

CREATION OF DECENT CONDITIONS FOR THE PEOPLE - A GUARANTEE OF SUSTAINABLE DEVELOPMENT

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DOI: 10.5958/2249-7315.2022.00045.4

ABSTRACT

The article deals with questions of creating a new system of dialogue with the people and work with appeals, the institution of people's receptions in the Republic of Uzbekistan, providing practical assistance in solving problems and approving new principles of work by the requirements and desires of the people, strengthening their role in governing the state and society.

KEYWORDS: *Society, State, Civil Society, Social Justice, Virtual Reception, Public Control, Public Council.*

1. INTRODUCTION

Achieving a democratic state of law and civil society depends on many factors and conditions, the most important of which is the establishment of social justice in our lives. The mentality, way of life, values of any people or nation are formed due to specific natural, historical and social factors.

The President of the Republic of Uzbekistan Shavkat Mirziyoyev created a new system of dialogue with the people and work with appeals, the institute of people's reception offices, providing practical assistance in solving problems and approving new principles of work by the requirements and desires of the people.

Thus, since September 2016, a Virtual Reception Office [1] has been opened on the portal of the government of Uzbekistan, which has made it possible to improve the system for working with appeals by the requirements of the 21st century. A direct dialogue was established between the head of government and the people. Already on the first day of the work of the Virtual Reception Office, about a thousand applications, complaints and proposals were received from various regions of the country. This innovation harmoniously fits into the agenda of 2017, declared in Uzbekistan as the "Year of Dialogue with the People and Human Interests".

The analysis of applications received by the Virtual Reception and People's Receptions of the President of the Republic of Uzbekistan, as well as the results of meetings organized with citizens, contributed to the further improvement and establishment of an effective dialogue between the state and society.

Indeed, by Decree of the Cabinet of Ministers of the Republic of Uzbekistan the Unified portal of interactive public services (Unified Portal, UPIPS) -my.gov.uzimproved, functioning since 2013 in a test mode [2]. The provision of a new system of electronic government services through the Unified Portal is aimed at creating opportunities throughout the country for applicants to establish relationships with government agencies within the framework of e-government and create transparent and accessible mechanisms for their provision. UPIPS is a unified point of access for citizens and entrepreneurs to public services and the most necessary information about them. In

public services for citizens, you can interactively obtain information about the presence of debts on taxes and utilities, fines for traffic rules, personal pension and insurance charges, etc. In addition, citizens can apply for various public services, for example, notarization of real estate purchase and sale transactions, obtaining various certificates, customs, and other services. Receiving electronic documents will allow you to avoid trips to various departments. In public business services, it is possible to view and pay taxes, receive information about inspections, submit IPISA (individual pensions savings account) reports, control the terms of licenses received with the possibility of their renewal, etc. Business entities have the opportunity to submit electronic applications for public services in the field of customs, licensing and permits, finance, and others, and to open a business, citizens do not need to go anywhere, just go through a few simple steps in a specially designed system for registering business entities and it will take no more than 30 minutes.

It should also be noted that since 2018, the procedures for processing documents in various state bodies have been radically simplified for all citizens who had to go through many complex formalities. Created by the decision of the Government The Public Services Agency with territorial subdivisions, which determines a set of organizational and legal measures to radically improve the quality, efficiency, transparency, and accessibility of public services on the principle of "one window". A set of measures has been approved that provides for important mechanisms for accelerated qualitative improvement in the provision of public services, including in healthcare, licensing, tax, customs, and other areas, as well as the development of mobile applications for public services, the provision of services with travel to remote areas, the organization of effective system feedback from the population using "hotlines", Internet bots on official websites, social networks [3].

Another example of improving the dialogue with the people in the Republic of Uzbekistan is the important changes made in recent years that establish the obligatory public discussion of draft laws with the participation of citizens' self-government bodies and other institutions of civil society. Thus, in the Legislative Chamber of the Oliy Majlis of the Republic of Uzbekistan, there is a website [4], where citizens can directly participate in legislative activities, i.e. everyone can make their recommendations to bills.

A system of accountability of khokims (khokim of the region, district, city, and town shall serve as the head of the representative and executive authorities of his relevant territory), prosecutors, and heads of internal affairs bodies at all levels to the people has been introduced. Measures are being taken to expand the participation of civil society institutions in solving urgent problems of the socio-economic development of the regions, as evidenced by the Decree of the President of the Republic of Uzbekistan "On measures to ensure openness of budget data and active participation of citizens in the budget process" [5].

In addition, to further deepen democratic reforms in the country, to establish an effective and efficient dialogue between the state and society, a Decree of the President of the Republic of Uzbekistan "On measures to organize the activities of public councils under state bodies" [6] was adopted, which will serve as a "bridge", connecting the state body with citizens, for the implementation of a joint dialogue, ensuring effective cooperation between the state body and civil society institutions. Public councils consisting of honored workers, authoritative citizens, representatives of NGOs, the media, and other institutions of civil society exercise public control over the activities of government agencies and their officials to take into account public interests and public opinions in the adopted regulatory and legal acts,

It should be noted that on the initiative of the Cabinet of Ministers, the Public Council was formed for transparency, coordination, and monitoring of the activities of state government bodies of the Republic of Uzbekistan. The Council carries out a systematic rating "Index of openness" based on

the developed methodology and regulations for assessing the activities of heads and information services of public authorities and administration in the field of ensuring openness, the effectiveness of electronic methods of disseminating information, and user satisfaction.

Over the past period, state bodies have done certain comprehensive and consistent work to create public councils, establish close cooperation between state bodies and citizens, ensure that they carry out open, transparent, and public activities, and establish effective public control over the activities of state bodies. At the same time, the events held by the public councils of individual state bodies are mainly of an organizational, spiritual, and educational nature. [7]

An analysis of the official websites of most ministries and departments shows that information on the activities of the Public Council, the representatives and changes made to it, as well as some other issues related to their activities since their approval, are regularly published, as for some state bodies, information on the activities of the most important issues of public councils using information and communication technologies does not provide an adequate level of public awareness.

In some state bodies, the membership of the public council does not include honored workers who exemplarily served in a state body, authoritative citizens with extensive practical experience in the fields of public activity, and representatives of non-governmental non-profit organizations, the media, and other institutions are not involved in some public councils of civil society. [8]

One of the possible factors hindering the achievement of effectiveness in this direction on the ground is the lack of methodological support and effective mechanisms for exercising public control over the activities of state bodies, as a result of which the ongoing activities are largely superficial and general.

In connection with the foregoing, and taking into account the importance of the tasks set by the Decree for the implementation of information, analytical and methodological support for the activities of public councils, assisting them in the implementation of effective mechanisms for exercising public control over the activities of state bodies, it is advisable to organize some practical training seminars and round tables, based on a schedule agreed with government agencies and a developed program and relevant guidelines of a recommendatory nature.

Having developed and practically implemented a new, modern system that serves to establish justice in life, the practical provision of human rights and interests, in consultation with the people, we are laying the foundation for a new stage of development in the history of our independent state.

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