



APPLICATION SYSTEM IMPROVEMENT

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ABSTRACT

This article discusses the constitutional and legal foundations of the right of individuals and legal entities to apply to state bodies, the issues of improving the mechanism for the implementation of personal and political rights of citizens in public appeals and improving the system for working with appeals to ensure openness in management, the issue of systematizing the legal framework.

KEYWORDS

Individual, appeal, law, legal system, legal entity, law, entrepreneur, person, communication, hotline.

INTRODUCTION

“I consider the most important and priority task for me to be constant communication with the population, taking concrete measures to implement their legitimate demands, requests and proposals.” President of the Republic of Uzbekistan Sh.M. Mirziyoyev.

Political rights are the rights that ensure the participation of citizens in the management of state affairs, the creation of state bodies, and public affairs. The political rights of citizens of the Republic of

Uzbekistan are enshrined in Chapter Eight of our Constitution.[1] Political rights include the right to elect and be elected, participate in a referendum, hold rallies, demonstrations, meetings, join political parties and other public associations, participate in mass

movements, apply to state organs. In our country, the right of every person to apply to state bodies, institutions or people's representatives is determined on the basis of a constitutional norm, the types of statements, proposals and complaints of individuals and legal entities are strengthened. In turn, each person has this constitutional right directly they can do by themselves and together with others. Applications, proposals and complaints are subject to consideration in the manner and terms established by law. For example, even in ancient times, special attention was paid to working with appeals. For example, in the Khiva Khanate, work with citizens' appeals had its own characteristics. In the work of Muhammad Reza Ogakhi "Firdavs ul-Iqbal" it is noted that one of the rulers of Kungirat, distinguished by active military campaigns to restore the territorial integrity of Khorezm at the beginning of the 19th century, Muhammad-Rahim-khan I, visited different parts of the khanate many times to listen to complaints and public complaints.[2] This can be compared with visiting receptions of heads of state bodies, which are now taking place in the regions. As a result of appeals from residents, major projects, legal documents and government programs are adopted annually on unresolved issues. Application statistics show that In 2019, ministries and departments received 170,422 appeals, and in 2020 their number was 187,345.[3] According to the analysis of applications each year compared to previous years the number increases. So in itself we can conclude that the increase in the number of hits has not only a negative, but also a positive value. At the same time, one can point out the following shortcomings in the implementation of laws and regulatory legal documents and in the system for working with appeals based on today's practice. First of all, in state institutions, the activities of virtual public receptions of the President of the Republic of Uzbekistan and the receptions of the Prime Minister to

consider applications from entrepreneurs have been deployed and are yielding positive results. However, in practice, a number of problems remain related to the organization of work on appeals, the procedure for consideration, deadlines, bureaucracy and censorship. Secondly, after the receipt of appeals, they will be considered and studied in state bodies, in what process Individuals and legal entities are not directly tracked. Thirdly, due to the lack of systematic control over mobile receptions, mobile receptions are held by the leadership of state bodies for formality. Fourthly, although the law on appeals from individuals and legal entities provides that the procedure for receiving appeals via videoconferencing is determined by the Cabinet of Ministers of the Republic of Uzbekistan, to date the procedure has not been established, and appeals by videoconferencing have not yet been accepted. Fifth, in part 3 of Article 21 of the Law of the Republic of Uzbekistan "On Appeals of Individuals and Legal Entities", existing decisions or extracts from them, as well as other documents necessary for its consideration, can be attached to the appeal, these documents are not returned to the applicant, with the exception of when a written application for their return is submitted. [4] In practice, among those entering government agencies, in turn, there are people who do not have higher education, do not have sufficient knowledge of how to process applications, and also due to the fact that they attach the originals of the relevant documents as an attachment to their applications, when the originals of these documents are needed again, excessive wandering leads to waste and other distractions. Sixth, priority for officials of our legislation and is associated with the need to determine the categories of citizens who have the right to an extraordinary reception, which is another guarantee of citizens in the exercise of the right to apply.[5] Based on the foregoing and practice, as a result of our opinion, the following is proposed:

creation of a unified information system to reduce the time for considering requests between state bodies, sending them to other bodies in a short time, informing authors about the stages and processes of considering a request; the actual holding of visiting receptions by the leadership of state bodies, and, if necessary, the development of a clear control mechanism for solving problems in remote areas without delay through video conferencing[6]; Amend Article 21, Part 3 of the Law of the Republic of Uzbekistan "On Appeals of Individuals and Legal Entities", in terms of returning the original documents attached to the appeal to the author upon completion of the study; In order to provide benefits to individuals and legal entities in accordance with the Law of the Republic of Uzbekistan on appeals of individuals and legal entities, for example, participants in the Great Patriotic War, combatants, disabled groups I and II, mothers with children under 3 years old, pregnant women, elderly people, the introduction of a separate clause on the inclusion of pensioners, etc. In conclusion to our comments, it can be emphasized that due to the further improvement of the system of work with the appeals of individuals and legal entities, the widespread application of legal norms in practice, the further modernization of the involvement of information technologies in the sphere, the introduction of amendments and additions to the relevant legal documents planned goals will be achieved.

REFERENCES

1. Constitution of the Republic of Uzbekistan, December 8, 1992.
2. Code of the Republic of Uzbekistan on administrative responsibility, September 22, 1994
3. Law of the Republic of Uzbekistan "On appeals of individuals and legal entities" (new edition), September 11, 2017, ORC-445.
4. Decree of the President of the Republic of Uzbekistan dated December 28, 2016 No. PF-4904 "On measures to radically improve the system for working with appeals from individuals and legal entities".
5. Decree of the Cabinet of Ministers of the Republic of Uzbekistan "On approval of the model regulation on the procedure for working with appeals of individuals and legal entities in state bodies, state institutions and organizations with state participation" dated May 7, 2018. Decision No. 341.
6. Resolution No. 8 of the meeting of the Presidium of the Cabinet of Ministers of the Republic of Uzbekistan dated February 1, 2021.