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## LEGAL BASIS FOR WORKING WITH THE APPEALS OF INDIVIDUALS AND LEGAL ENTITIES

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**Abstract:** The article describes the legal framework for regulating the relations of individuals and legal entities in the field of appeals to public authorities, the measures taken to improve this system.

**Keywords:** individual; political law; appeal; legal entity; decree; decision; nizom; public reception; virtual reception.

### Introduction

As a result of large-scale reforms in all spheres of life in our country, rapid changes in society have led to a significant increase in social activity among the general population and, in turn, an increase in their number of free appeals to government agencies and officials.

In our country, the right of individuals and legal entities to appeal to public authorities and administration is guaranteed at the constitutional level. As stated in our Basic Law, "everyone has the right to submit applications, proposals and complaints directly to the competent state bodies, institutions or representatives of the people, together with himself and others. Applications, proposals and complaints must be considered in the manner and within the period prescribed by law "(Article 35) and" Protection of the rights and freedoms of each person through the courts, appeals to the court against illegal actions of state bodies, officials, public associations " guaranteed "(Article 44) [1.9-10].

This constitutional political right can be exercised by all citizens living in Uzbekistan - citizens of the Republic of Uzbekistan, foreign citizens and stateless persons.

In accordance with the Law of the Republic of Uzbekistan "On appeals of individuals and legal entities" adopted on December 3, 2014, in order to regulate relations in the field of appeals of individuals and legal entities to state bodies and public institutions, as well as their officials, appeals are made orally, in writing or electronically. can be. The application of the individual must contain the name of the individual, information about the

place of residence. The application of the legal entity is required to contain the full name and address of the legal entity. In turn, anonymous appeals will not be considered. The law also regulates the activities of the People's Reception and the Virtual Reception of the President of the Republic of Uzbekistan.

In accordance with this law, the Cabinet of Ministers of the Republic of Uzbekistan adopted a resolution "On approval of the Model Regulations on the procedure for dealing with appeals of individuals and legal entities in government agencies and public institutions" [3].

The Decree of the President of the Republic of Uzbekistan dated December 28, 2016 "On measures to radically improve the system of dealing with appeals of individuals and legal entities" also created a new concept of the system of dealing with appeals. With this decree, public receptions of the head of state were established in each district and city. This has brought the dialogue between the state and the citizen to a qualitatively new level, deepened the roots of justice in society, brought leaders and officials closer to the people, and resolved complaints as soon as possible. This unique structure has also been praised by politicians and experts around the world.

In his speech on the occasion of the 25th anniversary of the Constitution of the Republic of Uzbekistan, President of the Republic of Uzbekistan Shavkat Mirziyoyev said: "As you know, we have established People's Receptions in each district and city as a first step towards penetration and dialogue with the population. They have become an

integrated system that provides practical assistance in solving many of people's problems. About 1.5 million applications were processed a year.

Today, the confidence of our population in the People's Reception is growing. The role of these structures in increasing the responsibility of government officials is becoming more and more noticeable "[2. 31-32].

The head of our state put forward an initiative to direct the capacity of receptions to the provision of public services, taking into account the increase in living standards of our people, the reduction of appeals to the People's Reception with the solution of many problems. At the same time, at the suggestion of the head of state, the Agency for Rapid Public Services was established. These fundamental initiatives of the head of our state will also serve to create a qualitatively new, rapid and effective mechanism in the future system of dealing with appeals of individuals and legal entities. The activities of the People's Reception and the Virtual Reception of the President have become an integral part of the lifestyle of our society [4. 25].

Radical improvement of the system of dealing with appeals of individuals and legal entities is being carried out systematically in our country. Radical improvement of the system of dealing with appeals of state bodies and organizations, individuals and legal entities responsible for the implementation of the measures envisaged in the "State Program of the Year of Dialogue with the People and Human Interests" in 2017, introduction of new, effective mechanisms and methods of open dialogue with the population It was noted that officials should pay special attention to the implementation of the system of accountability to the population, on this basis, to strengthen public confidence in government.

One of the important conditions for the satisfaction of the population with the activities of government agencies is the legal level of officials, the culture of treatment, attention to citizens' appeals. According to the respondents, the new system of active and open dialogue

with citizens, established in our country, plays a key role in achieving the strategic goals of comprehensive development of our country, ensuring social justice.

The activeness and initiative of members of parliament, including senators, are essential in fulfilling the requirements of the legislation in the field of appeals. Therefore, the study of the problems and concerns of citizens, the implementation of the conclusions and public proposals in the development of new laws and mechanisms for their implementation, strengthening the effectiveness of parliamentary oversight imposes a special responsibility on them.

In conclusion, it should be noted that this principle is of paramount importance in the timely, complete and impartial study of citizens' appeals by state and economic authorities in our country and taking legal action against them. Open and effective dialogue with the people, the solution of pressing issues of concern to the population on the ground is becoming a criterion of their activities, which today leads to significant changes in all spheres of our social life. In addition, the appeals received by our compatriots now serve as an indicator of the real situation in all key areas, a barometer of the study of public mood, a unique material for the adoption of analytical, policy documents.

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