC conducted important orientation research for the Commercial Law, and the Trade and Investment projects which provided useful information on obstacles and challenges facing small businesses. In preparation for OSC's broadcast series on entrepreneur success stories, the General Business and Commercial Law project provided the PE team with detailed background information on policy issues pertaining to licensing, registration, tax and general legal issues adversely affecting the growth of small and medium sized businesses. These policy issues were the focus of discussion on OSC's TV and radio programs.

**Trade and Investment:** Coverage of World Trade Organization (WTO) developments headlined on one of OSC's "Delu Vremya" TV and radio programs. News releases outlining the benefits of Kazakstan's accession to the WTO were authored and disseminated by OSC's media affiliate, the KPC.

**Bankruptcy and Enterprise Restructuring:** Included in OSC's support were four TV and radio programs on bankruptcy and promotion of a liquidator training session.

**Capital Markets Development:** Initial support for this area of reform included media and marketing initiatives to support the then only-existing stock exchange in Kazakstan. Further, design and print production support for training seminars on corporate governance issues, principally targeting brokers and dealers, were provided to the PE Team's implementing partner. In addition, OSC developed five TV and radio programs on the subject of securities markets.

As mentioned earlier in this report, the modification to the existing PE Task Order provided for additional support in the following areas: fiscal reforms, local self governance projects and pension reform. To that end, OSC developed the programs and materials indicated below:

**Fiscal reforms:** OSC produced a total of three TV and radio programs which explained to viewers and listeners why the collection and payment of taxes is important. Programs also reminded the audience of upcoming tax payment deadlines.

**Local self governance:** OSC produced two TV and radio programs which explained the significance of providing greater fiscal autonomy to the various sub-governments of the country in order to provide for more efficient delivery of social services.

**Pension reform:** OSC produced two TV and radio programs which helped explain the deficiencies of the state supported pension system and why the introduction of private pension plans represents a move in the positive direction. In addition, the PE team produced a four page brochure which carefully explained how private pension funds operate in select Western, Eastern European and Latin American countries. During the month of April, 1997, USAID/OMT specifically requested that the PE team prepare a detailed media strategy outlining a four month plan to support Kazakstan's transition from a public pension system to a fully funded private pension plan.

## PUBLIC EDUCATION AND INFORMATION PROGRAM FOR PRIVATIZATION - KAZAKSTAN

**Task 2: Awareness, information and education for market participants****A. Tangible results:**

To ensure that the level of knowledge among the general population and various subsets of market participants concerning the functioning of the private sector and its role in the market economy, the PE team developed a weekly TV and radio program titled "Delu Vremya" or "Snapshots on Market Reforms" in both the Russian and Kazak languages. At the conclusion of its contract, the PE Team had produced 55 episodes. (See appendix "A" for list of program titles). In addition to the media programs developed, news releases on various market reform themes were drafted and disseminated regularly.

**Accomplishments:**

In a survey conducted in the Fall of 1996 by the Office of Statistics and Analytical Studies of the President's Office, research participants voted "Snapshots" among the best TV programs aired on Habar, an independent media agency which broadcasts from Kazakstan State TV, Channel 1.

The PE Team's public education materials reached the farthest corners of Kazakstan. Deliverables produced under Task 2 were made available to more than 12 million television owners and 18 million radio owners each week. In an average month, the PE Team's negotiated agreements yielded more than 1300 free minutes of broadcast time for its public education programs and informational messages.

With respect to the print medium, OSC, through its affiliate the Kazakstani Press Club and Information Center (KPC), distributed, on average, three news releases a week to all its media contacts in the Almaty area and in Kazakstan's 18 oblasts. News releases focused on a variety of market reform topics explained in a factual and easy-to-comprehend manner. Oftentimes OSC news releases were reprinted in their entirety in the local media. OSC estimated that each news release generated 10 articles.

**B. Benchmarks**

**Item #1** under this section of the Task Order charged the PE contractor with putting together a public education campaign to enhance Kazakstani households' understanding of the economic transformation process and the evolving market environment, while **Item #2** tasked the PE team with developing a campaign to enhance the understanding of other market participants, to include enterprise managers, entrepreneurs and financial market participants, of their roles in the transitioning market economy.

**Accomplishments:**

In order to increase market participants' (households, entrepreneurs, lenders, managers) awareness on a variety of broader reform topics, OSC developed TV and radio programs on the following subjects:

## PUBLIC EDUCATION AND INFORMATION PROGRAM FOR PRIVATIZATION - KAZAKSTAN

- *Inflation* (factors which contribute to inflation; how to protect yourself against inflation; how the National Bank controls inflation)
- *The role of the consumer in the transition economy* (consumers rights and responsibilities; retail and manufacturer's rights and responsibilities)
- *Determining prices*
- *Starting a business: understanding market demands; determining your business Franchising*
- *Preparing today's labor for the demands of the new market economy*
- *The role of the mass media during the transition economy*
- *Non-governmental organization: purposes and functions in a market economy*
- *Investment opportunities for the small investor: treasury bills and savings bonds*
- *How to finance your business*

Other market participants: journalists and other media. On August 6 and 7, 1996, the PE team organized a seminar on market reform topics for representatives of the mass media. 30 individuals from both state owned and independently operated media outlets from around the country attended. An additional 10 journalists from the Almaty area took part in the seminar. The aim of the seminar was to promote a better understanding of the nature of economic reforms in Kazakstan. Various speakers, including both USAID Consortium partners and their local counterparts, offered explanations as to why reforms were deemed necessary and how the lives of the citizens of this country would be positively affected as a result of these reforms. The PE team believed that, as a result of the seminar, there would be more informed reporting on economic reform throughout the country. Furthermore, the seminar helped strengthen the professional relationship between the KPC, a coordinating hub for information on market reforms and privatization, and representatives of the media from around the country.

Sustainability of TV programs ("Delu Vremya"): For over a year, the PE team worked closely with its production company, Gala TV, to building their base of knowledge on market reforms in the event that the program continued beyond the PE contractor's term in country. The PE team also provided direction and feedback on proposals authored by the Gala TV production team targeting private sector clients. As of March 31<sup>st</sup>, 1997, the producers of "Delu Vremya" determined that they had a sufficient capital base derived from private sector clients to continue production and airing of "Delu Vremya"

**Item #3** of this section of the Task Order required that the PE contractor provide evidence that their public education campaigns targeting market participants (households, enterprise managers, entrepreneurs, and financial managers) achieved the results anticipated by USAID/Almaty.

**Accomplishments:**

As indicated in the strategic objectives statements established by the USAID/Almaty office, the PE Team was charged with developing a better informed human resource base (see IR 1.1.3.1) through a combination of media tools which included use of the broadcast and print media. The target goals established by the CAR Mission for reaching the adult

## PUBLIC EDUCATION AND INFORMATION PROGRAM FOR PRIVATIZATION - KAZAKSTAN

population through TV and radio programming were set at 30% for 1996. In an informal poll conducted in the Fall of 1996 by the PE team's regional network involving 1,348 randomly selected respondents in 8 Kazakstani cities, it was estimated that the total reach for the TV variant of "Delu Vemya" was 31%.

With respect to news releases authored and disseminated targeting the general population, OSC met the requirements as established in strategic objective IR 1.1.3.1 for baseline year 1996--daily news releases were disseminated to 40 media outlets in the Almaty area, in addition to 40 media outlets in the regions. During the final 7 months of the PE project, OSC lowered the number of daily news releases issued in an effort to improve the quality of the information contained therein. News releases issued since this policy change resulted in an increase in more informed pieces designed to explain the course of reform as opposed to the more statistical releases of the past.

**Under the terms of the modified Task Order** which took effect September, 1996, the PE team was charged with producing and disseminating on a nationwide basis a Fact Sheet on a specific area of reform.

**Accomplishments:**

By March, 1997 two Fact Sheets had been produced: one on the contributions of small and medium sized businesses to the growth of the economy, and another on the importance of adopting international accounting standards. Fact sheets were distributed to the mass media with the assistance of the Kazakstani Press Club and Information Center.

**Task 3: Promoting reform among key decision makers****A. Tangible results**

Products developed to support this task included: 1). a Monthly Informational News Bulletin which served to increase awareness levels on reform topics which are USAID sponsored activities, and 2). a weekly summary of news and information on privatization and reform activities as reported in the mass media.

**Accomplishments:**

Monthly Informational News Bulletin on USAID sponsored activities in support of reforms: Based on a regular flow of information provided by its implementing partners consisting of 12 USAID contractors, on average, the PE team produced a news bulletin highlighting key activities in support of market reforms. During its contract period the PE team produced 13 bulletins. The informational bulletins helped to inform and build awareness levels of reform topics for over 400 Kazakstani Government officials and members of the international development community in Kazakstan. In addition, the bulletin was posted on the World Wide Web, thereby making it accessible to a much wider audience.

## PUBLIC EDUCATION AND INFORMATION PROGRAM FOR PRIVATIZATION - KAZAKSTAN

The Weekly Media Monitoring Report: OSC provided weekly, English and Russian language media reviews to USAID and its contractors, the US Embassy, international organizations, and Kazakstani government officials. OSC survey data indicates users consistently relied on the Media Monitoring Report for information on regional events.

**B. Benchmarks**

**Item #1** required the PE contractor to identify key decision makers for policy, regulatory and legal reforms in both the public and private sectors, including key elected officials, in order to develop a communications strategy which would help to increase their awareness levels of market reform initiatives and their impact.

**Accomplishments:**

While the Monthly Informational News Bulletin initially targeted key decision makers of the government and representatives of the local media, OSC's distribution list, at the request of USAID/CAR, was broadened to include development organizations, select private enterprises, and embassies. The final distribution list for this publication consisted of over 400 individuals or groups each month in addition to its posting on the world wide web.

**Item #2** under this benchmark tasked the PE contractor with demonstrating an increase in awareness levels of market reform initiatives and USAID sponsored programs.

**Accomplishments:**

In a survey conducted by the PE Team during the months of April and May, 1996, 72% of the respondents indicated that it was important for them to receive the Monthly Informational News Bulletin. (Over 100 responses, principally from government officials in the regions, were recorded.) 30% of the respondents indicated they believed the Monthly Informational News Bulletin affected their decision making. Respondents considered subjects such as Private Enterprise Development (55%), Small Scale Privatization (49%), Capital Markets Development (36%), Commercial Law Reform (35%), and Trade and Investment Law (26%) as being the most valuable sections of the Bulletin.

**Task 4: Development of business organizations****A. Tangible results**

The PE contractor was tasked with assisting local, private businesses, organizations and associations to develop their capacity to sustain their services and to lobby on behalf of their own interests. Since it assumed responsibility for the PE project in the Republic of Kazakstan, OSC has consistently provided technical support to the KPC, a media institution founded with USAID funds in 1994,. One of OSC's primary goals as it pertained to the KPC was to facilitate the development an independent, self-financing organization capable of performing a variety of media functions, in addition to serving as

## PUBLIC EDUCATION AND INFORMATION PROGRAM FOR PRIVATIZATION - KAZAKSTAN

an information and resource hub for members of the journalistic community. To that end, OSC provided to the core management staff at the KPC a variety of training exercises designed to: 1). Focus KPC management on defining its business-- this included defining specific services and products which are high in demand as determined by its end users, or target audiences; 2). Determine pricing strategies for services and products; 3). Assist in the development of promotional materials; 4). Empower the media institution's financial manager with the knowledge and skills necessary to appropriately analyze the KPC's financial situation.

In addition to the technical training provided, OSC identified to the KPC an extensive list of potential sponsors and private sector clients who would be interested in supporting a variety of the services which it currently provides or intends to provide. OSC helped the KPC author many of the proposals which were subsequently presented to potential sponsors for financing.

Further support provided by OSC to budding business organizations or institutions included The Food Retailers Association and The National Trucking Association. The Food Retailers Association was started with the help of CARANA, a USAID sponsored technical partner working in the areas of small scale privatization and post privatization development.

**Accomplishments:**

The KPC became an independent family organization in September, 1996. At the time that this report was written, KPC management appeared to be strong and staffed by competent individuals. Its financial condition appeared to indicate that they have sufficient resources to maintain the present level of staffing and provision of services until the end of 1997.

OSC's specifically supported the Food Retailers and Trucking Association by providing them with the design and printing of marketing materials needed to successfully promote their organizational aims and mission. In the case of the Trucking Association, the technical assistance included the development of a video designed to facilitate discussion on domestic trucking problems and challenges facing those in the industry.

**B. Benchmarks**

**Item #1**, required the PE contractor to poll all donors in Kazakstan and collect information on all established business entities and any that contractors were planning to establish. The PE contractor was required to establish a database of this information and to make it available to all interested parties. While the PE team did obtain the necessary information, it also discovered that many of the business organizations and associations in existence differed greatly in terms of their management structure, human and capital resources, overall aims, and that, therefore, it was difficult to group them together because of these vast differences. Moreover, the PE team found that the actual number of

## PUBLIC EDUCATION AND INFORMATION PROGRAM FOR PRIVATIZATION - KAZAKSTAN

true business organizations and associations in existence were few and that establishing a database was not practical.

**Accomplishments:** In January, 1996, the PE team's regional staff gathered information pertaining to business entities operating in their specific areas. This list included business centers, associations and NGOs with a business orientation. While this list was updated often between March and August, 1996, a final, more complete variant was prepared and disseminated to USAID/Almaty and its contractors in March, 1997. (See appendix "B" for final list of Kazakstan Business Associations). Copies of this list were made available to contractors working under the aegis of USAID/Office of Market Transitions, in addition to the US Commerce Office.

Kazakstani Guide to the Mass Media: In an effort to assist other business organizations and associations in accessing the media, OSC prepared a guidebook complete with contact names, addresses and telephone numbers. This information was distributed to all business associations and organizations listed in the OSC Kazakstan Business Associations. (See appendix "C".)

**Item #2** required the PE contractor to develop a plan for offering technical assistance to select business advocacy and support organizations and that the plan include an assessment of the feasibility of developing an umbrella business organization. The latter, among other things, would serve as a locus for the public education contractor's training efforts to develop capacity in market research and media development and outreach.

**Accomplishments:** In its assessment of nationwide business associations and organization, the PE team determined that there did not appear to be a single business entity that could serve as an umbrella organization which would serve as a principal advocacy group for existing business institutions. Nonetheless, the PE team did work closely with the KPC toward developing their human resource base and capacity for delivering expanded media-related services. The KPC currently serves as the umbrella organization for journalists and other members of the mass media wishing to obtain the latest news and information on policy, legal and social reform issues. Furthermore, the KPC, in its expanded capacity as media relations consultants, also provides a battery of services, including coordination of news conferences, authoring and distribution of news releases on a nationwide basis, limited training in the field of public relations, placement of ads in the mass media, limited video production services, and conference coordination services.

**Item #3 under Task 4**, charged the PE contractor to work with select groups of individuals and/or business advocacy and support organizations in order to develop their capacities to provide market research, media development and outreach, and other services on a self-sustaining basis. Further, it tasked the contractor with assisting select entities in promoting their interests and services.

## PUBLIC EDUCATION AND INFORMATION PROGRAM FOR PRIVATIZATION - KAZAKSTAN

**Accomplishments:**

The PE team provided significant support to **The Food Retailers Association**. In OSC's TV and radio series on business-focused NGOs, the Food Retailers Association was promoted as being an example of professionals coming together to address industry specific concerns and professional development issues. Because of the media attention provided by the PE team, the Association was able to attract additional members. To date, the Association continues to use the promotional materials developed by OSC in lobbying for its interests and disseminating information to its target audiences.

From October, 1995 until April, 1996, the PE team designed and printed various promotional materials for **The Central Asian Stock Exchange (CASE)** including a newsletter and fact sheets on stock exchange activities. The PE team also designed and supervised the production of CASE's first annual report. In May, 1996 the PE team turned over all marketing materials developed for CASE to its in-house public relations manager who continued to update and disseminate all promotional materials.

As mentioned above, OSC helped to develop and expand the media capabilities of the KPC. As of September, 1996, the KPC became an independent, self-financed institutions. Information recently obtained indicates that the KPC will remain in operation at least until the end of 1997. Prospects beyond 1997 look promising.

**Item #4 under Task 4**, stated that market research results provide evidence that awareness of business advocacy and support organizations increased through the development of newsletters, television, radio and other communications targeted to specific market participants and other key audiences. As indicated above, OSC has provided extensive media support to a variety of budding and existing associations, organizations and businesses.

**Accomplishments:** OSC's technical expertise and support as a USAID contractor has been extended to the following institutions and/or groups in Kazakstan: The Kazakstani Press Club and Information Center; the Food Marketers Association; the Central Asian Stock Exchange; the Broker/Dealers Associations; the National Association of Professional Participants of the Securities Markets; The National Trucking Association; and Gala TV, producers of the PE team's TV and radio programs in support of market reforms. Support was extended in a variety of manners, including development of marketing materials, training, proposal writing, and inclusion in the PE team's TV and radio programs on market reforms. All of these mechanisms proved useful in helping to spread the word that various industry specific organizations existed for the purposes of supporting further economic growth and professional development.

## PUBLIC EDUCATION AND INFORMATION PROGRAM FOR PRIVATIZATION - KAZAKSTAN

**Lessons Learned**

1. **Letters of Understanding (LOU).** The LOUs were useful in helping to understand program priorities and timetables for key activities for each of the PE team's implementing partners. The latter provided for efficient use of limited resources and guaranteed economic distribution of PE materials.
2. **Market research.** Ongoing market research is an important factor in the implementation of market reforms in Kazakhstan. Market research tested the principles of credibility, transparency and participation and led to re-focusing and re-directing of USAID-funded work. Since the CAR task manager indicated that the limited PE resources should not be used for nationwide research, the team did train its regional staff on conducting qualitative research (principally in the form of focus groups) and, to a much lesser extent, quantitative research. The information derived from the PE team's limited research proved useful in helping to shed light on public opinion on specific reform areas and media campaigns that were initiated. However, the PE team believes that in-depth testing of market participants' knowledge and understanding of reform programs underway, in addition to their overall support for these reforms, would have been extremely beneficial to both USAID and its implementing partners who remained behind.
3. **Centralized public education.** The idea of having one PE contractor provide a coordinated and consistent reform message to targeted market participants proved to be efficient and, in the end, effectively support USAID/OMT's priorities. With the recent initiative that each technical partner, working under the auspices of USAID carry out their own PE efforts, OSC believes that this move would not serve the interests of the Mission as many technical contractors do not possess the skills needed to perform a public education function. PE work done by non-specialists could be ineffective and could represent additional political risk to the local counterparts, contractors and to USAID.
4. **Coordination.** The weekly meetings of USAID contractors were very helpful in lending a strategic understanding of USAID's programs and progress in Kazakhstan. The meetings also contributed to a sense of teamwork among contractors.

## PUBLIC EDUCATION AND INFORMATION PROGRAM FOR PRIVATIZATION - KAZAKSTAN

**Recommendations**

1. **Research.** Require that market testing and research constitute a significant portion of the PE team's work. This is the only proven method for determining the effect of USAID's investment. Results of market research help re-focus and re-direct specific technical activities and thus manage the potential for best results.
  
2. **Introduction of Intervention Plan.** Prior to leaving the country, the PE team forwarded to both the USAID/Almaty Mission Director and its Task Manager an Intervention Plan designed to identify key areas of reform requiring further public education support. Areas identified were based on a high percentage of viewer and listener responses received from previously aired programs. If possible, intervention plans should be incorporated as part of future PE project's strategy and left behind for the consideration of USAID as well as its implementing partners. (See appendix "D" for OSC's Intervention Plan.)
  
3. **Coordination Meetings Involving Those Working with The Mass Media and NGOs.** Facilitate coordination meetings with all USAID sponsored contractors and grantees working with the mass media and select NGOs. This will help the various players working with these groups to understand each others' areas of concentration and provide for better coordination of similar training exercises and outreach efforts. Issues pertaining to the sustainability of media programs developed, business advocacy groups created and professional associations founded could be explored via these coordination meetings.
  
4. **Centralized PE.** A centralized PE effort is the best way to ensure the public receives a coordinated and controlled message, and to avoid expensive duplication of effort. Relationships developed, which include those established with local reporters and news organizations as well as the reputation of local counterparts, and the professional image of USAID could be compromised if each USAID contractor conducted their own press conferences, television appearances, and media coverage. A professional PE contractor has extensive knowledge of USAID media guidelines and can ensure controlled, accurate and responsible media coverage.

## APPENDIX A

### “Delu Vremya” TV and Radio Programs Produced

- #1: Introduction of new program; Program topic: Coupon Privatization.
- #2: Overview of nationwide program in support of the Shareholder Database Verification Program
- #3: Privatization Investment Funds after Coupon Privatization
- #4: New Tax Declaration Forms
- #5: Inflation in Kazakstan
- #6: Measures Used Against Inflation
- #7: Prices and Pricing Policy in Kazakstan
- #8: Consumers' Rights: Development of Consumer Protection Organizations in Kazakstan
- #9: Consumers' Rights: Exercising Your Rights as Consumers; Determining Manufacturers' Liabilities
- #10: Consumers' Rights: Exercising Your Rights as Consumers; Introduction of the Professional Association for Food Producers
- #11: Enterprise Restructuring: Benefits Resulting from Bankruptcy Proceedings
- #12: Enterprise Restructuring: A Look at Different Bankruptcy Mechanisms
- #13: Cash Auctions: An Overview
- #14: Cash Auctions: How Cash Auctions Work
- #15: Pharmacy Privatization: The Break-up of Pharmatsiya
- #16: Pharmacy Privatization: How Consumers Benefit as a Result of Competition
- #17: Pharmacy Privatization: Production of Pharmaceutical Products in Kazakstan
- #18: Privatization of the Food Industry. The Development of an Association for Food Producers
- #19: Consumer Education: Knowing Your Rights
- #20: Pension Reform: An Overview of the Public Pension System
- #21: Pension Reform: Focus on Private Pension Funds
- #22: Retraining and Re-Educating the Unemployed: A Look at the Changing Labor Market
- #23: Retraining and Re-Educating the Unemployed: Training Centers Offering Technical Assistance
- #24: The Mass Media in Support of Market Reforms
- #25: Investment Opportunities for the Small Investor: Treasury Bills and Savings Bonds
- #26: Investment Opportunities for the Small Investor: A Look at the Stock Exchange
- #27: Non-Governmental Organizations: An Overview
- #28: Non-Governmental Organizations: With a Professional Orientation
- #29: Non-Governmental Organizations: Focusing on Gender Issues
- #30: Taxes: Deadline for Paying Property and Other Taxes
- #31: Taxes: Discussion of the Proposed Changes to the Current Tax Code

## PUBLIC EDUCATION AND INFORMATION PROGRAM FOR PRIVATIZATION - KAZAKSTAN

- #32: Local Self Governments
- #33: Success Stories: Small and Medium Sized Enterprises' Contribution to the Economy
- #34: Success Stories: Financing Your Business
- #35: Success Stories: The Workings of the Market System
- #36: Success Stories: Meet the Entrepreneurs
- #37: Success Stories: The Trucking Industry--Achievements Made and Challenges Ahead
- #38: Success Stories: Highlights of Previous Programs on Enterprise Successes
- #39: Franchising in Kazakstan
- #40: On the Adoption of International Accounting Standards in Kazakstan
- #41: Results of Demonopolization in Kazakstan
- #42: Kazakstan's Credit Rating
- #43: Holiday Program: The Best of "Delu Vremya"
- #44: The Securities Market and The National Securities Commission
- #45: Securities Market: PIFs and NAMI
- #46: The Securities Market: Achievements Made and Challenges Ahead
- #47: The World Trade Organization: An Update on Kazakstan's Application for Membership
- #48: Preparing the Labor Market for the Demands of A New Market Economy
- #49: The Role of The National Bank
- #50: International Accounting Standards: An Update
- #51: Training of the Country's Accountants and The Labor Market
- #52: Privatization of the Energy Sector
- #53: Tax Reforms: An Update
- #54: On Bankruptcy and Liquidation Proceedings, Part 1 of 2
- #55: On Bankruptcy Law, Part 2 of 2

## **APPENDIX B**

### **Business Associations of Kazakstan**



# BUSINESS ASSOCIATIONS OF KAZAKSTAN



United States Agency for International Development  
Public Education Project



66

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***Association of oblast peasant entities***

*Founded:* 1991  
*Chairman:* Ospanov Muhtar  
*Phone:* (3172) 75-09-66

Meetings are conducted selduomnly. The association renders assistance to farmers in the production, sales, and disbursement of beneficiary credits for gasoline.

---

***Small Business Center***

*Founded:* 1991  
*Director:* Zhunusova Sholpan Bahitovna  
*Oktabrskaya St. 118, 2nd floor.*  
*Phone:* (3172) 75-24-81

This association renders assistance to small business in their search for credit. It also promises juridical consultation.

---

***Accountants And Auditors Oblast Association***

*Founded:* 1996  
*Director:* Malai Ibraevich Sizdikov  
*Dom Sovetov, Room 734*

Meetings are conducted twice a year. Association members are accountants, economists and financial analysts. The annual fee is 20,000 tenge for members from small ventures and 40,000 tenge for joint-stock companies. This association renders assistance to accountants and auditors, in implementing international accounting standards. Now association works with plan scheduling and will work on specialists training program.

---

***"Peasants Union" Public Organization***

*Founded: 1990*  
*Chairman: A. Turenbaev*  
*Aktyubinsk, 42A Lenin Prospect*  
*Phone: (3132) 54-03-88*

*There are 2 plenary meetings and 4 meetings of the Presidium a year. The monthly fee is 100 tenge. The Union aim is to increase social protection for farmers and peasants. The Chairman feels that subsidies, credits, and wages are not being properly distributed.*

---

***Kazakstan - Australia Business Association***

*Founded in 1991*  
*President: Erlan Kanapianov*  
*Address: 50, Kazybek Bi street*  
*Telephone: 62-51-67; 62-80-04*

The Association was created for developing business and cultural ties with Australia.

---

***Association of Central Asian Independent Electronic Mass Media (CAIEMMA)***

*Founded in 1993*  
*President: Rozlana Taukina (President of Totem TV and Radio company)*  
*Regional Executive Director for Kazakstan: Mukhtar Ismailov*  
*Address: 85, Dostyk street*  
*Telephone: 63-69-22*

CAIEMMA is an International Public Non-commercial Organization, uniting 83 nonstate television and radio companies of Kyrgyzstan, Uzbekistan and Turkmenistan.

CAIEMMA was created to form a mutual support system within the framework of professional solidarity and in order to insure protection for Electronic Mass Media.

---

***National Association of Professional Participants of the Securities Market (NAMI)***

*Founded in 1995*

*President: Gahit Tolkambaev*

*Address: 73A, Tole Bi street, Room 323*

*Telephone: 67-30-33*

NAMI was created to protect the Association members' interests, to participate in developing the legal basis, to cooperate with similar foreign and CIS Associations. The Association issues a monthly Information Bulletin. NAMI supports those, who organize training courses.

---

***Brokers and Dealers Association (BDA)***

*Founded on June 15, 1996*

*President: Arsen Kanafin*

*Address: 103, Furmanov*

*Telephone: 48-67-05; 63-56-90*

BDA was created to support the Securities Market brokers and dealers

---

***Bank Association***

*Founded in 1993*

*President: Bahitbeg Baismetov*

*Address: 84, Gogol street*

*Telephone: 39-44-31*

The Association unites 35 banks all over Kazakhstan. The Association's main objectives are to protect the interests of the banks, to participate in developing the legal basis, to train banking personnel.

---

**Joint-stock company "Small Business Center"**

Director: *Rahimbekov Toletai Sataevich*

Lenin St. 24-2

Phone: (3102) 76-87-02. Fax 76-46-51

Entrepreneurs meetings are held once a month. The associations primary goal is to assist entrepreneurs. The center renders consultation on accounting, training, and industrial goods. The center managed to establish an oblast council entitled "Agricultural Entrepreneurs Support And Development Fund". Their aim is to attract foreign investors and donor agencies to Zhezkazgan.

---

**Association of oblast peasant entities and agricultural cooperatives "Sharua"**

Founded: 1992

Chairman: *Darinov Auezhan Kameshevich*

Leading specialist: *Ospanov Nigmatzhan Korganbetovich.*  
459830, Zhanibeka St. 100, room 511

Phone: (3302) 2-54-20

High-level conferences are conducted once a year. Association meetings are conducted quarterly. Staff consists of chairman, leading specialist, accountant and secretary. Annual fee required. Association renders assistance in Torgai Oblast farming development. This association is linking chain between state and peasant entities. In the first quarter of 1996 about 300 peasant entities were members of the association.

---

**Entrepreneurs Congress**

Founded: 1993

Director: *Meshkov Vladimir Dmitrievich*

Zhanjbekov St. 154, small venture "Beisen" office

Phone: (3302) 2-22-93, 2-19-22

High-level conferences are conducted twice a year, with member meetings taking place quarterly. Payment is not obligatory for membership. The associations goals are to protect entrepreneur's rights.

## KARAGANDA

**Karaganda Oblast Entrepreneurs Union**

Founded: 1989  
 Chairman: Akenov Murat Zhumajanovich  
 Kazakstan 40 years St., Room 308  
 Phone: (3212) 57-10-88

The entrepreneurs union's activities have ceased for a large part in the last few years. The union was created with the aim of uniting oblast industrial cooperatives in order to render financial and juridical assistance. Due to lack of funding, while the Union is still a registered entity, it does not conduct business regularly.

**Small Business Center**

Founded: 1993  
 Director: Hamitzhanov Zhomart Sabitovich  
 Buhar Zhyrau St. 6  
 Phone: (3212) 57-26-45

The Small Business Center is a joint-stock company. The Center was created to assist small businesses which are producing goods or rendering services. The Center set up a database of relevant laws, decrees, and local body orders which would apply to small Karagandy enterprises. The group offers technical assistance and juridical consulting to its clients free of charge. It is state-founded and non-profit.

**Entrepreneurs Union At Karaganda Oblast Akim**

Founded: 1991  
 Chairman: Kadirov Adil Suratovich (currently the Akim)  
 Kostenko St. 6, Room 12  
 Phone: (3212) 59-13-19

The Union is social organization as has no permanent employees. Union members consist mainly of lawyers, economists, engineers and teachers. There are no annual fees. The Union was created as consultation center for entrepreneurs. Though still registered, it is not currently active.

## ZHAMBYL

**"Small Business Center" Joint-Stock Company**

Founded: 1994  
 Director: Ms. Akhmetova  
 Phone: (32622) 3-08-18, 3-04-93

Its objectives are to provide technical assistance to local supporting businesses, assist businessmen in establishing foreign economic ties; facilitate guarantees for financial credits; and assist with the rental agreements of various commercial land plots throughout the oblast.

## ZHEZKAZGAN

**Oblast Agriculture Entrepreneurs And Small and Medium-Sized Business Development Fund**

Director: Rahimbekova Saltanat Temirkulova  
 Zhezkazgan, Lenin's St. 24-1  
 Phone: (3102) 76-85-82, Fax 76-46-51

Meetings are conducted once a month. Staff consists of 7 members. An entry fee is required. Fund's aim is to financially support farmer entrepreneurs. Fund assists in receiving and distributing 12 mln tenge from the oblast budget.

**Zhezkazgan Congress of Entrepreneurs**

Director: Rahimbekova Saltanat Temirkulova  
 Zhezkazgan, Lenin's St. 24-2  
 Phone: (3102) 76-85-38

Meetings are conducted once every three months. Executive body is a registered joint-stock company "CMB Dana-Business." Membership fees are paid. The associations aim is to protect entrepreneurial rights and render consulting services.

***Oblast Association Of Peasants And Farmers***

*Founded:* 1991  
*Chairman:* Mr. Kenchenbaev.  
*Urickovo St. 55*  
*Phone:* (3232) 64-24-83

Though not very active, the association's aim is to provide juridical services, technical assistance with business plans, and advice on credit sources for its members. There are 1086 registered members in the organization.

***Oblast Association Of Property Appraisers***

*Founded:* 1996  
*Chairman:* Ludmila Kalabula.  
*Ushakovo St. 99/1*  
*Phone:* (3232) 66-69-17, 66-50-00

This social union renders technical and legal advice to property surveyors in the city. It has nearly a dozen members. The Society maintains a collection of relevant literature on the property industry and tries to keep its members up-to-date with newly forming legislation relevant to their trade.

***Ust-Kamenogorsk Chapter of the "Invalid Society of the Republic of Kazakstan"***

*Founded:* 1989  
*Chairman:* Ms. T. Goroyuk  
*16/1, Sebastopol St.*  
*Phone:* 42-80-83

General meetings are held once a year. The Staff consists of 5 permanent employees but there are 2050 registered members in the society. The Society unites people of different professions. The entrance membership fee is 2 tenge, the annual fee is 1 tenge or 1% of the monthly pension. The Society hopes to better communication between local invalids and facilitate mutual support again members of the community.

***Peasant And Farm Entities Association Of Karaganda Oblast "Agro"***

*Founded:* 1991  
*President:* Omarova Klara Mulukovna

Only four meetings have been conducted in their five years of operation with the last occurring nearly two years ago. The association supposedly unites 423 peasant entities in the oblast. Association fees are not required. Its aim is to protect farmer's rights allocate financial assistance in an emergency, and rendering juridical support

***Small Business Center***

*Founded:* 1993  
*Director:* Baimuratov Abil  
*Krasnai St. 118*  
*Phone:* (3162) 4-10-25

Meetings are conducted once a year. There are three full-time employees on staff. An annual fee is required for membership. The Association is designed to render technical support to small businesses.

***International Business Center***

*Founded:* 1993  
*Director:* Karlov Viktor Genadevich

The Business Center is registered with 4 members but is not currently active.

KOKSHETAU

KOSTANAI

## KYZYLORDA

**Kyzylorda Business Center**

*Founded:* 1996  
*Director:* Alexander Solomatin  
*Phone:* (32422) 7-20-21

There are 5 permanent employees. The members of the Business Center are primarily entrepreneurs. No fees are collected. The main objectives for creating the Center are: - to unite the oblast businessmen and facilitate coordination in their activities. They engage in mild advertising activities and business training. They are currently in financial trouble.

**Kyzylorda Industrialists and Entrepreneurs Union**

*Founded:* 1996  
*Director:* Alexander Solomatin  
*Phone:* (32422) 7-20-21

The Union is a public organization. Meetings are held annually. The current focus of the Union is to expose barriers to business development. Mr. Solomatin is a member of the Economic Council of the local administration, representing industrialists and entrepreneurs.

**Kyzylorda "Aral" Association Of Industry, Transportation, Energy And Communication.**

*Founded:* 1993  
*Director:* Alimhan Syundikov  
*Phone:* (32422) 7-25-24

Association founders are the following joint stock companies "Uzhneftegas", "Shiliskoe Rudoupravlenie # 6, "Sir Sharaby", "KERMZ", "Cellulose / Cardboard Production Plant", "Kyzlordagromash" and a materials production plant. Association meetings are conducted quarterly. An association fee of T30,000 is required. Its main activity is to provide raw materials enterprises with assistance in preparing their products for sale on the open market.

**West Kazakstan Business Union**

*Founded:* 1996  
*Chairman:* V. Alexeev (Deputy of the oblast administration on foreign economic ties)  
*Phone:* (31122) 2-08-42

Meetings are to be held once a month. There is no permanent staff. It is designed to unite managers of small, medium and large businesses. There are no membership fees. The founders hope the organization will soon be allowed to participate politically in the development of economic and legal issues in the oblast.

**West Kazakstan Oblast Farmers Association "Zhaik Sharuasy"**

*Founded:* 1991  
*Chairman:* Zhagypar Makzym Zhagyparovich.  
*Krasnoarmeiskaya St. 23*  
*Phone:* 2-94-11

Meetings are held once a year. The staff consists of 6 full-time employees. Each member farmer is required to pay 100 tenge a year. The aim of association is to defend regional farmer's rights and present farmer's interests to legislative and executive bodies.

## UST-KAMENOGORSK

**Oblast Organization of Republican Engineers and Specialists.**

*Founded:* 1990  
*Chairman:* Zhangabiev A.Z.  
*Kosmicheskaya St. 5/1*  
*Phone:* (3232) 66-64-29

The association was founded to provide training assistance for the scientific community. It maintains a database of existing scientific projects and tries to assist its members in finding credit for scientific endeavors. Activity at present is minimal. A 500 tenge annual fee is required for industry professionals and a 59 tenge fee for students.

**Semei Oblast Farmers Association**

*Founded:* 1991  
*Chairman:* Mr. Mukhamediarov  
 3, Lenin St., room 15  
*Phone:* (3222) 62-34-87.

Before 1995 meetings were held once a year, but current financial difficulties resulted in a stoppage of group activities. The entrance fee is 1500 tenge, with an additional annual fee of 1000 tenge. The Association's objectives are to support farms in resolving their technical problems, and to assist farmers with product sales and equipment repair. The Association has managed to help certain farms find markets for their wool and grain.

**South Kazakstan Business Women Federation**

*Founded:* 1993  
 486050 Shymkent, Kazibek Bi St. 49 Room 7  
*Phone:* (32522) 44-35-262

Federation members meetings are conducted once a month. Men are welcome to join. Annual membership is 5000 tenge. Offers technical assistance to female entrepreneurs, business training, and juridical consultation for Federation members.

**West Kazakstan Oblast Industrial Enterprises Council**

*Founded:* 1992  
*Chairman:* Kamishev Petr Evgenevich.

Scheduled meetings are held once a month but by request of members can be held at any time. No membership fee is required. The aim of the association is to find solutions to mutual problems in the industrial sector. At one point it was involved with negotiating with the power industry to agree upon energy prices which would be favorable for goods manufactures in the oblast.

**Agriculture Association "Kogalykol"**

*Founded:* 1995  
*Director:* Zhandirbai Kozhauov

The Association is the social union. Meetings are conducted monthly. It was created to facilitate the resolution of possible mutual agricultural problems (related to seed supply, harvest, sales, and irrigation issues).

**Small Business Center, LTD**

*Founded:* 1994  
*Chairman:* Andrew Morosov  
 76, Krupskaya St., third floor  
*Phone:* (3182) 63-70-02, 75-29-40. Fax: 75-04-12

Founders' meetings takes place once a year. The Center assists in the development of small and middle-size enterprises in the oblast through legal council, financial support; training, and technical advice on independent economic activities. A lack of financing has reduced their level of activity.

**Pavlodar Oblast Union of Entrepreneurs**

*Founded:* 1987  
*Chairman:* Herman Furikov  
 76, Krupskaya St.  
*Phone:* (3182) 75-15-58, 75-74-71, 73-03-24

There are 150 members in the Union. The size of the fee is constantly changing. The objectives of creating the Union are primarily to unite entrepreneurs and render assistance in developing business structures.

PAVLODAR

SHYMKENT

URALSK

**TROPAYVLOSK**

***Business Club "Ilinskoe"***

*Founded: 1994*  
*Organizer: Tetushev Anatoly Fedorovich.*  
*Lenin's St. 38, apartments # 10, 11*  
*Phone: (3152) 36-83-09*

The Club's main activities are related to the discussion of business problems, new legislation, future economic activity, and opportunities for cooperation. The group began to reduce its activities in 1995.

***Small Business Center and Entrepreneurs Support Fund***

*Founded: 1992*  
*Director: Kozhennikov Vladimir Georgevich.*

The fund renders support to small and medium-sized business. As of last year it still had no registered members. Instead, monthly meetings are open to the general public which discuss top news and relevant changes in legislation.

***Affiliation of Bank Associations***

*Founded: 1995*  
*Chairman: Mr. Otarbekov*  
*53, Uritski St.*  
*Phone: (3222) 62-33-85, 62-53-83*

The meetings are held once a month or as needed. The Association consists of 8 separate banks including: Turan-bank, Igilik-bank, "Semei-agrobank", Credsotsbank, and Kazkommerzbank. The entrance fee is 15,000 tenge with a monthly fee of 5000 tenge. The objectives of creating the Association were to insure cooperation and consolidation of banks when faced with credit and monetary crises.

***Small Business Center - Joint-Stock Company***

*Founded: 1994*  
*Chairman: Rymkhan Musin*  
*Semipalatinsk, 3/31, Abai square*  
*Phone: (3222) 62-34-61*

No meetings have been held as yet. There are 7 people in the staff. No fees are paid. Its objectives are to assist with the development of small business and to render financial assistance to oblast farms.

***Association of Farms in the Urjar Region.***

*Founded: 1995*  
*Chairman: Mr. Bibolov*

The Association was created in April 1995.

The Association's goal is to collect information about the suppliers for oblast farmers, and to seek financing for its members. In 1995, for example, the Association found foreign capital from the World Charity Corps to supply 12 farms with needed fuel.

***Association of Education and Public Health Employees.***

*Founded: 1995*  
*Chairman: Mr. Murat Nakursanov*  
*67, Industrialnaya, room 12*  
*Phone: (3222) 44-37-70*

The Association was created in July 1995.

The meetings are held at school No 20 once a month or as necessary. The staff includes 13 people (a chairman, 2 vice-chairmen, 10 people of the presidium). The Association consists of education and public health employees. Fees are not paid. Its objective is to assist the development of education and public health, render financial assistance to education and public health employees; help skilled teachers and doctors develop their talents and abilities, facilitate the further education of their most capable pupils.

## **APPENDIX C**

### **Kazakstan Mass Media Guide**



**KAZAKSTAN**

**MASS**

**MEDIA**

**GUIDE**



The United States Agency for International Development -  
Public Education Project



Table of Contents:

Akmola	2
Aktau	4
Aktubinsk	5
Almaty	7
Arkalyk	12
Atyrau	14
Karaganda	15
Kokshetau	17
Kostanai	18
Kyzylorda	19
Pavlodar	20
Petropavlovsk	21
Semipalatinsk	22
Shymkent	23
Taldykorgan	25
Uralsk	27
Ust-Kamenogorsk	28
Zhambyl	31
Zhezkazgan	32

## Akmola

(3172)

*Newspapers*

<i>Akmolinskaya Pravda</i>	<i>Guk V.V.</i>	Main editor	32-34-09
	<i>Nosov V.N.</i>	Deputy to main editor	32-38-18
	<i>Ilyasova B.A.</i>	Deputy to main editor	28-23-45
	<i>Begembetova R.K.</i>	Secretary	28-23-54
	<i>Guk L.M.</i>	Correspondent	32-77-93
	<i>Dolgov A.A.</i>	Correspondent	28-23-42
	<i>Kim E.V.</i>	Correspondent	28-23-44
	<i>Lezhnev V.G.</i>	Correspondent	28-23-43
	<i>Serova N.E.</i>	Correspondent	32-77-93
	<i>Trishechkin A.P.</i>	Correspondent	28-23-43
	<i>Funk A.F.</i>	Correspondent	22-76-43
<i>Arka Azhary</i>	<i>Abdykalikov Zh.S.</i>	Main editor	32-76-07
	<i>Zhagiparov Sh.Zh.</i>	1 <sup>st</sup> deputy to main editor	32-06-49
	<i>Imashev B.</i>	Senior secretary	32-16-52
	<i>Zhumabekov A.Zh.</i>	Economy department head	28-23-15
	<i>Ilelbaev T.</i>	Culture and training issues	28-23-13
	<i>Dadikbaev M.</i>	Information department head	28-23-14
<i>Azamat Times</i>	<i>Akmurzin E.B.</i>	Main editor	32-34-93
	<i>Kochenov V.G.</i>	Commentator	32-24-91
<i>Vestnik</i>	<i>Leeva L.I.</i>	Main editor	32-64-27
	<i>Fironova V.A.</i>	Secretary	32-06-80
<i>InfoTSES</i>	<i>Uchaev A.</i>	Main editor	75-76-16
	<i>Lisovsky V.A.</i>	Secretary	75-69-92
	<i>Guk N.Sh.</i>	Social issues	75-69-92
	<i>Guk V.V.</i>	Correspondent	75-69-92
	<i>Baronova G.A.</i>	Correspondent	75-69-92
	<i>Buravceva N.V.</i>	Information department head	75-69-92
	<i>Strelcova N.D.</i>	Legislation department head	75-69-92
	<i>Shpekht V.</i>	Sports, information	75-69-92
	<i>Shibaev A.</i>	Economy, business and music	75-69-92
<i>Akmola Akikaty</i>	<i>Zhumagulov K.K.</i>	Main editor	32-21-48
	<i>Kozhabekov G.</i>	Deputy to main editor	
	<i>Tleubergenov E.</i>	Correspondent	
	<i>Oshakbaev S.</i>	Correspondent	
	<i>Kadirbaev E.</i>	Correspondent	
	<i>Kiyausov A.</i>	Correspondent	
<i>Stolichnyi Prospect</i>	<i>Gundarev V.R.</i>	Main editor	32-79-06
	<i>Kovilev V.V.</i>	Deputy to main editor	32-15-98
	<i>Voitovich L.V.</i>	Secretary	28-23-70
	<i>Gluhih D.S.</i>	Correspondent	28-24-69
	<i>Stepanenko A.G.</i>	Correspondent	28-24-69

**Aktau**

**(3292)**

*Newspapers*

<i>Mezinoe Vremaya</i>	<i>Kovalenko N.G.</i>	Main editor	51-35-86
	<i>Brill M.U.</i>	Deputy to main editor	33-47-22
	<i>Shuls M.V.</i>	Social issues department head	33-46-08
	<i>Vorotina T.N.</i>	Culture department head	33-47-22
	<i>Popova N.G.</i>	News department head	33-47-87
	<i>Mezencev C.A.</i>	Correspondent	33-47-87
	<i>Petrichenko M.P. -</i>	Correspondent	33-47-55
	<i>Suhamberdiev M.K.</i>	Correspondent (agriculture)	33-47-46
	<i>Miroshnikov A.G.</i>	Correspondent (economy)	33-47-46
	<i>Rubtsov V.N.</i>	Deputy	33-47-54
	<i>Kononenko U.V.</i>	Deputy	33-47-72
	<i>Voronina E. U.</i>	Correspondent	33-47-22
	<i>Mangistau</i>	<i>Aripov G.</i>	Deputy to editor
<i>Chadikulov T.</i>		Deputy	33-59-44
<i>Suinov I.</i>		Correspondent	33-38-78
<i>Isagulov Z.</i>		Correspondent in Zhana-Ozen	(32934) 51-3-68
<i>Batepaev B.</i>		Correspondent in Shetpe	(32931) 21-1-79
<i>Espoliev T.</i>		Correspondent	33-38-95
<i>Orazgaliev S.</i>		Correspondent	33-38-95
<i>Abuov M.</i>		Deputy to agriculture, sports dpt.	33-83-45
<i>Tumba</i>	<i>Shkonbin M.</i>	Editor	53-34-53
<i>Lada TV Plus</i>	<i>Reunova B.T.</i>	Editor	51-50-85
<i>Kazakstanskaya Pravda</i>	<i>Kovalenko O.G.</i>	Correspondent	33-38-41
<i>Egemen Kazakstan</i>	<i>Kosimbaeva M.</i>	Correspondent	33-38-41
<i>Halik Kenesly</i>	<i>Umbetov M.</i>	Correspondent	33-34-47

*Television*

<i>Republican TV</i>	<i>Dolgih V.</i>	Special Correspondent	51-51-59
<i>Oblast TV</i>	<i>Turgazieva K.K.</i>	Editor	51-76-40
	<i>Atshybaeva T.A.</i>	Editor	51-56-34
	<i>Kosbarmakov R.K.</i>	Editor	51-51-64
	<i>Donchenko N.A.</i>	Editor	51-76-40
	<i>Moldabaeva A.N.</i>	Editor	51-45-28
	<i>Altyntaeva S.S.</i>	Senior Editor	51-56-34
	<i>Shaklina I.</i>	Journalist	51-56-34
	<i>Tribunskaya I.</i>	Journalist	51-56-34
	<i>Ivanov B.A.</i>	Journalist	51-51-59
	<i>Aktau-Lada</i>	<i>Kozlov V.I.</i>	Chief editor
<i>Solomina T.A.</i>		Editor	33-42-55
<i>Usatykh I.</i>		Journalist	33-42-55
<i>Moldazhanova</i>		Journalist	33-42-55

<i>Gorodskie Novosti</i>	<i>Kochenov V.</i>	Main editor	32-24-91
	<i>Sopiga E.S.</i>	Secretary	32-43-15
	<i>Nursaparovna D.K.</i>	Department head	32-24-95
	<i>Privalenko A.P.</i>	Department head	32-24-84
<i>Tsena</i>	<i>Lisitsin S.</i>	Editor	
	<i>Dzhaparov A.</i>	Secretary	
<i>Altay S</i>	<i>Sharipov R.</i>	Head	26-24-40
<i>Tselina</i>	<i>Chernega T.</i>	Main editor	26-24-40
	<i>Dzhakushev F.</i>	Secretary	
<i>Prizyv-Uran</i>	<i>Tugelbaev Zh.S</i>	Chief editor	32-11-54
<i>Nur</i>	<i>Merganbaeva M.</i>	Chief editor	26-25-73
<i>Egemen Kazakstan</i>	<i>Toktagazin M.</i>	Correspondent	32-41-51
	<i>Sadykhanov M.</i>	Correspondent	32-41-51
<i>Kazakstanskaia Pravda</i>	<i>Nesterenko S.</i>	Correspondent	33-38-39
<i>Turkestan</i>	<i>Kakenov A.</i>	Correspondent	28-68-48
<i>Selskaia Nov</i>	<i>Kurenkov I.</i>	Correspondent	26-25-33
<i>Ana tili</i>	<i>Sabyrzhanov Zh.</i>	Correspondent	26-85-89
<i>Ekspres-K</i>	<i>Masnaia L.</i>	Correspondent	
<i>Novoe Pokolenie</i>	<i>Nabieva G.</i>	Correspondent	75-68-42
<i>Lad</i>	<i>Mikhailov V.P.</i>	Correspondent	26-79-67

### TV & Radio

<i>Oblast TV &amp; Radio Company</i>	<i>Cherezova L.</i>	Chairman	32-71-65
	<i>Petrinin G.</i>	1st deputy chairman	32-75-67
	<i>Smailov A.</i>	Deputy chairman	33-77-16
	<i>Dziuba R.</i>	Chief editor (Russ.)	33-75-30
	<i>Rakhimbekov S.</i>	Chief editor (Kaz.)	75-12-39
	<i>Magzumov N.</i>	Chief editor (Kaz.)	32-71-78
	<i>Terets G.</i>	Chief editor (Rus.)	
	<i>Melnikov A.</i>	Commentator	32-71-61
	<i>Nesveteeva G.</i>	Correspondent	33-75-51
	<i>Agibaeva R.</i>	Editor	32-71-72
<i>Tsesna TV &amp; Radio Company</i>	<i>Bobrov G.</i>	Gorodskoe radio	32-71-74
	<i>Zhumabaev R.</i>	Director	75-54-17
	<i>Alpeisova B.**</i>	Editor	75-54-18
<i>TSPR TV&amp;Radio company</i>	<i>Petrov V.</i>	President	32-72-43
	<i>Batiuta V.</i>	Editor	32-72-43
<i>Republic Radio</i>	<i>Samsonova N.</i>	Correspondent	32-71-53
	<i>Kuliasov T.</i>	Correspondent	32-71-76

**Radio**

<i>Republican Radio</i>	<i>Ivanov B.A.</i>	Correspondent	51-51-59
<i>Oblast Radio</i>	<i>Bakishov N.</i>	Chief editor	51-85-86
	<i>Muhataeva D.S.</i>	Deputy chief editor	51-51-24
	<i>Musalimova G.</i>	Editor (Rus.)	51-51-24
	<i>Moldabaev A.K.</i>	Editor (Kaz.)	51-45-28
	<i>Sarmurzina K.</i>	Journalist (Kaz.)	51-45-28
	<i>Nurshaeva G.</i>	Journalist (Kaz.)	51-51-24
<i>Tabi</i>	<i>Esmetova S.A.</i>	Chief editor	43-17-97
	<i>Panaeva K.M.</i>	Journalist	43-17-97

**Aktubinsk**

**(3132)**

**Newspapers**

<i>Aktubinsky Vestnik</i>	<i>Kulagin E.V.</i>	Editor	57-05-59 57-05-55
	<i>Tokarev V.</i>	1st deputy editor	55-69-03
	<i>Sisikenova Zh.</i>	Reporter	57-01-82
	<i>Zhaldybaeva G.**</i>	Reporter	57-01-82
	<i>Baigurinov Zh.</i>	Agriculture	55-41-35
	<i>Alibekova R.</i>	Social issues	55-08-46
	<i>Han N.</i>	Social issues	57-43-48
	<i>Kondrateva A.</i>	Culture	
	<i>Utegenov A.</i>	Culture	57-28-76
	<i>Nasibulin R.</i>	Economics	57-01-82
	<i>Evrika</i>	<i>Georgy L.</i>	Information
<i>Kovzik S.</i>		Information	53-25-02
<i>Zubkov K.</i>		Secretary	53-25-02
<i>Gerber V.</i>		Secretary	53-25-02
<i>Gorodskie Novosti</i>	<i>Kulimbetov S.</i>	Editor	62-79-27
	<i>Kopistko V.</i>	Social issues	62-21-72
	<i>Urevich T.N.</i>	Information	66-04-57
	<i>Mavludov G.</i>	Economy	54-56-60
	<i>Belogorskaia N.</i>	Reporter	66-04-57
<i>Vremya</i>	<i>Filipov S.</i>	Editorial issues	54-36-95, 55-78-11
<i>Aktobe</i>	<i>Askarov I.</i>	Editor	55-46-52
	<i>Otynsbyn R.</i>	Senior secretary	57-42-78
	<i>Doskaliev T.</i>	Social issues	55-55-43
	<i>Orinkaliev A.</i>	Politics	55-67-54
	<i>Turenliyazov I.</i>	Authority and civil law issues	55-64-87
	<i>Diyarov N.</i>	Politics	55-33-20
	<i>Sembaev S.</i>	Public relation	57-47-98

	<i>Ahmediyarov K.</i>	Public relation	57-31-30
	<i>Mendigaliev T.</i>	Politics and economy	55-64-87
	<i>Smagulov A.</i>	Culture	55-67-46
	<i>Ashikbaev E.</i>	Literature and art	57-31-30
	<i>Amandikov A.</i>	Information	57-47-98
	<i>Niyankulov S.</i>	Information	55-74-81
	<i>Tulebaev U.</i>	Information	55-74-81
	<i>Sadirbaev S.</i>	Economy	55-55-43
<i>Diapazon</i>	<i>Chugunov G.</i>	Main editor	57-70-60
	<i>Getmanova E.</i>	Correspondent	57-70-60
	<i>Dubrov K.</i>	Correspondent	57-70-60

### Television

<i>Rika TV</i>	<i>Belyakov V.**</i>	Editor	53-25-02 53-15-97 (Fax)
	<i>Nazarova I.</i>	Journalist	53-25-02
	<i>Afanasieva L.</i>	Journalist	53-25-02
	<i>Ibragimova A.</i>	Journalist	53-25-02
<i>Oblast TV</i>	<i>Aizhanov Zh. A.</i>	Chief editor (Kaz.)	66-17-72
	<i>Tortaev S.A.</i>	Editor (Kaz.)	66-77-82
	<i>Mukaeva A.K.</i>	Editor (Kaz.)	66-26-48
	<i>Utespaev A.K.</i>	Editor (Kaz.)	66-26-48
	<i>Saterov A.O.</i>	Editor (Kaz.)	66-26-48
	<i>Zholdybaev S.</i>	Editor (Kaz.)	66-26-48
	<i>Dunaenko A.I.</i>	Chief editor (Rus.)	62-03-48
	<i>Krishtova V.I.</i>	Editor (Rus.)	62-17-92
	<i>Polskaia A.G.</i>	Editor (Rus.)	62-17-92
	<i>Auezbaeva G.</i>	Editor (Rus.)	62-17-92
	<i>Drobakhina L.F.</i>	Editor (Rus.)	22-77-05
	<i>Tlepova A.N.</i>	Editor (Rus.)	62-17-80

### Radio

<i>Oblast radio</i>	<i>Satibaldiev A.</i>	Chief editor	66-18-04
	<i>Almagambetova A.S.</i>	Editor	66-18-04
	<i>Sviridinko A.M.</i>	Editor	62-17-86
	<i>Khodis A.M.</i>	Editor	62-02-72
	<i>Aimakhanova G.T.</i>	Editor	62-17-84
	<i>Zhumagulov S.</i>	Editor	62-17-86
	<i>Aimagambetov Zh.</i>	Editor	62-17-90
<i>Radio Rifma</i>	<i>Michailov V.</i>	Director	57-48-07
	<i>Dubrov K.</i>	Reporter	(Telefax)

## Almaty

(32722)

*Newspapers*

<i>Kazakhstanskaya pravda</i>	<i>Dildyaev G.G.</i>	Main editor	63-12-63, 63-05-86
	<i>Dobraya R.R.</i> <i>Shen V.</i>	Economics department	63-96-69 63-96-56
<i>Ogni Alatau</i>	<i>Overko V.Yakovlevich</i>		33-92-96
	<i>Zhukov A.Naumovich</i>	Economics department	33-47-72
<i>Stolichnoe obozrenie</i>	<i>Kul-Mukhamed M.</i>	Editor	32-74-18
	<i>T.Kostina</i>		32-58-82
<i>Panorama</i>	<i>Tsoi L.</i>	Main editor	63-66-16
	<i>G.Arbabaeva</i>		63-66-16
	<i>E.Dudka</i>		63-28-34
	<i>O.He</i>		63-29-65
<i>Delovaya nedelya</i>	<i>T.Askarov</i>	Main editor	33-59-48
	<i>N.Makhmudov</i>		33-59-48
<i>Stolitsa</i>	<i>Zhaksybaeva Sh.A.</i>	Main editor	60-28-76
	<i>N.Absalyamova</i>		60-28-76
	<i>V.Proskurin</i>		32-09-27
<i>Vechernii Almaty</i>	<i>Zenkis V.A.</i>	Main editor	33-79-40
	<i>I.Prokopov</i>		33-79-40
	<i>N.Fominskaya</i>		33-79-40
<i>Egemen Kazakhstan</i>	<i>V.Kalizhan</i>	Main editor	63-25-46 63-26-37
	<i>M.Galkina</i>		67-44-01
<i>Ya pokupatel i sobstvennik</i>	<i>I.Zamaldinova</i>		67-44-01
	<i>E.Bychkova</i>		67-44-01
	<i>M.Vilkova</i>		67-44-01
	<i>S.Kolchina</i>		67-44-01
<i>Almaty Akshamy</i>	<i>E.Sagat</i>	Main editor	33-53-31 33-60-62
	<i>B.Zhiengali</i>	First deputy to main editor	33-27-61
	<i>E.Eralyuly</i>	Deputy to main editor	33-17-47
	<i>Zh.Alpartegi</i>	Secerary	33-08-58
	<i>S.Yskak</i>	Information department	33-79-07
	<i>D.Mynbai</i>	Main editor	
<i>Gorizont - Orkeniet</i>	<i>Kalabaev Zh.</i>		67-07-34
	<i>R.Balgin</i>		67-64-11

# KAZAKSTAN MASS MEDIA GUIDE

<i>Karavan</i>	<i>Meltser I.</i>	Main editor	39-94-40
	<i>I. Bazhenova</i>		32-86-42
	<i>N. Mozharova</i>		39-94-40
	<i>A. Rasko</i>		
	<i>G. Tankaeva</i>		
<i>Karavan-blits</i>	<i>V.Srybnykh</i>	Main editor	39-94-40
	<i>Tunik S.</i>		32-76-80, 39-65-26
	<i>Gribanov S.</i>		32-76-80
<i>Atameken</i>	<i>Bakytov Zh.</i>	Main editor	30-83-77
<i>Zhas Alash</i>	<i>N.Zhusyp</i>	Main editor	33-02-19
	<i>A. Kaba</i>		33-02-19
<i>AiF v Kazakhstane</i>	<i>Stepenko L.A</i>	Main editor	21-76-62
	<i>Rozhkov A.</i>		21-76-62 28-54-56
<i>Komsomolskaya pravda v Kazakhstane</i>	<i>Polyakov V.</i>	Main editor	63-38-84
	<i>Krasner A.</i>		63-38-84
<i>Vremya po Grinvichu</i>	<i>N.Ablyazov</i>	Main editor	33-84-03
	<i>N.Abbas</i>		33-84-03
<i>Yuridicheskaya gazeta</i>	<i>Uteulina(Blok) I.</i>	Main editor	50-92-87
	<i>I.Tobolnov</i>		50-92-87
	<i>V.Kozina</i>		42-44-31
	<i>S.Aparin</i>		42-35-71
<i>ZAN gazety</i>	<i>M.Tokashbaev</i>	Main editor	42-81-45
	<i>U.Zhuzeeva</i>		42-07-13
	<i>K.Kunypiyayev</i>		42-14-11
<i>ITAR-TASS</i>	<i>E.Meldebekova</i>		62-55-11
	<i>Bekbulatova</i>	Editor operativnoi informatsii	
<i>"Nachnem s ponedelnika"</i>	<i>V.Marchenko</i>	Main editor	33-09-15
	<i>Rodionov I.</i>		33-09-15
<i>Kazakhstan Today</i>	<i>Sukhov A.I.</i>	Main editor	69-65-05, 69-69-62
<i>KazTAG</i>	<i>Akhmedamanov</i>	Main editor	62-44-53
	<i>Kulagin</i>		62-69-54
	<i>Bekbolatova E.</i>		62-55-11 62-54-50
	<i>Korovkin V.</i>		69-58-39
	<i>Akimov</i>		62-61-88
	<i>Kadyrova G.</i>		62-65-21

<i>Almaty Akshamy</i>	<i>Ergali S.</i>	Main editor	33-60-62
	<i>Alpartegy Zh.</i>		33-15-74
	<i>Baisakal N.</i>		33-15-74
<b><u>Zaman Kazakhstan</u></b>	<i>Shashtaiuly Zh.</i>	Main editor	33-35-90
	<i>Khidalet Diktash</i>		33-04-85, 33-90-97
<b>Turkistan</b>	<i>Mukhamedzhan K.</i>	Main editor	69-61-54
	<i>Kadyrov E.K.</i>	Senior editor of information dprt.	62-65-21
	<i>K.Adyrbekuly</i>		62-68-37
<b>Kazak Adebieti</b>	<i>Zhaksybai A.</i>	Main editor	62-86-35
	<i>Zh.Korgasbek</i>	First deputy to main editor	62-52-23
	<i>M.Akdaulet</i>		62-55-57
	<i>A.Bopezhan</i>		62-55-57
	<i>B.Zhetekbai</i>		62-55-57
	<i>K.Zhienbai</i>		62-55-57
<b>Ana tili</b>	<i>Zh.Beisenbaiuly</i>	Main editor	62-38-13
	<i>M.Kabanbai</i>	Deputy to main editor	62-66-35
	<i>E.Aigaliuly</i>		62-20-21
<b>Auyl</b>	<i>B.Adetov</i>	Main editor	63-17-45
	<i>D.Mamyrbayeva</i>	Deputy to main editor	63-13-81, 63-24-24
<b>Kazakstan mugalimi</b>	<i>M. Sermagambetov</i>	Main editor	39-76-81
	<i>Zh.Temirbekov</i>	Deputy to main editor	39-74-23
<b>Akikat</b>	<i>S.Aktaev</i>	Main editor	63-94-55
	<i>M.Mazhitov</i>	Deputy to main editor	63-94-55
<b>Kazakstan aielderi</b>	<i>A.Zhaganova</i>	Main editor	33-29-52
	<i>Zh.Soltieva</i>		33-84-09
<b>Parasat</b>	<i>B.Mukaev</i>	Main editor	
	<i>K.Sarsenbaev</i>	Deputy to main editor	33-76-88
	<i>Z.Asabaev</i>	Secerary	33-58-12
<b>Zhas kazak</b>	<i>N.Maukenuly</i>	Main editor	39-56-32
<b>Zhana omir</b>	<i>T.Toktamov</i>	Main editor	33-92-01
<b>Setskaya nov</b>	<i>Moisa N.L.</i>	Main editor	63-56-85
<b>Zaman Kazakhstan</b>	<i>Ali Bairam</i>	Main editor	33-35-90
	<i>Khidalet Diktash</i>		33-04-85
<b>Aziya -ekonomika i zhizn</b>	<i>G. Dildyaev</i>	Main editor	63-56-09
	<i>S. Belenko</i>		63-99-49
	<i>A. Tarakov</i>		63-02-76

# KAZAKSTAN MASS MEDIA GUIDE

<i>Kovcheg</i>	<i>G. Breigin</i>	Main editor	33-48-73
	<i>E. Maksutova</i>		33-50-53
	<i>O. Shevchenko</i>		33-50-53
	<i>N. Umerova</i>		33-50-53
	<i>N. Akhmedzhanov</i>		33-50-53
<i>Novoe pokolenie</i>	<i>Gabdullin B.</i>	Main editor	62-46-38
	<i>E. Abishev</i>		62-69-68
	<i>E. Karabekov</i>		62-29-47
<i>Ekspress K</i>	<i>N. Ishmukhametov</i>	Deputy to main editor	
<i>"Karzhy-karazhat"- "Finansy Kazakhstana"</i>	<i>Shomskii S.T.</i>	Main editor	63-09-35
	<i>Kanalov M.</i>		63-03-93
<i>Druzhnye rebyata</i>	<i>Lutsenko S.N.</i>	Main editor	33-34-44
	<i>Akbarov A.A.</i>		33-60-72
<i>Ulan</i>	<i>Kaliev S.K.</i>	Main editor	33-77-49
	<i>Makhlumov D.M.</i>	Deputy to main editor	33-80-07
<i>Ak Bosaga</i>	<i>Ugybaeva Sh.</i>	Main editor	62-31-36
<i>Uygur Avazi (in Uygur)</i>	<i>Azamatov YU.</i>	Main editor	33-84-55
	<i>Abdrakhmanov M.</i>	Deputy to main editor	33-84-86
<i>Nov Turksiba</i>	<i>Kozhanov T.R.</i>	Main editor	60-57-01
	<i>Moskvyuch, va T.V.</i>	Deputy to main editor	60-58-31
<i>Turksib Tynysy</i>	<i>Kozhanov T.</i>	Main editor	60-57-01
	<i>Moskvyuch, va T.V.</i>	Deputy to main editor	60-58-31
<i>Kazak Eli</i>	<i>Sarbalaev B.</i>	Main editor	33-86-77
	<i>Kairbekov A.Zh.</i>	Deputy to main editor	30-27-45
<i>Vremya Dauir</i>	<i>Adetov B.</i>	Main editor	63-40-39
	<i>Fashina E.R.</i>	Deputy to main editor	63-60-29
<i>Kore Ilbo (in Korean)</i>	<i>Von Yan Sik</i>	Main editor	33-90-10
	<i>Kim B.A.</i>	Deputy to main editor	33-20-57
<i>Doiche Algemaine (in German)</i>	<i>Erlikh K.</i>	Main editor	33-42-69
	<i>khvatov E.K.</i>	Deputy to main editor	33-38-53
<i>Ukrainskie noviny (in Ukrainian)</i>	<i>Garkavets A.</i>	Main editor	33-17-11
	<i>Makarenko A.F.</i>	Deputy to main editor	33-17-11
<i>Baldyrgan</i>	<i>Moldagaliev T.</i>	Main editor	33-16-73
	<i>Kirisbaiuly B.</i>	Deputy to main editor	33-64-32
<i>Ak zhelken</i>	<i>Kozhakhmetova M.D.</i>	Main editor	33-22-97
<i>Bastauysh mektep</i>	<i>Elubaeva S.K.</i>	Main editor	20-62-11

<i>Zhuldyz</i>	<i>Magauin M.</i>	Main editor	62-53-37
	<i>Sauketai T.</i>	Deputy to main editor	69-66-74
<i>Arai</i>	<i>Ergozhaev A.</i>	Main editor	32-29-45
	<i>Aitbaiuly T.</i>	Deputy to main editor	32-29-47
<b>Zdravookhraneniya Kazakhstana</b>	<i>Ioffe L.TS.</i>	Main editor	61-62-94
	<i>Emelyanov V.D.</i>	Deputy to main editor	54-27-41
<i>Ekonomika i zhizn</i>	<i>Sarsenov M.T.</i>	Main editor	63-83-48
	<i>Esenov M.B.</i>	Deputy to main editor	63-82-94
<i>Kazakhstan mektebi</i>	<i>Abisheva S.A.</i>	Main editor	39-76-65
	<i>Mukashev K.</i>	Deputy to main editor	39-74-28
<i>Zerde</i>	<i>Amangeldyuly A.</i>	Main editor	33-83-81
	<i>Tolepbergen B.</i>	Deputy to main editor	33-83-80

**Television**

<i>Respublikanskoe TV "Khabar"</i>	<i>Kamoldinov T.S.</i>	Main editor	62-81-30
	<i>Zh.Koishibaeva</i>	"Tan-sholpan"	62-81-54
	<i>Shukhov A.</i>		69-57-13
<i>"Rakhat- ATV"</i>	<i>Klebanova D.V.</i>	President	67-98-37
	<i>Ishmukhamedova A.</i>		67-98-37
	<i>Dauylbaeva S.</i>		67-19-83, 67-24-08
<i>ATV "Akikat Akpar"</i>	<i>Tatenko S.I.</i>	Editor	67-24-08
<i>ATV "Novosti"</i>	<i>Klebanova D.V.</i>	Editor	69-27-82
<i>KTK "Vechernie novosti"</i>	<i>Nasyrov S.</i>		63-20-61, 63-20-62
<i>TAN TV</i>	<i>Bibitalina A.A.</i>	President	62-80-35
	<i>Aimashev L.A.</i>		32-94-74
<i>Channel 31</i>	<i>Baitasov A.</i>	President	42-44-79 50-95-32(31)
	<i>Malozemov V.</i>	Journalist	39-70-71
<i>TNN</i>	<i>Denisov I.</i>	Main editor	33-07-50
<i>TRK-M</i>	<i>Duvanov S.V.</i>		63-79-30
	<i>Gemran E.</i>		62-37-96

42

**Radio**

<i>Republican Radio</i>	<i>Musakulov K.</i>	Main editor	63-35-81
	<i>Abdimaulenov K.</i>		63-05-93, 63-83-68, 63-38-63
	<i>Omirbekov A.</i>		63-06-56 63-35-57
	<i>Edamenko S.S.</i>	Economics department	
	<i>Narysheva M.Zh.</i>	Information department	
<i>Radio-Maks</i>	<i>T.Rau</i>	President	49-67-51
<i>Radio "Totem"</i>	<i>Taukina R.A.</i>	President	63-43-34
	<i>Gurina</i>	Editor (radio)	
	<i>Glutsenko</i>	"Inform-bureau"	63-36-55
<i>Radio Rik</i>	<i>Medetbekov S.</i>	President	33-74-55
<i>Radio "Mir", "Mayak"</i>	<i>Dosumova R.</i>	Editor	63-87-88
	<i>Zhuravleva</i>	Correspondent	53-33-84
<i>"Zhetisu"</i>	<i>B.Musa</i>	Main editor	33-87-87
	<i>E.Akhmetuly</i>	Deputy to main editor	33-87-94
<i>Azattyk radiosy- Radio Svoboda</i>	<i>Beisbaev S.</i>	Chief bureau	33-75-00
	<i>Batyrkhan D.</i>	Correspondent	33-75-00

**Arkalyk**

**(3302)**

**Newspapers**

<i>Torgai Tany</i>	<i>Suleimenov Zh. **</i>	Main editor (essays)	2-97-12 2-02-27
	<i>Baizhanov A.</i>	1st deputy to editor	2-97-09
	<i>Zhunosov Zh.</i>	Deputy to editor	2-97-50
	<i>Abilkakimov S.</i>	Secretary	2-95-89
	<i>Myrkaliev S.</i>	Agriculture dpt. head	2-97-28
	<i>Zharligasov M.</i>	Policy dpt. head	2-97-60
	<i>Aldenov B.</i>	Political correspondent	2-97-28
	<i>Abiltaev A.</i>	Education and culture dpt. head	2-97-51
	<i>Shokenova M.</i>	Information dpt. head	2-94-59
	<i>Batirgalieva K.</i>	Correspondent	2-97-51
	<i>Fazylov Zh.</i>	Correspondent	2-95-80
	<i>Ahmetova B.</i>	Correspondent	2-94-37
	<i>Oser T.</i>	Correspondent	2-95-80
	<i>Ismagulov M.</i>	Correspondent in Torgai	

<i>Turgaiskaya Nov</i>	<i>Yadrov A.</i>	Editor	2-97-40
	<i>Alykpashev S.</i>	1st deputy to editor	2-95-84
	<i>Chernega L.**</i>	Deputy to editor	2-97-71
	<i>Bogoslavets A.I.</i>	Senior secretary	2-95-69
	<i>Kravchenko G.N.</i>	Deputy to senior secretary	2-95-69
	<i>Kibasov S.</i>	Information dpt.	2-97-70
	<i>Grunin V.</i>	Correspondent	2-97-61
	<i>Kulikov V.</i>	Correspondent	2-97-45
	<i>Fomenko L.</i>	Social issues	2-97-41
	<i>Habirova T.</i>	Correspondent	2-97-41
	<i>Gremiskaya A.</i>	Correspondent	2-97-41
<i>Chebotko V.</i>	Correspondent in Esil	(232) 2-16-39	

**Television**

<i>Oblast TV &amp; Radio Company</i>	<i>Shaiman S.</i>	Chairman	2-30-53
	<i>Eszhanov S.</i>	1st deputy chairman	2-41-54
	<i>Kenebaev K.</i>	Deputy editor	2-38-32
<i>Oblast TV</i>	<i>Toleuhanova A.</i>	Main editor	2-18-35
	<i>Kozhakhmetova Zh.S.</i>	Editor (politics)	2-18-35
	<i>Bekentaeva A.E.</i>	Editor (ethnography)	2-18-35
	<i>Esengulova A.M.</i>	Editor (ethnography)	2-18-35
	<i>Zhunosov M.Zh.</i>	Editor	2-31-61
	<i>Martinovsky I.V.</i>	Editor	2-31-61
	<i>Dikibaeva M.</i>	Editor (news)	2-18-35
<i>Shmiglova A.</i>	Editor (economy)	2-31-61	

**Radio**

<i>Oblast Radio</i>	<i>Tleuzhanov R.T.</i>	Main editor	2-19-10
	<i>Baigabylov T.</i>	Editor	2-36-10
	<i>Ahmetzhanova K.</i>	Last news	2-36-10
	<i>Beisenov A.</i>	Music programs	2-36-10
	<i>Kakhanova Zh.</i>	Programs for young	2-42-38
	<i>Mukhametzhanova G.</i>	Editor	2-42-38

## Atyrau

(3122)

*Newspapers*

<i>Atyrau</i>	<i>Kuanishbaev K.*</i>	Main editor	2-23-65
	<i>Sikeev T.</i>	Deputy to economy department	2-41-17
	<i>Tulegenova Z.</i>	Correspondent	2-82-83
	<i>Zeinulin Z.</i>	Deputy to mail department head	2-43-71
	<i>Seitimova L.</i>	Mail dpt. Correspondent	2-43-71
	<i>Tanbaeva E.*</i>	Correspondent	2-22-29
	<i>Eleusinov M.</i>	Deputy to information dpt.	2-29-03
	<i>Kabdeshev K.</i>	Correspondent	2-29-03
<i>Prikaspiskaya Kommuna</i>	<i>Monastirskaya L.</i>	Deputy to editor	2-47-95 2-47-96 (Fax)
	<i>Maksimihina T.</i>	Deputy to social and policy dpt. head	2-47-94
	<i>Potocky N.</i>	Deputy to mail dpt. head	2-47-13
	<i>Valisheva R.</i>	Deputy to social dpt. head	2-47-15
	<i>Novak S.</i>	Information dpt. head	2-41-37
	<i>Dorofeev M.**</i>	Deputy to main editor	2-47-86 3-50-01 (Fax)
<i>KazTAG</i>	<i>Ermuhanov K.*</i>	Correspondent	3-19-32
<i>Zhas Alash</i>	<i>Balmagambetov I.</i>	Correspondent	6-26-95
<i>Halyk Kenesy</i>	<i>Kairov A.</i>	Correspondent	2-47-45
<i>Egemen Kazakstan</i>	<i>Kabdelov K.</i>	Correspondent	2-27-69
<i>Kazakstanskaya Pravda</i>	<i>Stagin V.*</i>	Correspondent	2-41-37
<i>Ak-Zhaik</i>	<i>Kuzhekov Zh.G.</i>	Editor	2-60-16

*Television & Radio*

<i>Oblast TV &amp; Radio</i>	<i>Berisbaev T.</i>	Chairman	3-22-06 3-77-78 (Fax)
	<i>Truhin G.*</i>	Deputy to chairman	3-52-88
	<i>Hairullin M.</i>	Deputy to main editor	3-50-18
	<i>Gabdullin M.*</i>	Main editor (radio)	2-58-33
	<i>Elesheva G.</i>	Commentator	3-38-17
	<i>Kuspanov Z.</i>	Leading editor	3-38-17
<i>Republican Radio</i>	<i>Bahridenov K.</i>	Correspondent	2-81-77

## Karaganda

(3212)

*Newspapers*

<i>Industrialnaya Karaganda</i>	<i>Kemelbaev S.M.</i>	Main editor	43-58-14 43-58-00 43-57-82
	<i>Zinchuk D.A.</i>	Deputy to main editor	43-58-17
	<i>Zhukovsky P.I.</i>	Secretary	43-57-98
	<i>Elizarova V.P.</i>	Reporter	43-58-01
	<i>Zhurusova Zh.K.</i>	Reporter	43-57-86
	<i>Zaitseva L.Y.</i>	Reporter	43-57-71
	<i>Iskakova G.M.</i>	Reporter	43-57-91
	<i>Korevko V.S.</i>	Reporter	43-57-81
	<i>Kuznecova E.B.</i>	Reporter	43-57-79
	<i>Ryzhkova N.I.</i>	Reporter	43-57-68
	<i>Savin V.V.</i>	Reporter	43-58-12
	<i>Iovlev D.V.</i>	Industry	43-58-12
	<i>Kairbekov M.R.</i>	Editor	43-58-12
	<i>Ten T.P.</i>	Deputy to editor	43-57-97
<i>Ortalik Kazakstan</i>	<i>Zhanatov B.Zh.</i>	Main editor	43-57-76 43-57-80
	<i>Sembaev M.S.*</i>	Deputy editor	43-57-67
	<i>Seksenov S.S.</i>	Secretary	43-57-67
	<i>Ospanov Zh.</i>	Deputy to secretary	43-57-85
	<i>Lukpanov E.</i>	Commentator	43-57-42
	<i>Nesipbaev A.E.</i>	Information department head	43-58-13
	<i>Baitursinov T.*</i>	Economy department head	43-58-03
	<i>Mustafin B.</i>	Correspondent	43-57-74
	<i>Saugabaev K.</i>	Correspondent	(247) 91-3-67
	<i>Imashev E.</i>	Culture department head	43-57-75
	<i>Alpysov S.</i>	Policy department head	43-58-08
	<i>Akin A.</i>	Reporter (economy)	43-57-94
	<i>Zhanysbaev S.</i>	Mass activity department head	43-57-77
	<i>Toibekova Zh.</i>	Reporter (culture)	43-58-05
<i>Abugaliev T.</i>	Mail department	43-57-70	
<i>Aksunkaruly S.</i>	Reporter (culture)	43-58-02	
<i>Temirtausky Rabotchy</i> ( <i>Temirtau</i> )	<i>Visockay S.</i>	Editor	(235) 2-26-05
<i>Shakhtinski Vestnik</i> ( <i>Shakhtinsk</i> )	<i>Bagina I.N.</i>	Editor	(256) 6-32-45
<i>Znamya Truda</i> ( <i>Molodezhnyi</i> )	<i>Vrona E.</i>	Editor	(248) 2-15-70
<i>Mettalurg Temirtau</i> ( <i>Temirtau</i> )	<i>Hegai P.</i>	Editor	(235) 6-18-04

## KAZAKSTAN MASS MEDIA GUIDE

<i>Karkaraly</i> ( <i>Karkaraly</i> )	<i>Askarova N.</i>	Editor	(246) 3-13-50
<i>Selsky Truzhenik</i> ( <i>Oskarovka</i> )	<i>Grunichev S.M.</i>	Editor	(249) 3-14-72
<i>Balkantau</i> ( <i>Kazybek Bi</i> )	<i>Adamov M.</i>	Editor	(247) 9-14-82
<i>Nura</i> ( <i>Kievka</i> )	<i>Akhmetov D.Zh.</i>	Editor	(244) 2-24-77
<i>Rassvet</i> ( <i>Tokarevka</i> )	<i>Aitbaeva K.T.</i>	Editor	(238) 3-17-66
<i>Sary Arka</i> ( <i>Ulyanovka</i> )	<i>Akataev A.K.</i>	Editor	(254) 2-18-85
<i>Shahterskay Nedelay</i>	<i>Voyekov A.</i>	Editor	49-20-46
<i>Anons</i>	<i>Kotriakhova V.</i>	Editor	52-74-13
<i>Sputnik</i>	<i>Brusenko L.</i>	Editor	43-56-66
<i>Reklama</i>	<i>Shvec E.</i>	Editor	57-84-85
<i>Zharnama Press</i>	<i>Zhanpeisov A.</i>	Editor	57-43-09
<i>Narodnaia Tribuna</i>	<i>Kovrigina L.</i>	Editor	(253) 3-23-47

### Television & Radio

<i>Oblast TV &amp; Radio</i>	<i>Ahmetov U.</i>	Editor, chairman	57-50-69 57-50-57
	<i>Dyusenbin M.</i>	Deputy to chairman	57-19-12
	<i>Ahmetov H.</i>	Main editor (Kazak broadcasting)	57-19-17
	<i>Batyrhanova S.</i>	Correspondent	57-47-13
	<i>Sataev S.Sh.</i>	Radio	57-53-20
	<i>Buketova G.</i>	Editor	57-94-46
	<i>Osina A.</i>	Editor (Russian)	57-37-13
	<i>Ashimov S.</i>	Agriculture	57-51-68
	<i>Bastemieva R.</i>	Youth editor	57-51-68
	<i>Spytsina T.</i>	Information	57-51-68
	<i>Gabrilovich B.</i>	Advertising	57-50-64
	<i>Nurshina R.</i>	Agricultural	57-51-68
	<i>Sataev S.Sh.</i>	Main editor-- radio	57-24-53
	<i>Nauruzov A.</i>	Editor	57-27-27
	<i>Kurilov V.Y.</i>	Editor	57-63-63
	<i>Daiko N.S.</i>	News & information	57-59-12
	<i>Doldinova K.A.</i>	Editor	57-53-57
<i>Balbekova G.Z.</i>	Mining & industry	57-22-67	
<i>Fialkova S.I.</i>	Industry & social	57-22-67	
<i>Sataeva R.</i>	Social issues	57-43-57	
<i>Talasbaev S.</i>	Information	57-19-17	
<i>Toizhigitov A.</i>	Kazak editor	57-66-42	
<i>Buharbaeva G.</i>	Reporter	57-54-02	
<i>Mamyrov B.</i>	Kazak editor	57-52-50	

## Kokshetau

(3162)

*Newspapers*

<i>Stepnoi Mayak</i>	<i>Obuhov N.P.</i>	Main editor	5-67-88
	<i>Pererova I.P.</i>	Deputy to main editor	5-24-15
	<i>Aldabergenov. S.Z.</i>	Deputy to main editor	5-70-61
	<i>Butov N.D.</i>	Secretary	5-60-84
	<i>Tushentsova L.L.</i>	Reporter	5-72-50
	<i>Shintimirov M.</i>	Reporter	5-70-89
	<i>Plukhis O.P.</i>	Reporter	5-70-62
	<i>Dmitrienko I.P.</i>	Reporter	5-59-31
	<i>Marchenko V.</i>	Reporter	5-70-89
	<i>Kozhahmetova S.B.</i>	Reporter	5-74-28
	<i>Pribylykh G.I.</i>	Reporter	5-79-66
	<i>Drozdecky N.P.</i>	Reporter	5-74-28
	<i>Drozdeckaya T.S.</i>	Reporter	5-74-22
<i>Kokshetau</i>	<i>Bizhanov M.M.</i>	Main editor	5-54-91
	<i>Kazhibayev T.S.</i>	Deputy to main editor	5-59-31
	<i>Erashev ZH.</i>	Deputy to main editor	5-51-85
	<i>Esekeev ZH.</i>	Secretary	5-51-84
	<i>Sarsenbaev B.</i>	Reporter	5-72-71
	<i>Seitova R.</i>	Reporter	5-51-06
	<i>Dusenov A.</i>	Reporter	5-54-90
	<i>Shashkenova B.</i>	Reporter	5-51-62
	<i>Kazabekov D.</i>	Reporter	5-51-09
	<i>Zhakenov E.</i>	Reporter	5-51-02

*Television & Radio*

<i>Oblast TV/Radio</i>	<i>Musyrmanov K.I.</i>	Chairman	5-35-32
	<i>Gapanchuk M.S.</i>	Director	3-08-01
	<i>Kubentaev A.</i>	Main editor	5-38-38
	<i>Salikova L.</i>	Radio reporter	5-35-20
	<i>Aitova L.</i>	Radio main editor	5-35-25
	<i>Shokayev M.</i>	Radio reporter	5-61-62

## Kostanai

(3142)

*Newspapers*

<i>Kustanaiskie Novosti</i>	<i>Harchenko S.V.</i>	Editor	54-07-28
	<i>Motoriko V.M.</i>	Deputy to editor	54-18-35
	<i>Kim G.Y.</i>	Deputy to editor	54-78-83
	<i>Bashkatova T.A.</i>	Reporter	54-05-80
	<i>Katkova G.P.</i>	Reporter	54-24-16
	<i>Katkov V.V.</i>	Reporter	54-31-85
	<i>Ogai G.P.</i>	Reporter	54-09-36
	<i>Petel A.M.</i>	Reporter	54-01-51
	<i>Ermolovich N.A.</i>	Reporter	54-23-10
	<i>Abalakova O.A.</i>	Reporter	54-29-93
	<i>Kim U.</i>	Reporter	54-29-93
<i>Kostanai Tany</i>	<i>Nurmuhametov B.Zh.</i>	Editor	54-88-98
	<i>Mendibaev S.</i>	Reporter	54-84-44
	<i>Bulatov Zh.</i>	Reporter	54-89-53
	<i>Kabdrahmetova M.</i>	Reporter	54-62-96

*Television*

<i>Oblast TV &amp; Radio company</i>	<i>Urmanov K.T.</i>	Chairman	54-11-44
	<i>Aiazbekov Zh.</i>	Deputy chairman	54-57-02
	<i>Gubarev V.P.</i>	Reporter	54-30-68
<i>Alau TV Commercial channel 5</i>	<i>Shperling V.D.</i>	Director	53-72-85
	<i>Nurgaleev K.K.</i>	Director	53-02-03 33-46-55
<i>Interstan TV</i>	<i>Losev V.G.*</i>	President	39-14-65 33-90-62

*Radio*

<i>Oblast Radio</i>	<i>Gubarev V.P.</i>	Reporter	54-30-68
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## Kyzylorda

(32422)

*Newspapers*

<i>Syr Boiy</i>	<i>Zhaksilik R.</i>	Editor	7-66-62
	<i>Uvaliev A.</i>	Deputy to editor	3-31-87
	<i>Serikov R.</i>		3-16-64
	<i>Erzhan A.</i>	Agriculture	3-32-44
	<i>Zholdasbek A.</i>	Economy	3-16-69
	<i>Karimsakov I.</i>	Social and legal issues	3-32-48
	<i>Sadibekov A.</i>	Ecology	3-67-38
	<i>Danabaev K.</i>	Literature and art	3-64-92
	<i>Bihozaeva S.</i>	Science	3-32-42
	<i>Mirzahmetov K.</i>	Social issues	3-31-88
<i>Amanzholuly A.</i>	Economy issues	3-07-22	
<i>Kyzylordinskie Novosti</i>	<i>Han E.H.</i>	Responsible for general issues	7-28-50
	<i>Kornilov I.V.</i>	Responsible for general issues	3-34-26
	<i>Darmenov Zh.T.</i>	Responsible for general issues	3-30-90
	<i>Kanashkin A.D.</i>	Economy issues	3-14-54
	<i>Tynyshtykbaeva Sh.E.</i>	Social issues	3-30-85, 3-34-20
	<i>Zhamankulov S.A.</i>	Culture and history issues	3-17-40
<i>Kyzylorda</i>	<i>Kruchkova G.D.*</i>	General issues	3-26-09
	<i>Kasimov T.R.</i>	General issues	3-08-53
	<i>Nogaibaiev A.K.</i>	General issues	3-08-53
	<i>Baranova V.S.</i>	Social issues	3-08-53
	<i>Kazimirchik A.I.</i>	Civil law, culture and history issues	3-08-53
	<i>Zhusupov Zh.</i>	Economy issues	3-08-53
	<i>Sailau Zh.</i>	General issues	3-08-53
	<i>Lee A.</i>	Photo-correspondent	3-08-53
<i>Akmeshit</i>	<i>Baimenov A.</i>	General issues	7-48-26
	<i>Ongarbaev A.</i>	Economy	7-62-19
	<i>Darmagambetov Sh.</i>	Economy	7-62-19
	<i>Berkimbaev D.</i>	Social issues	7-62-19
	<i>Botpanov A.</i>	Literature and art	7-62-19
	<i>Molzhanova A.</i>	General issues	7-62-19

*Television & Radio*

<i>Oblast TV &amp; Radio company</i>	<i>Pernazarov S.K.</i>	Chairman	7-28-24
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## Pavlodar

(3182)

*Newspapers*

<i>Zvezda Priirtishya</i>	<i>Pominov Y.D.</i>	Main editor	32-33-24
	<i>Semeryanov V.G.*</i>	Deputy editor	32-34-32
	<i>Grishina L.P.</i>	Reporter	32-22-18
	<i>Kovhaev Y.A.</i>	Reporter	32-47-41
	<i>Marchhevski I.D.</i>	Senior secretary	32-35-03
	<i>Bogormistrova V.S.</i>	Deputy to senior secretary	32-57-08
	<i>Baidilov B. K.</i>	Deputy to senior secretary	32-57-08
	<i>Frolova O. I.</i>	Chief of department	32-36-04
	<i>Lisovskaia I.A.</i>	Chief of department	32-35-36
	<i>Grigorieva O.N.</i>	Chief of department	32-40-07
	<i>Suvorova Z. A.</i>	Chief of department	32-25-88
	<i>Voronko O.</i>	Reporter	32-49-36
	<i>Komyrova K.T.</i>	Reporter	32-38-63
	<i>Dvorianinova N. P.</i>	Reporter	32-36-34
	<i>Petukhov O.P.</i>	Reporter	32-38-63
	<i>Iurchenko M.V.</i>	Reporter	32-01-87
<i>Onoprienko P.I.</i>	Correspondent in Ekibastuz	(31837) 5-35-49	
<i>Sakin Y.P.</i>	Correspondent in Aksy town	(31835) 6-27-53	
<i>Mukhametzhano A.</i>	Main editor	32-11-34	
<i>Saryarka Samaly</i>	<i>Konirov T.</i>	Deputy to editor	32-38-31
	<i>Tastemhanov O.</i>	Head of advertising and commercial dpt.	32-02-82
	<i>Zhumatov G.</i>	Senior secretary	32-17-50
	<i>Turganbekov Zh.</i>	Chief of department	32-37-62
	<i>Bykaeva F.</i>	Chief of department	32-26-72
	<i>Zhumadilova Zh.</i>	Reporter	32-00-75
	<i>Ibadulin T.</i>	Reporter	32-06-61
	<i>Smagulov K.</i>	Reporter	32-36-82
	<i>Baimuratov B.</i>	Reporter	32-09-13
<i>Egemen Kazakstan</i>	<i>Zhanimbetov B.</i>	Reporter	32-34-24
<i>Khalyk Kenesi</i>	<i>Zhumatov G.</i>	Reporter	47-10-65
<i>Selskaya Nov</i>	<i>Shevchenko S.P.</i>	Reporter	73-09-13

*Television*

<i>Oblast TV &amp; Radio</i>	<i>Naurizbaeva G.</i>	Chairman	74-48-60
	<i>Kulishov A.</i>	Deputy to chairman	74-24-21
	<i>Zholdasova R.</i>	Director	74-08-19
	<i>Baiusheva L.</i>	Producer	74-46-84
	<i>Chernatievich A.</i>	Main editor(Didar)	74-17-32
	<i>Kuniazov B.</i>	Deputy to main editor (Didar)	74-34-47
	<i>Omarkhanov G.</i>	Chief editor TV (Kaz.)	74-27-63
	<i>Kasatkin M.</i>	Chief editor TV (Russ.)	74-34-41
	<i>Bizhanov Zh.</i>	Chief producer	74-36-42

<i>KTK-7</i>	<i>Tokpanova K.</i>	President	74-18-95
	<i>Kuprina N.</i>	Chief editor	74-21-27
	<i>Iakovishina E.</i>	Reporter	74-22-32
	<i>Kanafina Zh.</i>	Editor	74-22-32

**Radio**

<i>Oblast radio</i>	<i>Petrova L.</i>	Chief editor	32-23-16
	<i>Aitenov S.</i>	Chief editor (kaz.)	32-10-41
	<i>Livinsova V.</i>	Reporter	32-23-16
<i>Republic Radio</i>	<i>Pizikov V.</i>	Reporter	74-26-65
	<i>Baltabaeva G.</i>	Reporter	45-16-40

**Petropavlovsk**

**(3152)**

**Newspapers**

<i>Severnui Kazakstan</i>	<i>Moor I.I.</i>	Main editor	46-55-65
	<i>Vorobeva G.A.</i>	Deputy to main editor	46-55-65
	<i>Glazkov V.P.</i>	Secretary	46-56-75
	<i>Morozova L.A.</i>	Deputy to secretary	46-25-54
	<i>Shesterikov V.G.</i>	Editor (social and policy dpt.)	46-22-11
	<i>Olhina L.V.</i>	Correspondent	46-20-76
	<i>Horolsky A.P.</i>	Commentator	46-20-76
	<i>Kluev A.G.</i>	Editor (social problems dpt.)	46-56-97
	<i>Sereda A.I.*</i>	Editor (economy dpt.)	46-56-97
	<i>Zhumalieva Z.S.</i>	Correspondent (economy dpt.)	46-22-11
	<i>Anikienko E.A.</i>	Correspondent (economy dpt.)	46-26-54
<i>KazTAG</i>	<i>Muftieva A.I.*</i>	Editor (information dpt.)	46-21-24
	<i>Gorbunov V.V.</i>	Correspondent (information dpt.)	46-54-50
	<i>Sinenko V.</i>	Correspondent	2-13-31
<i>Tribuna</i>	<i>Shmidt V.</i>	Correspondent	2-18-86
	<i>Kalantarev L.P.</i>	Editor	2-18-86

**Television & Radio**

<i>Oblast TV &amp; Radio</i>	<i>Picmuamedova R.</i>	Editor	46-23-03
	<i>Chenchenko Y.</i>	Correspondent	46-26-08
<i>Ishim TV</i>	<i>Saranov E.</i>	Main editor	46-34-22

## Semipalatinsk

(3222)

*Newspapers*

<i>Irtish</i>	<i>Reznikov L.M.</i>	Chief editor	62-22-98
	<i>Yakimenko P.I.</i>	Deputy to editor	62-22-26
	<i>Golovchenko L.S.</i>	Secretary	62-64-18
	<i>Hmelev A.M.</i>	Commentator	62-67-15
	<i>Stepanov V.F.</i>	Correspondent	62-30-77
	<i>Zhinilo V.N.</i>	Commentator	62-30-77
	<i>Gladkova L.A.</i>	Commentator	62-25-44
	<i>Rysanova M.</i>	Commentator	62-34-60
	<i>Shybyntaeva M.</i>	Commentator	
	<i>Titaev E.</i>	Deputy secretary	62-26-83
	<i>Krivenko S.B.</i>	Editor	62-26-83
	<i>Mataeva A.</i>	News and social issues	62-39-41
<i>Semei Tany</i>	<i>Rakhimov S.A.</i>	Secretary	62-64-77
	<i>Kenemeldin M.M.</i>	Economy department head	62-64-70
	<i>Tleubekova M.</i>	Social and policy	62-38-32
	<i>Karsakbaev A.B.</i>	Deputy to secretary	62-23-32
	<i>Alhalova Sh.D.</i>	Correspondent	62-67-34
	<i>Smagulov R.</i>	Correspondent	62-64-77
	<i>Mirzahanov N.</i>	Correspondent	62-36-57
	<i>Ahmetbekova A.</i>	Correspondent	62-67-34
	<i>Sharipov E.</i>	Mail department head	62-22-33
	<i>Shotanov K.</i>	Deputy to editor	62-64-75
<i>Zhaksibaev A.Zh.</i>	Editor	62-20-62	
<i>Golos Naroda</i>	<i>Krylov Y.A.</i>	Correspondent	62-77-64
	<i>Kadirhanova M.K.</i>	Correspondent	62-77-64
	<i>Drozdetskaia N.</i>	Secretary	62-77-64
	<i>Sysoev V.</i>	Reporter	
	<i>Dzholdasbaev B.</i>	Advertising	62-77-64
	<i>Larionova V.V.</i>	Chief editor	62-47-86
<i>Nashe Delo</i>	<i>Bartash V.</i>	Director	66-17-45
	<i>Dolganov S.</i>	Commercial director	66-16-57
	<i>Romanov A.</i>	Technical director	
	<i>Egorov V.</i>	Editor	
	<i>Isanova A.</i>	Secretary-coordinator	
	<i>Fazer V.</i>	Advertising	

*Television*

<i>Oblast TV &amp; Radio Company</i>	<i>Bazhenov E.</i>	Chairman	63-20-16
	<i>Sazhin A.</i>	1st deputy chairman	63-50-90
	<i>Gilmanov V.</i>	deputy chairman	63-14-13

<i>Oblast TV</i>	<i>Nusipbaeva S.</i>	Chief editor	63-49-78
	<i>Semenova N.</i>	producer	63 16 03
	<i>Zanarin F.V.</i>	Editor	
	<i>Akhmetov T.</i>	Editor	
	<i>Syzdykova R.</i>	Editor	
	<i>Khasenov Zh.</i>	Editor	
	<i>Shpak N.</i>	Editor	
	<i>Riabov O.</i>	Editor (Music)	63-17-15
<i>TVK-6</i>	<i>Kazantsev V.</i>	News	63-17-98
	<i>Baidanov O.K.</i>	Director	66-15-07
	<i>Kozina M.</i>	Art director	
	<i>Tiuliubekov M.</i>	Journalist	66-15-87
	<i>Moskicheva O.</i>	Journalist	66-15-87
	<i>Karashalakov K.</i>	Editor (Kaz.)	66-15-87
	<i>Kropacheva V.</i>	Journalist	66-15-87

**Radio**

<i>Oblast Radio</i>	<i>Mukhamedova R.</i>	Main editor	63-16-06
	<i>Orynbasarova T.</i>	Editor (Russ.)	63-16-06
	<i>Kiselev O.</i>	Editor	63-16-06
	<i>Bergazina D.</i>	Editor	63-16-06
	<i>Topelekova M.</i>	Editor	63-16-06

**Shymkent**

**(3252)**

**Newspapers**

<i>Svoya Gazeta</i>	<i>Litvinova A.V.</i>	Chief editor	3-60-75
	<i>Nuralieva D.R.</i>	Editor	3-60-75
	<i>Pushkarev G.M.*</i>	Deputy to editor	3-62-34
	<i>Letyagina E.A.</i>	Social and culture issues	3-62-34
	<i>Savina Z.V.</i>	Literature, social and culture issues	3-62-34
	<i>Haikina N.G.</i>	Social and consumer issues	3-62-34
	<i>Eliseevna E.G.</i>	Economy and policy	3-62-34
	<i>Bichkova I.U.</i>	Social and consumer issues	3-62-34
	<i>Trishev V.M.</i>	Economy and production issues	3-62-34
	<i>Babkin A.E.</i>		3-62-34
	<i>Dosimbaev D.</i>	Crime and detection issues	3-62-34
	<i>Mayzina O.</i>	Administration issues	3-62-34
	<i>Matveeva L.A.</i>	Almaty reporter	3-62-34
	<i>Lebedev V.S.</i>	Zhambyl reporter	3-62-34
	<i>Kazimirchik A.I.</i>	Kyzylorda reporter	3-62-34
<i>Ak-Kara</i>	<i>Goncharov A.A.</i>	History and policy issues	12-79-06
	<i>Zorina O.</i>	Culture and privatization issues	12-79-06

54

<i>Panorama Shimkenta</i>	<i>Tuakbaev N.T.*</i>	Policy, legislation and national rebirth	3-55-70
	<i>Nogaibaeva L.*</i>	Industry and legislation	3-55-32
	<i>Esenbaeva A.</i>	Culture, education and ethics	41-06-58
	<i>Boronbaev M.</i>	Secretary	3-55-48
	<i>Mamitova A.</i>	Culture, education and ethics	3-55-32
	<i>Mirzahmetov S.</i>	Sports and ethics issues	3-55-32
	<i>Berdigalieva E.*</i>	Economy, privatization and social issues	41-06-58
	<i>Han G.</i>	Culture, ethics and education	
<i>Shara-Bara Ot A Do Ya</i>	<i>Goncharov A.A.*</i>	History, policy, culture and privatization	3-35-98
	<i>Shemratov D.</i>	Authority issues	3-35-98
	<i>Bektelov B.</i>	Crime	3-35-98
	<i>Latagin V..</i>	All issues	3-35-98
	<i>Shahov V.B.</i>		3-38-46
	<i>Ongtustik Kazakstan</i>	<i>Ukibaev K.*</i>	Editor
<i>Zharkinbaev O.</i>		Deputy to editor	44-45-74
<i>Kadeev S.*</i>		Deputy to editor	44-46-82
<i>Balzhanov A.</i>		Secretary	44-46-11
<i>Orazaliev S.</i>		Social and policy issues	44-45-11
<i>Bakirova A.</i>		Social and economy issues	44-45-11
<i>Kosherbaeva E.</i>		Social and economy department	44-46-82
<i>Olzhabaev S.</i>		Culture department	44-35-75
<i>Kalmirzaeva M.</i>		Culture department	44-35-75
<i>Uzhnyi Kazakstan</i>	<i>Kiruhin U.G.</i>	Editor	53-78-77
	<i>Alehin A.B.</i>	Deputy to editor	53-78-77
	<i>Kazorina N. O.**</i>	Deputy to editor	53-77-79
	<i>Baidauletova T.A.</i>	Social and policy department	3-67-33
	<i>Limarenko M.</i>	Social and policy department	3-67-33
	<i>Haikin B.M.</i>	Economy, industry, construction, transportation and energy sector	3-81-53
	<i>Abdumilikov S.</i>	Economy, industry, construction, transportation and energy sector	
	<i>Rogovoi B.N.</i>	Agriculture/ economy	3-45-39
	<i>Kovaleva L.N.</i>	Agriculture/ economy	3-68-45
	<i>Koreskaya T.T.</i>	Culture and social problems department	44-52-64
	<i>Gadzhieva L.G.</i>	Culture and social problems department	44-52-64

## Television & Radio

<i>Oblast TV &amp; Radio</i>	<i>Konishekov B.</i>	Editor	53-42-41
	<i>Kugailo V.</i>	Reporter	53-42-41

## Television

<i>ATV "Caravan"</i>	<i>Kulikova V.</i>	Main Editor	44-66-36
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## Taldykorgan

(32822)

*Newspapers*

<i>Taldykorgan</i>	<i>Shengelbaev T.</i>	Editor-in-chief	1-49-65
	<i>Yrysbai K.</i>	Department editor(Kazak)	1-20-78
	<i>Bektemisov K.</i>	Senior secretary	1-21-52
	<i>Mekentegi D.</i>	Correspondent	1-20-78
	<i>Moldakulova Zh.</i>	Correspondent	1-21-52
	<i>Bakaev T.</i>	Photo correspondent	1-21-52
	<i>Kabdoldin M.</i>	Department editor (Russ.)	1-21-52
	<i>Saduakasova K.</i>	Accountant	
<i>Zarya</i>	<i>Nepeipivo V.D.</i>	Editor-in-chief	4-55-45
	<i>Dyachkov N.I.</i>	Deputy editor-in-chief	4-53-67
	<i>Nevzorova L.P.</i>	Deputy editor-in-chief	4-58-34
	<i>Dubovenko G.V.</i>	Senior secretary	1-44-33
	<i>Ivanova G.L.</i>	Secretary	4-55-45
	<i>Syshikova T.V.</i>	Deputy senior secretary	4-55-56
	<i>Eremev P.G.</i>	Department editor	4-53-97
	<i>Trofimov M.N.</i>	Correspondent	4-55-77
	<i>Tursynbayev S.T.</i>	Correspondent	4-55-77
	<i>Gudyma G.T.</i>	Department editor	4-55-65
	<i>Kuanyshev E.O.</i>	Department editor	4-53-55
	<i>Auelbekova K.K.</i>	Correspondent	4-55-66
	<i>Nozhenko N.V.</i>	Correspondent	4-55-66
	<i>Vorobyev V.I.</i>	Correspondent in Ush-Aral	(32833) 2-13-82
	<i>Golubenko O.P.</i>	Correspondent in Ush-Tobe	(32834) 2-23-01
	<i>Tuganbayev M.B.</i>	Correspondent in Zharkent	(32831) 5-11-52
<i>Matveev Y.E.</i>	Correspondent in Tekeli	(32833) 56-95	
<i>Etekbayev M.N.</i>	Photo correspondent		
<i>Zharnama Zharshysy – Advertising Herald</i>	<i>Bozheeva M.Z.</i>	Editor-in-chief	1-48-45
	<i>Kuimchidi O.I.</i>	Technical editor	1-48-45
	<i>Biyakhmetova A.S.</i>	Operator	
<i>Zheruyk</i>	<i>Beybitzhan N.</i>	Main editor	1-01-90
	<i>Dukenbaev Zh.D.</i>	Deputy to main editor	4-58-21
	<i>Batyrkhanov T.</i>	Deputy to main editor	4-55-22
	<i>Arginbaev S.E.</i>	Secretary	4-31-21
	<i>Alipbaev T.A.</i>	Editor	4-54-34
	<i>Bisultanov B.B.</i>	Editor	1-24-71
	<i>Kaspakov Zh.O.</i>	Correspondent	4-55-21
	<i>Burataeva S.Zh.</i>	Correspondent	4-55-21
	<i>Omarkulov N.A.</i>	Editor	4-31-33
	<i>Rakishev K.M.</i>	Editor	4-52-31
	<i>Aksanov M.M.</i>	Correspondent	4-57-54
	<i>Abdrasova A.B.</i>	Correspondent	1-24-71
	<i>Atmukaev B.B.</i>	Correspondent	4-55-21

	<i>Duisekenova H.</i>	Deputy to secretary	4-31-21
	<i>Nysipov E.</i>	Correspondent	4-54-34
	<i>Maitzhanov Zh.M.</i>	Editor	4-57-54
	<i>Tundebaev B.</i>	Correspondent in Ush-Aral	(32833) 2-23-24
	<i>Mirzagali N.</i>	Correspondent in Zharkent	(32835) 5-12-21
<b>Russian Messenger</b>	<i>Kondrateva V.G.</i>	Main editor	4-51-66
	<i>Kolesniichenko V.</i>	Correspondent	4-43-88

**Television & Radio**

<b>Oblast TV &amp; Radio</b>	<i>Isenov A.K.</i>	Chairman	2-12-20
	<i>Kambarov N.</i>	Deputy chairman	2-08-20
	<i>Eszhanov K.</i>	Deputy chairman	2-07-38
	<i>Zhitun A.</i>	Chief engineer	2-08-20
	<i>Abdulaev M.</i>	Manager of TV workshop	2-08-00
	<i>Bogachenko V.</i>	Manager of radio workshop	2-16-60
	<i>Sagimbaeva R.</i>	Producer	2-19-30
	<i>Omasheva D.</i>	Chief editor of TV	2-09-29
	<i>Abrambayeva A.S.</i>	Main news editor	2-18-51
	<i>Tospin V.</i>	Chief editor of radio	2-06-01
	<i>Aitbekov T.</i>	Editor	2-18-51
	<i>Mallygina E.</i>	Editor	2-18-51
	<i>Kindiushenkon L.</i>	Commercial editor	2-07-38
	<i>Saprykin P.</i>	President	1-44-45
	<i>Nechaev G.</i>	Technical director	5-24-92
<b>Arai TV</b>	<i>Davidovich E.</i>	Main news editor	1-41-89
	<i>Khasanov A.</i>	Producer	1-41-89
	<i>Prischenko E.</i>	Videoengineer	1-41-89
	<i>Bobkov D.</i>	Operator	1-41-89
	<i>Zhukavliova N.</i>	Secretary	1-41-89
<b>TV company</b>	<i>Akylbekov A.</i>	Director	2-10-50
<b>"DidarTV"</b>	<i>Nurshanova G.</i>	News editor (Kazak)	4-33-32
	<i>Kigai E.</i>	News editor (Russ.)	4-33-32
			2-33-80

## Uralsk

(3112)

*Newspapers*

<i>Priuralie</i>	<i>Ablaev S.</i>	Secretary	5-47-96
	<i>Yarlov V.</i>	Economy issues	2-24-48
	<i>Popov F.</i>	Agriculture and economy department	2-16-21
	<i>Shlepnev G.</i>	Agriculture and economy department	2-16-21
	<i>Vasilev D.</i>	Privatization issues	2-18-06
	<i>Rusakov V.</i>	Local authority issues	5-85-23
	<i>Panishev V.</i>	Social economic issues	2-48-12
<i>Puls</i>	<i>Nikitin M.</i>	Editor	2-41-53
	<i>Smirnova N.</i>	Economy	2-28-35
	<i>Suetin A.</i>	Local authorities	2-28-35
<i>Nadezhda</i>	<i>Baev Y.</i>	Editor	5-77-36
	<i>Filatova N.</i>	Economy	
	<i>Asliamova T.</i>	Economy	
	<i>Dirdina G.</i>	Policy	
	<i>Kravchenko A.</i>	Photocorrespondent	
<i>Kazak Telegraf Agency</i>	<i>Temeshev S.</i>	Correspondent	4-06-24
<i>Argumenty I Fauty</i>	<i>Vasilev D.</i>	Correspondent in Western Kazakstan	2-88-32
<i>Oral Oniry</i>	<i>Kairgaliev M.</i>	Editor	5-47-38
	<i>Dasaev D.</i>	Secretary	2-24-49
	<i>Nurtasov Zh.</i>	Economy	2-15-62
<i>Informabirzha</i>		Editor	5-94-47
<i>Serpin</i> ( <i>Chingirlyay</i> )	<i>Umbetaliev A.T.</i>	Editor	(237) 21-6-02
<i>Selskie Vesty</i> ( <i>Peremetnoe</i> )	<i>Chebotarev N.P.</i>	Editor	(245) 22-1-52
<i>Enbek Tuy</i> ( <i>Karatuba</i> )	<i>Hasanov A.B.</i>	Editor	(245) 21-1-65
<i>Kainar</i> ( <i>Zhambity</i> )	<i>Shingaliev E.Z.</i>	Editor	(245) 21-1-65
<i>Orda Zulduzy</i> ( <i>Saihan</i> )	<i>Gabasov U.T.</i>	Editor	(242) 21-5-30
<i>Selskaya Nov</i> ( <i>Fedorovka</i> )	<i>Suikova G.Z.</i>	Editor	(232) 21-2-37
<i>Akzhaik</i> ( <i>Akzhaik</i> )	<i>Zhusipkalieva A.Z.</i>	Editor	(243) 91-4-68
<i>Ekpin</i> ( <i>Kamenka</i> )	<i>Ashigaliev S.</i>	Editor	(239) 24-1-32

# KAZAKSTAN MASS MEDIA GUIDE

<i>Taipak Tany</i> ( <i>Taipak</i> )	<i>Sergelekov S.</i>	Editor	(242) 21-3-43
<i>Burlinskie Vesty</i> ( <i>Aksai s.</i> )	<i>Koziev A.M.</i>	Editor	(233) 20-9-09
<i>Selskyi Truzhenik</i> ( <i>Darinsk</i> )	<i>Andrushenko G.I.</i>	Editor	(231) 21-2-32
<i>Beles</i> ( <i>Chapaevo s.</i> )	<i>Iskaliyev B.</i>	Editor	(236) 91-7-76
<i>Zhanargan Onir</i> ( <i>Zhangala</i> )	<i>Bakitov U.</i>	Editor	(241) 21-1-55
<i>Oktyabr Tuy</i> ( <i>Zhanibek</i> )	<i>Kunaliyev K.</i>	Editor	(235) 21-7-70
<i>Zhalpaktal Oniry</i> ( <i>Furmanovo</i> )	<i>Zhazbaev T.</i>	Editor	(238) 21-3-70
<i>Komunizm Zholy</i> ( <i>Kaztalovka</i> )	<i>Zhumaliyev S.</i>	Editor	(244) 21-5-65

## Television

<i>Republican TV</i>	<i>Suleimanov M.R. **</i>	Chairman	2-41-02
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## Radio

<i>Radio Soiuz</i>	<i>Sysoev A.</i>	Editor	4-25-29
<i>Radio Talap</i>	<i>Dobrayev S.</i>	Editor	4-72-71

## Ust-Kamenogorsk

(3232)

### Newspapers

<i>Rudny Altai</i>	<i>Akava A.I.</i>	Editor-in-chief	47-23-49 47-17-97
	<i>Shuster V.M.</i>	First Deputy of chief Editor	47-79-75
	<i>Ryabtsovskaya L.V.</i>	Deputy editor-in-chief	47-06-70 42-44-90
	<i>Shevchenko V.A.</i>	Senior secretary	47-79-80
	<i>Posachilina T.P.</i>	Editor of economy department	47-07-78 42-20-91
	<i>Nikiforov V.V.</i>	Editor of news department	47-24-52 66-15-39
	<i>Kozhevnikova T.G.</i>	Editor of social protection department	47-16-62 62-37-35
	<i>Karelov V.V.</i>	Editor of legal department	47-28-65 64-25-15
	<i>Alipinova M.</i>	Editor of public department	47-79-81
	<i>Pilipenko O.L.</i>	Editor of commercial advertising department	47-18-85

*Didar*

<i>Zakharova I.I.</i>	Deputy senior secretary	47-27-00 66-69-86
<i>Minchenko V.G.</i>	Senior correspondent of economy department	47-19-23
<i>Shavleva Z.G.</i>	Correspondent of social protection department	47-90-61 62-24-69
<i>Mikheeva N.P.</i>	Correspondent of news department	47-06-78 44-20-94
<i>Navolokin N.E.</i>	Correspondent of economy department	47-19-23
<i>Voronova V.A.</i>	Correspondent of news department	47-06-78
<i>Korzh V.M.</i>	Photo correspondent	47-15-19 42-71-51
<i>Zhantykeev R.N.</i>	Correspondent of the newspaper in Kurchum, Samarsk and Markakol districts	2-15-80 2-15-36 (Kurchum)
<i>Kulev I.P.</i>	Correspondent of the newspaper in Serebryansky, Bolshenarym and Katon-Karagai districts	2-13-34 2-28-17 (Serebryansk)
<i>Kudaibergenov K.</i>	Correspondent of the newspaper in Ulansky and Tavrichesky districts	2-13-51 2-13-45 (Bozanbai)
<i>Adilbayev Zh.A.</i>	Editor-in-chief	47-24-34 66-53-59
<i>Nukayev T.N.</i>	First deputy editor-in-chief	47-15-38 64-40-15
<i>Kumarbekov M.K.</i>	Deputy editor-in-chief	47-14-45 47-67-91
<i>Sadibekov B.</i>	Senior secretary	47-17-12
<i>Kairbayeva R.B.</i>	Deputy senior secretary	47-17-12 66-60-81
<i>Kasymov A.</i>	Editor of economy department	47-28-22 42-88-38
<i>Amrenov M.</i>	Editor of public department	47-17-12
<i>Sattybayev G.</i>	Editor of advertising department	47-05-52 64-62-71
<i>Tokpatayev Y.</i>	Editor of culture department	47-19-25
<i>Baibatayrov G.</i>	Correspondent of public department	47-05-52
<i>Zhumusov O.</i>	Correspondent of economy department	47-28-22 66-29-75
<i>Alipbayev S.</i>	Correspondent of economy department	47-17-93 65-86-86
<i>Omarkhanova G.</i>	Correspondent of public department	47-19-96
<i>Zhakupova G.</i>	Correspondent of culture department	47-19-96
<i>Bakimbayeva A.</i>	Correspondent of news department	47-19-25 66-96-93
<i>Orynbayev E.</i>	Photo correspondent	2-17-32 2-17-23 (Kurchum)
<i>Amrenov K.</i>	Correspondent of the newspaper in kurchumsky, Samarsk districts	
<i>Zhanakhmetov A.</i>	Correspondent of the newspaper in Tarbagatai district	2-16-30 (Akzhar)
<i>Buldekbayeva A.</i>	Correspondent of the newspaper in Zaisan	25-4-70

# KAZAKSTAN MASS MEDIA GUIDE

<i>7 Days</i>	<i>Obukhov V.G.</i>	and Markakol districts Editor (public, social, cultural, economic topics)	(Zaisan) 64-02-40 66-04-05
	<i>Bürykh Y.A.</i>	Correspondent (social, economic topics)	64-02-40
<i>HBC-Press</i>	<i>Yashin A.A.</i>	Editor-in-chief	64-46-49
	<i>Kymysova L.V.</i>	Deputy editor-in-chief, senior secretary	64-46-49
<i>Kazakstanskaya Pravda</i>	<i>Serebraynikov A.V.</i>	Correspondent	66-06-09
<i>Egemeny Kazakstan</i>	<i>Elubaev O.</i>	Correspondent	65-28-41
<i>Argumenti I Facti</i>	<i>Shevchenko A.M.</i>	Correspondent	44-79-80
<i>Express K, Karavan</i>	<i>Kratenko A.I.</i>	Correspondent	66-60-78

## Television

<i>Oblast TV</i>	<i>Soloveva S.G.</i>	Editor	42-74-50
<i>TV Marina</i>	<i>Soloveva M.M.</i>	Main editor	44-25-05
<i>Kades TV</i>	<i>Bardizh N.</i>	Main editor	65-57-70
<i>TV NBC</i>	<i>Vaniushkina L.P.</i>	Main editor	64-46-56

## Radio

<i>Oblast Radio</i>	<i>Ismailov G.F.</i>	Editor	65-09-60
<i>Radio Kadessa</i>	<i>Kulikov Y.V.</i>	Main editor	66-98-47
<i>Republican Radio</i>	<i>Tokobaev M.A.</i>	Correspondent	42-82-22

## Zhambyl

(32622)

*Newspapers*

<i>Znamya Truda</i>	<i>Kozirenko V.Y.</i>	Main editor	3-17-01	
	<i>Mominkulov B.A.</i>	Deputy to editor	3-17-04	
	<i>Shpak V.F.</i>	Planning department	3-17-03	
	<i>Slavutsky A.I.</i>	Economy issues	3-33-79	
	<i>Malikova I.A.</i>	Editor of economic information supplement "7 days" and social - politic issues coverage	3-37-26	
	<i>Bekbulatova L.O.</i>	Privatization and culture issues	3-17-05	
	<i>Manko S.V.</i>	Mail and mass activity department	3-17-06	
	<i>Chepkasova L.A.</i>	Mail and mass activity department	3-17-06	
	<i>Ak Zhol</i>	<i>Kaldibaev A.</i>	Main editor	3-09-81
		<i>Abildaev B.A.</i>	Deputy to editor	3-17-12
<i>Kudabaev R.O.</i>		Planning department	3-17-07	
<i>Iemberdiev K.S.</i>		Social and policy issues	3-36-21	
<i>Tolendiev Z.</i>		Culture and education	4-95-15	
<i>Maldarbekov M.B.</i>		Advertisement issues	4-78-87	
<i>Bakkaraev A.Z.</i>		Mail processing, information preparation	3-26-77	
<i>Tolkinbaev T.</i>		Agriculture issues	3-33-08	
<i>Absattarov K.Z.</i>		Deputy to secretary	3-17-11	
<i>Ozbekov R.</i>		Culture and sports	3-17-13	
<i>Rahmetulaev K.</i>		Industry issues	3-36-21	
<i>Shaimanov B.</i>		Correspondent in Karatau and Zhanatas towns		
<i>Dautaev N.</i>		Correspondent in Kordai area	(32639) 4-23-98	
<i>Tekebaev B.</i>	Correspondent in Shu area	(32643) 2-23-11		
<i>Kozhakeev S.</i>	Correspondent in Lugovoi area	(32631) 2-24-76		
<i>Mamitov A.</i>	Correspondent in Zhualy area	(32635) 9-12-83		
<i>Magnolia</i>	<i>Lebedev V.</i>	Editor	7-53-64	
	<i>Radutnay O.</i>	Correspondent		
	<i>Kuznetsova E.</i>	Correspondent		
<i>Agape</i>	<i>Orlov A.</i>	Editor		
	<i>Usov V.</i>	Secretary		
<i>Zhambyl Taraz</i>	<i>Baituov D.</i>	Editor	7-38-91 7-57-62	

*Television & Radio*

<i>Oblast TV &amp; Radio</i>	<i>Rahmunbeka M.</i>	Chairman
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## Zhezkazgan

(3102)

*Newspapers*

<i>Central Kazakstan</i>	<i>Barbutko N.A.</i>	Main editor	75-59-63
	<i>Dzhursumbekova A.</i>	Deputy to main editor	75-34-53
	<i>Uryukin A.M.</i>	Deputy to main editor	75-34-61
	<i>Nudga V.V.</i>	Reporter	75-59-65
	<i>Raiskaya O.O.</i>	Reporter	75-32-89
	<i>Prutik V.F.</i>	Social life	75-58-44
	<i>Lipovka V.N.</i>	Management	75-58-44
	<i>Grigorieva T.</i>	Correspondent in Balkhash	(236) 4-17-60
	<i>Iliasov T.</i>	Correspondent in Zhairam-Atauski and Zhanaarkinski districts	(232) 47-47
	<i>Alzhapparov M.</i>	Correspondent in Satpaev	(263) 3-78-68
	<i>Odinsova V.V.</i>	Humanitarian issues	75-39-66
	<i>Kagan M.A.</i>	Humanitarian issues	75-34-79
	<i>Zolotov Y.</i>	Ecology	75-39-79
	<i>Gavrilova S.</i>	Humanitarian issues	75-65-06
	<i>Niurkin V.V.</i>	Social and economy issues	75-38-52
<i>Sary Arka</i>	<i>Sautbaev S.S.</i>	Main editor	75-59-67 75-50-61
	<i>Abeuov B.Zh.</i>	Deputy to main editor	75-59-69
	<i>Nakenov S.</i>	Deputy to main editor	75-39-48
	<i>Asanov G.</i>	Senior secretary	75-66-62
	<i>Rahov A.</i>	Latest news department head	75-38-66
	<i>Asheeva R.</i>	Reporter	75-38-66
	<i>Nurkenova S.</i>	Reporter	75-50-95
	<i>Bekmahanov I.</i>	Agriculture issues	75-52-64
	<i>Sihynbaev K.</i>	Agriculture issues	75-39-98
	<i>Smagulova S.</i>	Culture issues	75-37-27
	<i>Mirzabekov B.</i>	Mail and social protection dpt.	75-35-53
	<i>Tortaeva L.</i>	Reporter	75-52-64
	<i>Zhanturina S.</i>	Reporter	75-30-74

*Television & Radio*

<i>Oblast TV &amp; Radio company</i>	<i>Baidalin S.Zh.</i>	Main editor	75-57-11
	<i>Galapina V.A.</i>	Main editor on radio programs	75-57-14
	<i>Chernitsina V.I.</i>	First deputy of chairman	75-51-58 76-67-84
	<i>Syndikbaev M.</i>	Director of program "Didar"	75-57-13

*Television*

<i>Oblast TV</i>	<i>Rahmetov Sh.K.</i>	Main editor (thematic)	75-57-14
	<i>Minchuk E.A.</i>	Department head	75-53-19
	<i>Bekzhanov Zh.R.</i>	Department head	75-53-19
	<i>Grusheva R.F.</i>	<i>Commentator</i>	75-53-19

<i>Umbetova B.</i>	Department head	75-51-58
<i>Anabaeva M.</i>	Commentator	75-39-19
<i>Maukenova B.</i>	Commentator	75-39-19
<i>Kulmanov T.</i>	Commentator	75-51-58
<i>Abildin D.</i>	Editor	75-39-19
<i>Sevastynov P.</i>	Commentator	75-53-19
<i>Bainiaz Zh.</i>	Producer	75-51-58

**Radio**

**Oblast Radio**

<i>Abaidildinov S.S.</i>	Main editor	75-33-84
<i>Tleyov A.</i>	Journalist	75-35-90
<i>Surova V.M.</i>	Journalist	75-35-90
<i>Umirbekova B.</i>	Journalist	75-35-90
<i>Usenava M.</i>	Journalist	75-35-90

## **APPENDIX D**

### **Intervention Plan For Follow On Public Education Work**

**TO:** Patti Buckles; Paul Davis  
**FROM:** Jeannette Sanchez  
**DATE:** January 24, 1997  
**RE:** Intervention plan for follow on public education work

Following is a list of several educational television and radio programs prepared by the USAID public education team which received significant viewer/listener response. Programs are listed in descending order of popular response with the last three entries receiving a similar volume of calls. I have also included some ideas for potential follow on work in the areas identified below. To the extent possible OSC is eager to develop programs and materials to support the areas highlighted below. Any input you might have would be appreciated.

<p><b>Topic 1:</b>  <b>Coupon privatization/The Future of Privatization Investment Funds.<sup>1</sup></b></p>	<p><b>Types of questions asked:</b>                  Viewers were interested in understanding what happened to the investment funds which were created in order to receive their privatization coupons. Viewers also wanted to understand how to contact their investment funds. Separately, the issue of housing coupons has often been raised. Specifically, viewers wondered what happened to housing coupons.</p>
<p><b>Potential strategy for follow on work:</b>  <i>(OSC has already planned a program in January which will address some of these topics).</i></p>	<p>Update viewers/listeners with accurate and current information concerning new developments as it relates to the legal status of investment funds and how their status is changing under the new laws which are being drafted. Further efforts informing citizens of their legal rights as shareholders and how they may exercise these rights is needed. Lastly, further educational efforts focusing on the role of the securities market, paying particular attention to the function of investment funds in this sphere, and also how "the average person" may profit from investing in various securities should be considered.</p>
<p><b>Topic 2:</b>  <b>Taxpayer education: why we pay taxes; how taxes are used by the government; deadline for filing taxes.</b></p>	<p><b>Types of questions asked:</b>                  Large percentage of viewers/listeners asked whether special categories of citizens were exempt from paying taxes. Program listeners also expressed a high degree of confusion about whether or not they were required to complete tax declaration forms. Some listeners simply asked for explanations concerning how taxes are calculated.</p>
<p><b>Potential strategy for follow on work:</b></p>	<p>Further taxpayer education efforts encompassing: explanation of where to find and how to use new income tax and VAT forms for the '96 filing season; why the collection and payment of taxes is important and how taxes are utilized by the State and various sub-levels of the government; establishment of a tax hotline to answer specific questions.</p>

<sup>1</sup> The popularity of this program may be tied to its timing which corresponded with the end of coupon privatization and the beginning of cash auctions. Viewers and listeners had a lot of questions relating to the fate of their investment coupons.

<p><b>Topic 3: Re-educating and Re-training the Unemployed</b></p>	<p><b>Types of questions asked:</b> Viewers and listeners questions included: "What are my rights if I am terminated?" "If I am terminated, should I be eligible for unemployment benefits?" "Will my employer pay these benefits?" "Where may I go for re-training?" "Please provide me with the address and number of the re-training centers mentioned in your programs."</p>
<p><b>Potential Strategy for follow on:</b></p>	<p>Recently, the PE team has produced a series of educational programs highlighting some of the benefits of running a business on both a personal level and in terms of the overall economy. Programs highlighted several local entrepreneurs, who were formerly unemployed, and covered areas ranging from financing to writing a business plan to more general marketing notions. Future work should include additional educational materials helping Kazakstani citizens understand what assistance is available to help the unemployed and also, technical assistance available to help entrepreneurs. Moreover, further publicizing of successes achieved by entrepreneurs should be considered.</p>

<p><b>Other Popular Topics: Security in banking and investments.</b></p>	<p><b>Types of questions asked:</b> Questions included: "At which banks may I safely keep my savings?"; "Which banks do you recommend?"; "How will consumers' savings be protected?"; "What securities should I invest in?"</p>
<p><b>Potential strategy for follow on:</b></p>	<p>Further educational efforts helping citizens understand how the National Bank regulates banking activities and the legal basis which protects investors' money. Also, additional educational materials which help consumers understand investment options available to the "average person".</p>

<p><b>Other Popular Topics: Pensions: state supported pension programs and private pension funds.</b></p>	<p><b>Types of questions asked:</b> Viewers and listeners questions and concerns varied, however, they included the following: "Is it appropriate for working pensioners to receive reductions in pension payments if they continue to work and earn a salary higher than 7900 tenge?"; "Why are there vast discrepancies in pension payments?"; "Will pensioners continue to receive special privileges?"; "When will the new retirement ages take effect?"; "What safeguards are being introduced to protect consumers who invest their monies in private pension funds?"; "Is it obligatory for everyone to join a private pension fund?"; "When will private pension funds receive their licenses?"; and "Is it the consumer's responsibility to check whether a private pension fund is licensed or not?"</p>
<p><b>Potential strategy for follow on:</b></p>	<p>Further educational efforts explaining not only how private pension funds will co-exist with the state supported pension system, but also how consumer's private savings will be safeguarded. It would also be helpful if the appropriate officials of the Ministry of Social Protection would be more involved in addressing some of the concerns expressed by the pensioners.</p>

<p><b>Other Popular Topics:</b> <b>Fair competition/Consumer issues</b></p>	<p><b>Types of questions asked:</b> The PE team prepared many educational programs explaining the role of the consumer in a market economy; consumers' rights and responsibilities; retailers' and manufacturers' rights and responsibility; and the role of fair competition in the market. Feedback received from the audience indicated a high degree of concern regarding how to protect their rights as consumers and where to call for situations relating to the cut off of and "over charges" for certain basic services including water, gas, heat, electricity and telephone services. Also, listeners regularly asked for explanations as to how certain charges are calculated—telephone charges, for example.</p>
<p><b>Potential strategy for follow on</b></p>	<p>Intervention plan calls for work in the area of government education specifically helping government officials to be more open and forthcoming with information, specifically on issues concerning the disruption of certain basic services, or explanations for certain "over charges" and the mechanism and timeline by which consumers can expect to be reimbursed. Perhaps, consider further educational efforts which explain to the populace the process of privatization of the energy sector and what that means for consumers.</p>