



Today's Demand for Working with Applications of Individual and Legal Entities

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Abstract

This scientific work provides information about amendments, recommendations, electronic acceptance and related issues to the law adopted in the new version “On appeals of individuals and legal entities”.

Keywords: *Amendments; Recommendations; Electronic Acceptance; Law; Individuals; Legal Entities; Application; Complaint; Public Reception; Virtual Reception; Public Application; Blogger*

Introduction

Ensuring the welfare of the populace, as well as the progress and stability of the nation, are significantly contingent upon the degree of trust that the populace places in the political leadership and the extent to which society fully embodies the principles of social justice and the rule of law. Presently, an entirely novel system has been established in our swiftly evolving nation. Subsequently, a work system was established following the guiding principle “The utmost responsibility is to serve the public interest”. The political authority of the people has been increased in proximity to the people, leading to a surge in social and political engagement among the populace. The head of state’s life principle, which states that “state bodies should serve the people and not the people should serve the state”, is becoming an ever-increasing social reality.

As of today, a consensus has been reached that permanent and transparent communication between governmental entities and the general public has been reached; addressing citizens’ concerns has been elevated to the priority list for both the state and societal structures; and it has been decided that each problem will be resolved at the neighborhood level.

This established the foundation for the future confidence of our people to be strengthened. Prompt societal transformations have ensued from the implementation of comprehensive reforms across all domains. As a result, a significant part of the population engaged in significant social activity, which encouraged them to easily contact state bodies and officials regarding the issues that bother them and led to an increase in the number of applications.

As a distinct provision in our new constitution, the entitlement of legal entities and individuals to petition state authorities and management bodies was met with disapproval in our nation. As stipulated in Article 40 of our Basic Law, “All individuals possess the entitlement to submit applications, suggestions, and complaints directly to state bodies and organizations, citizens’ self-governance bodies, officials, or representatives of the people, either individually or in groups”. Complaints, applications, and proposals must be evaluated in accordance with the prescribed procedure and timeframes [1].

As per this provision of the recently amended Constitution, all legal entities and individuals possess the prerogative to submit applications, suggestions, and complaints to appropriate official state bodies, institutions, organizations, and people’s representatives (i.e., members of parliament and senators) concerning matters that concern them, either individually or in groups.

Additionally, a distinct protocol specifies that citizens have the option to submit applications, suggestions, and complaints via electronic means, in writing, or over the phone.

Hence, to ensure the practical execution of this subjective constitutional right and establish suitable legal and organizational frameworks, the Law “On Appeals of Individuals and Legal Entities” was ratified on December 3, 2014.

This law was ratified in an amended form on September 11, 2017, with additional enhancements. Additionally, other regulatory legal documents and the decree No. PD-4904 of the President of the Republic of Uzbekistan “On measures to fundamentally improve the system of working with appeals of natural and legal entities” served as the impetus for the activity.

As per the provisions of this enacted legislation, a candidate’s application is required to comprise the following details: the applicant’s surname (comprising the first name and patronymic), particulars regarding the applicant’s place of residence, the complete name of the citizen, and the postal address of the spouse. If not, this appeal will be regarded as anonymous and will be disregarded [2].

Furthermore, the operations of the Public Reception and Virtual Reception of the President of the Republic of Uzbekistan are governed by this legislation.

Furthermore, it is worth mentioning that Zayd Raadal Hussain, the High Commissioner of the United Nations Office for Human Rights, undertook a comprehensive acquaint himself with the undertakings of the People’s Reception.

The subsequent conclusions are derived from the remarks made by the visiting dignitary leaders on the television channels of their respective nations and their opinions regarding our country: that the grievances incited numerous fresh reforms and pragmatic resolutions of preexisting challenges at the community level; this was evident in the Samarkand region, where counseling offices were established for residents; in certain instances, housing, employment, health care, social services, and banking services were provided; and matters including the provision of legal aid were expeditiously resolved. Additionally, he expressed great praise for the communities’ acceptance of the “Temir” (Iron), “Ayollar” (Women), and “Yoshlar” (Youth) registers, which are currently being adjudicated in accordance with the appeals of every citizen; the electronic reception of applications from even the most remote villages and the establishment of mobile reception offices facilitate the provision of timely and practical solutions to issues at the citizen level; the most satisfying aspect is when foreign visitors and observers who have come to our country also commend the nobleness and singularity of this institution. Additionally, they assert that such responsibilities are not feasible for every nation. State organizations that participate in virtual and public receptions have yet to be established in any other nation.

The communication instructing them to use this novel concept and entrepreneurial spirit from our nation as a model for their nation signifies that we are making progress internationally in this domain. It

contributes to Uzbekistan's status as one of the most renowned nations. This created path is, so to speak, the path of patriotism, justice, stability, lofty aspirations, and noble ideals.

Shavkat Mirziyoyev, president of the Republic of Uzbekistan, stated to the Oliy Majlis and the people of Uzbekistan, "We possess complete capabilities to safeguard the territorial integrity and security of our cherished Motherland". The speaker's eloquent declarations that we shall safeguard our tranquil existence, fortify our autonomy, and swiftly persist on the path of sustainable progress, coupled with his assertion that the present moment is progressing at an unprecedented rate and his conviction that the requirements and expectations of our populace are escalating in tandem with prosperity, advocate for the betterment of our nation's citizens and invite them to reassess their appeals over time.

Furthermore, for our nation's progress to reach an unprecedented level, changes must occur within the administration, legislation, and society at large. Failure to recognize the issues at hand will result in falling behind the times. Our people, including the younger generation, will disagree with us.

Consequently, the adage "Man first, then society and state" ought to be firmly ingrained in our Constitution, laws, and everyday existence. We must fortify the underpinnings of our national state so that they can withstand the grave challenges and unforeseeable perils of the present day.

Consequently, efforts are being made to further enhance our fundamental legislation. Our personnel anticipates significant transformations as a result of this reform. This is the case, as over 220,000 proposals have been received thus far in relation to this matter.

Ongoing discussions are taking place. This process serves as an indication that our political parties and representatives are accountable and engaged, giving due consideration to each proposal. They are thanked for that. On all matters, we engage in consultation with our constituents by the guiding principle that "Society instigates reforms".

Without urgency, we should, in general, deliberate on and develop the Constitution, whose text is imbued with the idea of praising human dignity, which will benefit future generations and is appropriate for the New Uzbekistan.

Every recommendation and aspiration put forth by our populace will be duly considered, and the preliminary version of the Constitution will be put to a nationwide vote.

Above all else, it is critical that each citizen actively participates in constitutional reforms and can confidently proclaim, "This is my Constitution".

To ensure the accuracy of the plans for the following year, nearly 20,000 proposals have been deliberated and the opinions of our people have been meticulously analyzed in every direction; therefore, it is necessary to organize efficient efforts in this regard.

The concerns expressed are explicit and pertinent. Despite the inherent challenges, we must resolve these issues. No foreigner will be able to resolve these issues. Establishing an environment that maximizes the potential, initiative, and enthusiasm of our people should be our primary objective.

Furthermore, the designation of 2023 as the "Year of Attention to people and High-quality Education" necessitates the prompt examination and legal resolution of citizen appeals concerning this matter.

The head of our state proposed directing the capabilities of the reception centers toward the provision of public services, recognizing that as the standard of living of our citizens rises and numerous issues are resolved, the number of appeals to the reception centers will diminish. Furthermore, concerning the matter concerning the efficient management of the services rendered by the "Single Window" centers

operating under the Ministry of Justice via public receptions, the objective is to designate the Office of the President with the direct responsibility of addressing these concerns. This is done to ensure the safeguarding of citizens' rights, as well as to oversee and coordinate the processing of appeals from both individuals and legal entities. He disclosed that he was in custody. He presented a proposition to institute a novel organizational framework known as the Urgent State Services Agency within this organization. In the future, these prudent initiatives of the chief of state will also contribute to the establishment of a mechanism within the system that is qualitatively novel, expeditious, and efficient for handling the appeals of legal entities and individuals.

It is noteworthy that over half of the appeals lodged with the Senate of the Oliy Majlis on behalf of legal entities and individuals (62.6 percent) pertain to matters concerning the operations of tribunals, internal affairs, or other law enforcement agencies.

The analysis of appeals reveals that citizens are dissatisfied with the conduct of law enforcement officials, the illegality of their decisions, the impolite treatment of agency representatives, and the lack of timely, comprehensive, and qualitative consideration of citizen appeals. There are allegations from the public that investigative agencies have committed egregious violations of procedural legislation in the course of carrying out their investigations.

The system of internal affairs bodies underwent a fundamental improvement in its handling of appeals from legal entities and individuals as a result of these conditions. The order of the Minister of Internal Affairs of the Republic of Uzbekistan was duly acknowledged for this objective. In accordance with this directive, quarterly quick meetings are convened under the attendance of the first heads of internal affairs bodies to conduct critical evaluations of the progress made in addressing the appeals of individuals and legal entities. During these meetings, actions are implemented to rectify any deficiencies or adverse circumstances that may arise in this domain. It was mandated that each internal affairs agency furnish the reception rooms with the necessary equipment, ensure unobstructed access for representatives of individuals and legal entities, and ensure their regular operation by the approved schedule. The public was granted access to reception schedules, including the time, location, and pre-registration requirements. These details were displayed on stands or other technical means within administrative structures. The implemented measures function to enhance the public's perception of the internal affairs entities.

Concerns on the evaluation of citizen appeals: the inclusion of a distinct article concerning the cost estimates of governmental institutions and agencies for the evaluation of appeals from legal entities and individuals; to undertake a quarterly examination of appeals received by state institutions and bodies in pertinent domains, to identify systemic issues within the field and execute efficacious strategies to eradicate them; based on the outcomes of each appeal, it is suggested that the "expenditure sheet" be completed and appended to the collection of documents.

Drafting of the legislation titled "On amendments and additions to certain legal acts of the Republic of Uzbekistan" following legislative reform proposals and recommendations.

In conclusion, it is noteworthy to mention that this principle is increasingly being prioritized in our nation when it comes to state and economic management bodies conducting legal proceedings and conducting timely, comprehensive, and unbiased investigations of citizens' appeals. Solving the most urgent concerns of local inhabitants and maintaining an open and effective line of communication with the public is emerging as a criterion for their conduct, which presently spurs substantial transformations in every facet of our social existence. Furthermore, the appeals made by our fellow citizens function as a unique resource for obtaining analytical and programmatic documents, a barometer for gauging the sentiment of the populace, and an indication of the actual state of affairs in every sector.

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