

Analytical information on citizen appeals received by the Uzbekistan State World Languages University and their execution

Control has been established over the complete and lawful resolution of appeals from individuals and legal entities, including those received from the President's virtual reception, within the timeframes specified by law. The appeals are being critically analyzed by the department staff and responsible persons. Special attention is given to the reasons for the citizens' appeals and the recurrence of repeated appeals, with appropriate instructions provided to the responsible parties to prevent such situations in the future. Reports on the appeals received from citizens and the solutions to the issues raised are being discussed in meetings held under the rector's supervision.

Quarterly reports on the execution of appeals from individuals and legal entities are being submitted to the ministry within the specified timeframes. A citizen reception area has been established at the main entrance of the university, and personal receptions by the university administration are being conducted in strict adherence to the established schedules.

In 2023, a total of 258 appeals were received (140 or 54.3% were positively resolved, 96 or 37.2% were explained, and 22 were left unaddressed), with 184 received through the President's virtual reception and 74 in written and oral form.

Complete and substantiated response letters, signed by the university head, have been sent regarding each argument mentioned in the appeals to the authors. The rector and responsible leaders conduct their work based on the schedule for receiving citizens, and the journals for recording appeals are maintained at the required level and are under constant supervision by the department. Based on the Ministry of Higher Education's order No. 153 dated April 26, 2022, "On ensuring the implementation of the decision adopted at the expanded Board meeting of the Ministry of Higher and Secondary Specialized Education on April 25, 2022," the responsibility for handling appeals has been assigned to relevant staff members of the structural divisions, ensuring the execution of issues raised in the appeals, and work is being carried out accordingly.

**Head of the Department of Working
with Applications of Individuals and Legal Entities,
Control and Monitoring**

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