

LAW OF THE REPUBLIC OF UZBEKISTAN

ON AMENDMENTS AND ADDITIONS TO THE LAW OF THE REPUBLIC OF UZBEKISTAN "ON APPEALS OF INDIVIDUALS AND LEGAL ENTITIES"

Adopted by the Legislative Chamber on August 15, 2017

Approved by the Senate on August 24, 2017

Article 1. To introduce amendments and additions to the Law of the Republic of Uzbekistan dated December 3, 2014 No. ZRU-378 "On Appeals of Individuals and Legal Entities" (Bulletin of the Chambers of the Oliy Majlis of the Republic of Uzbekistan, 2014, No. 12, Article 340), approving its new edition (attached).

Article 2. The Cabinet of Ministers of the Republic of Uzbekistan shall:

- bring government decisions into conformity with this Law;
- ensure the revision and repeal by state administration bodies of their regulatory legal acts contradicting this Law;
- ensure the implementation, communication to executors, and explanation among the population of the essence and significance of this Law.

Article 3. This Law shall enter into force on the day of its official publication.

President of the Republic of Uzbekistan **Sh. Mirziyoyev**

Tashkent, September 11, 2017 No. ZRU-445

LAW OF THE REPUBLIC OF UZBEKISTAN

On Appeals of Individuals and Legal Entities (new edition)

Chapter 1. General Provisions

Article 1. Purpose and Scope of Application of this Law

Article 1. Purpose and Scope of Application of this Law

The purpose of this Law is to regulate relations in the field of appeals of individuals and legal entities (hereinafter referred to as "appeals") to state bodies and state institutions (hereinafter referred to as "state bodies"), as well as to their officials.

The effect of this Law also extends to organizations with state participation and bodies of citizens' self-government (hereinafter referred to as "organizations").

This Law does not apply to:

- appeals, the procedure for consideration of which is established by legislation on administrative liability, civil procedure, criminal procedure, criminal enforcement, economic procedure, and other legislative acts;
- mutual correspondence between state bodies, as well as their structural subdivisions.

Article 2. Legislation on Appeals

The legislation on appeals consists of this Law and other legislative acts.

Article 3. Basic Concepts

The following basic concepts are used in this Law:

- **Application** — an appeal requesting assistance in the exercise of rights, freedoms, and legitimate interests.
- **Proposal** — an appeal containing recommendations for improving state and public activities.
- **Complaint** — an appeal demanding the restoration of violated rights, freedoms, and protection of legitimate interests.
- **Electronic appeal** — an appeal submitted in the prescribed manner through information and communication technologies, including one posted on the official website of a state body or organization, except for oral appeals submitted using information and communication technologies in real-time mode.
- **Repeated appeal** — an appeal submitted by the same individual or legal entity, in which a decision made on a previous appeal is contested or disagreement with it is otherwise expressed, as well as reporting untimely consideration of the previous appeal, if by the time of submission of the repeated appeal the period established by law for consideration has expired.
- **Anonymous appeal** — an appeal that does not indicate the surname (name, patronymic) of an individual, information about their place of residence, or the full name of a legal entity, information about its location (postal address), or contains false information about them; also, an electronic appeal that does not allow identification, or a written appeal not confirmed by a signature.
- **Duplicate appeal** — a copy of an appeal submitted by the same individual or legal entity.
- **Public reception** — an action of the head or another official authorized to accept appeals during public meetings with individuals and representatives of legal entities.
- **Videoconference communication** — interactive interaction of several remote participants in real-time with the possibility of exchanging audio and video information using information and communication technologies.
- **Organization with state participation** — a commercial organization in which the state has a share in the charter capital, or a non-commercial organization created or established fully or partially by a state body.

Article 4. Basic Principles of Consideration of Appeals

The basic principles of consideration of appeals are:

- legality;
- timeliness and completeness of consideration of appeals;
- uniformity of requirements for appeals;
- observance of the rights, freedoms, and legitimate interests of individuals and legal entities;
- inadmissibility of bureaucratism and red tape in the consideration of appeals;
- transparency of the activities of state bodies, organizations, and their officials in the consideration of appeals.

Article 5. Forms and Types of Appeals

Appeals may be oral, written, or electronic. Applications, proposals, and complaints are types of appeals. Appeals, regardless of their form and type, have equal significance.

Article 6. Requirements for Appeals

- In an appeal by an individual, the surname (name, patronymic) of the individual and information about their place of residence must be indicated.
- In an appeal by a legal entity, the full name of the legal entity and information about its location (postal address) must be indicated.
- In appeals by individuals and legal entities, the specific name of the state body, organization, position and/or surname (name, patronymic) of the official to whom the appeal is addressed must be indicated, as well as the essence of the appeal.
- Appeals may include the email address, contact telephone numbers, and fax numbers of the applicants.
- Appeals may be submitted in the state language and other languages.
- A written appeal must be signed by the individual applicant or by the authorized representative of the legal entity applicant. If it is impossible for the individual applicant to sign the written appeal, it must be signed by the person who drafted it, with their surname (name, patronymic) additionally indicated.
- Appeals submitted through representatives of applicants must be accompanied by documents confirming their authority.

Article 7. Appeals and Mass Media

- Appeals received from editorial offices of mass media shall be considered in the manner and within the time limits provided by this Law.
- Appeals addressed to mass media may be used to study and reflect public opinion in accordance with the legislation on mass media.

Article 8. Reception of Individuals and Representatives of Legal Entities

- State bodies, organizations, and their officials shall organize the reception of individuals and representatives of legal entities.
- Heads or other officials of state bodies and organizations conducting personal receptions of individuals and representatives of legal entities are not entitled to refuse reception on any issues, including those not within their competence, except in cases provided for in part three of this Article.
- Reception may be refused to individuals and representatives of legal entities if a decision has already been made on their previous appeal of a similar nature and they have been duly informed of this in accordance with the procedure established by this Law.

Article 9. Procedure for the Reception of Individuals and Representatives of Legal Entities

The reception of individuals and representatives of legal entities shall be carried out by the head or another official of a state body or organization. For this purpose, special structural subdivisions may be established in state bodies and organizations, and officials responsible for reception may be designated.

Heads or other officials of state bodies authorized to do so may organize off-site personal receptions of individuals and representatives of legal entities, as well as public receptions.

The reception of individuals and representatives of legal entities shall be conducted on designated days and hours according to the reception schedule.

The reception schedule and information about the time, place, and procedure for preliminary registration shall be communicated to interested persons by publishing them on the official websites of state bodies, as well as by posting them in public places on stands or other technical means in their administrative buildings.

Off-site personal receptions of individuals and representatives of legal entities, as well as public receptions, may, when necessary, be conducted outside the reception schedule. Public receptions may also be conducted by visiting courtyards (apartments), other premises, and places.

If the resolution of issues raised during the reception does not fall within the competence of the state body, organization, or their officials, the relevant officials must explain to the applicant which body or organization should be addressed to resolve the issues raised in the appeal.

During a personal reception, by decision of the head of the state body or organization and with notification of the applicant, special technical means (audio and video recording, as well as photography) may be used.

When submitting an oral appeal, an individual must present an identity document, and a representative of a legal entity must present a document confirming their authority and identity, except for appeals submitted during public receptions.

Oral appeals may also be submitted using information and communication technologies in real-time, including through hotlines, "helplines" of state bodies and organizations, and via videoconferencing.

The procedure for reception via videoconferencing shall be determined by the Cabinet of Ministers of the Republic of Uzbekistan.

Chapter 2. People's Receptions and the Virtual Reception

Article 10. People's Receptions and the Virtual Reception of the President of the Republic of Uzbekistan

People's Receptions and the Virtual Reception of the President of the Republic of Uzbekistan are established by the President of the Republic of Uzbekistan for the purpose of organizing the effective consideration of appeals by state bodies, organizations, and their officials.

The People's Receptions of the President of the Republic of Uzbekistan do not have the status of a legal entity.

The system of People's Receptions of the President of the Republic of Uzbekistan consists of:

- The People's Reception of the President of the Republic of Uzbekistan;
- The People's Receptions of the President of the Republic of Uzbekistan in the Republic of Karakalpakstan, the regions, and the city of Tashkent;
- The People's Receptions of the President of the Republic of Uzbekistan in districts and cities (except for cities under district jurisdiction).

The Virtual Reception of the President of the Republic of Uzbekistan is an information system that allows, through information and communication technologies, the acceptance, accumulation, classification, and systematization of incoming appeals, as well as monitoring and control over their complete, timely, and high-quality consideration.

Article 11. Main Tasks of the People's Receptions and the Virtual Reception of the President of the Republic of Uzbekistan

The main tasks of the People's Receptions and the Virtual Reception of the President of the Republic of Uzbekistan are:

- organizing direct dialogue with the population, ensuring the functioning of an effective system of work with appeals aimed at the full protection of their rights, freedoms, and legitimate interests;
- creating conditions for the unconditional realization of the constitutional right to appeal;
- organizing the complete, objective, and timely consideration of appeals submitted to the People's Receptions and the Virtual Reception of the President of the Republic of Uzbekistan;
- carrying out systematic monitoring and control over the consideration of appeals submitted to the People's Receptions and the Virtual Reception of the President of the Republic of Uzbekistan and forwarded to the relevant state bodies and organizations;
- conducting receptions of individuals and representatives of legal entities, including via videoconferencing;
- extensive use of modern information and communication technologies in working with appeals by introducing and maintaining an electronic information system for input, generalization, systematization, monitoring, and control over the consideration of appeals submitted to the People's Receptions and the Virtual Reception of the President of the Republic of Uzbekistan.

Article 12. Rights and Duties of the People's Receptions of the President of the Republic of Uzbekistan

The People's Receptions of the President of the Republic of Uzbekistan have the right to:

- interact with state bodies and organizations, request and receive from them documents and information on issues within their competence;
- when necessary, conduct on-site studies of the implementation of decisions adopted as a result of the consideration of appeals;
- submit proposals to state bodies and organizations on improving the procedure for considering appeals;
- submit proposals for holding accountable persons who violated the procedure and deadlines for considering appeals, as well as those who failed to ensure the implementation of decisions adopted as a result of the consideration of appeals.

The People's Receptions of the President of the Republic of Uzbekistan may also have other rights in accordance with legislation.

The People's Receptions of the President of the Republic of Uzbekistan are obliged to:

- comply with the requirements of this Law;
- use the existing information system in working with appeals;
- comply with information security requirements;

- ensure the uninterrupted functioning of their hardware and software;
- ensure the effective functioning and administration of the electronic queue management system, proper accounting of the number of applicants for a certain period (day, week, month), by their categories and relevant areas.

The People's Receptions of the President of the Republic of Uzbekistan may also bear other duties in accordance with legislation.

Article 13. Provision of Real-Time Consultations on Appeals by the Virtual Reception of the President of the Republic of Uzbekistan

On the basis of the Virtual Reception of the President of the Republic of Uzbekistan, real-time consultations are provided to individuals and legal entities on issues of appeals, involving qualified specialists from various sectors and fields of activity as consultants.

Real-time consultations through the Virtual Reception of the President of the Republic of Uzbekistan are ensured by information exchange between consultants, on the one hand, and individuals and legal entities, on the other hand, who wish to promptly obtain information on the issue of interest.

Article 14. Establishment of Virtual Receptions of State Bodies, Organizations, and Their Officials

For the purpose of organizing direct dialogue with the population, carrying out systematic monitoring and control over the consideration of appeals, and using modern information and communication technologies in working with appeals, state bodies, organizations, and their officials may establish their own virtual receptions.

Virtual receptions operate on behalf of the state body, organization, or their officials by whom they were established.

Chapter 3. Guarantees of the Rights of Individuals and Legal Entities to Appeals

Article 15. Guarantees of the Exercise of the Right to Appeals

Individuals and legal entities are guaranteed the right to appeal to state bodies, organizations, and their officials individually or collectively.

The right to appeal is exercised voluntarily. No one may be compelled to participate in actions in support of or against any appeal.

The exercise of the right to appeal must not violate the rights, freedoms, and legitimate interests of other individuals and legal entities, as well as the interests of society and the state.

Individuals and legal entities of foreign states, as well as stateless persons, have the right to appeal to the state bodies, organizations, and their officials of the Republic of Uzbekistan in accordance with this Law.

Article 16. Inadmissibility of Discrimination in the Exercise of the Right to Appeals

Discrimination in the exercise of the right to appeals on the basis of gender, race, nationality, language, religion, beliefs, social origin, social status of an individual, as well as forms of

ownership, location (postal address), organizational and legal forms, and other circumstances of legal entities is not permitted.

Article 17. Guarantees of Observance of Rights, Freedoms, and Legitimate Interests in Appeals

State bodies, organizations, and their officials are obliged to comply with the requirements of the Constitution and laws of the Republic of Uzbekistan when considering appeals, to take measures for their complete, objective, and timely consideration, and within their competence to take measures to ensure the restoration of violated rights, freedoms, and protection of the legitimate interests of individuals and legal entities.

Article 18. Guarantees of Acceptance and Consideration of Appeals

Appeals are subject to mandatory acceptance and consideration by state bodies, organizations, and their officials, except in cases provided for in Articles 29 and 30 of this Law.

Article 19. Guarantees of Non-Disclosure of Information Obtained in Connection with Appeals

When considering appeals, employees of state bodies, organizations, and their officials are not permitted to disclose information about the private life of individuals, the activities of legal entities without their consent, as well as information constituting state secrets or other secrets protected by law, and other information if such disclosure infringes upon the rights, freedoms, and legitimate interests of individuals and legal entities.

It is not permitted to ascertain data about an individual or legal entity that are not related to the appeals.

At the request of an individual, any information about their identity shall not be subject to disclosure.

Article 20. Guarantees of Security of Individuals and Legal Entities in Connection with Their Appeals

It is prohibited to persecute an individual, their representative, members of their family, a legal entity, its representative, and members of the representative's family in connection with their appeals to state bodies, organizations, and their officials for the purpose of exercising or protecting their rights, freedoms, and legitimate interests, as well as for expressing their opinions and criticism in appeals.

Chapter 4. Procedure for Submitting and Considering Appeals

Article 21. Procedure for Submitting Appeals

Appeals shall be submitted directly to the state body, organization, or their officials whose powers include resolving the issues raised therein, or to a higher body in accordance with subordination.

Individuals and legal entities have the right to submit an appeal independently, authorize their representative to do so, or send the appeal via postal services or in electronic form. In the interests of minors, incapacitated persons, and persons with limited capacity, appeals may be submitted by their legal representatives in the manner prescribed by law.

An appeal may be accompanied by existing decisions previously adopted on it or their copies, as well as other documents necessary for its consideration, which are not subject to return, except in cases of a written request by the applicant for their issuance. When forwarding an appeal by jurisdiction to another state body, organization, or official, the specified documents must be attached.

When an appeal is received in an envelope via postal services, the presence of the appeal and its attachments in the envelope shall be verified. In the absence of the appeal in the envelope or in case of its damage, as well as the absence of attachments indicated in the appeal, an act shall be drawn up, one copy of which shall be sent to the applicant at the address indicated on the envelope.

Article 22. Deadlines for Submitting Appeals

As a rule, deadlines for submitting appeals are not established. In certain cases, a deadline for submitting an appeal may be set if this is conditioned by the capabilities of the state body, organization, or their officials in considering the appeal, the necessity of timely realization and protection of the rights, freedoms, and legitimate interests of individuals and legal entities, as well as on other grounds provided by legislative acts.

An application or complaint to a higher body in accordance with subordination shall be submitted no later than one year from the moment when the individual or legal entity became aware of the action (inaction) or decision violating their rights, freedoms, and legitimate interests.

A missed deadline for submitting an application or complaint for a valid reason shall be restored by the state body, organization, or their authorized official considering the application or complaint.

Article 23. Recordkeeping of Appeals

An appeal received by a state body, organization, or their official shall be registered on the same day, and if received after working hours — on the next working day.

Refusal to register an appeal is not permitted.

State bodies and organizations shall maintain a register of appeals, indicating the serial number and date of receipt of the appeal, the surname (name, patronymic) of the individual applicant, the name of the legal entity, a brief summary of the appeal, a note on execution, and other information.

State bodies and organizations may introduce an electronic document management system in working with appeals.

Registration of oral appeals received by the head or another authorized official of a state body during public receptions and resolved on the spot is not required. In such cases, the surname (name, patronymic) of the individual or representative of the legal entity, information about their place of residence, a brief summary of the appeal, and the result of its consideration shall be indicated in the protocol of the public reception.

Recordkeeping for the registration and consideration of appeals shall be conducted in the manner established by law.

Article 24. Procedure for Considering Appeals

Appeals received by a state body, organization, or their officials shall be considered by the body, organization, or officials responsible for considering appeals.

Appeals received by a state body or organization may also be forwarded to subordinate divisions in accordance with subordination.

If an appeal contains issues concerning several structural subdivisions of state bodies or organizations, all of them shall be designated as executors for considering the appeal. The structural subdivision indicated first among the executors shall ensure, jointly with other subdivisions, the consideration of the appeal.

If additional information, references, or materials are required for the complete, objective, and timely consideration of an appeal, the state body, organization, or their officials considering the appeal may additionally request information from the applicant, as well as within their competence from other state bodies, organizations, and officials. State bodies, organizations, and officials are obliged to provide the requested information within ten days, provided that the information does not contain state secrets or other secrets protected by law, does not harm the rights, freedoms, and legitimate interests of individuals and legal entities, or the interests of society and the state.

In necessary cases, the state body, organization, or their officials considering the appeal may ensure its consideration on-site.

If the issues raised in the appeal concern the activities of business entities, their representatives shall be involved by state bodies within their competence to participate in the consideration of the appeal.

If, during the consideration of an appeal, it becomes necessary to inspect the activities of business entities, including financial and economic audits (revisions), such inspections shall be carried out in accordance with the law.

Article 24.1. Special Features of Considering Appeals of Minors

Minors have the right to independently submit appeals on issues of observance of their rights, freedoms, and legitimate interests to state bodies, organizations, or their officials in the manner established by this Law.

Consideration of appeals by minors by state bodies, organizations, or their officials may be carried out with the participation of their legal representatives, as well as guardianship and trusteeship bodies. Appeals of minors may not be left without consideration due to their lack of full legal capacity.

State bodies, organizations, and their officials whose powers do not include resolving the issues raised in the appeal are obliged to forward it to the relevant state body, another organization, or official, or to the guardianship and trusteeship body.

Article 25. Procedure for Considering Certain Appeals

Repeated appeals shall be considered on general grounds, except in cases specified in Article 30 of this Law.

Appeals received by a state body, organization, or their officials whose powers do not include resolving the issues raised shall, within no later than five days, be forwarded to the relevant state bodies, other organizations, and officials, with notification of the applicant in writing or electronically. Electronic appeals received may be forwarded electronically.

Unjustified forwarding of an appeal for consideration to other state bodies, organizations, or officials, or forwarding it to those bodies, organizations, or officials whose decisions or actions (inaction) are being appealed, is prohibited.

If appeals do not contain the necessary information for forwarding them to the relevant state bodies, organizations, or officials, they shall, within no later than five days, be returned to the applicant with a reasoned explanation.

If, during the consideration of an appeal, a duplicate appeal is received, the appeal shall be considered together with the previously received appeal.

If a duplicate appeal is received after the consideration of the appeal and the sending of a response, the state body, organization, or their officials shall inform the applicant accordingly.

Consideration of letters not classified as appeals (gratitude, congratulations, invitations, responses) shall be carried out by state bodies, organizations, and their officials at their discretion.

Article 26. Hearing of the Applicant

A state body, organization, or their officials considering an appeal may, on their own initiative or at the request of the applicant, organize a hearing of the applicant.

The state body, organization, or their officials shall provide the applicant with the opportunity to express their opinion on the issues raised in the appeal and present additional information. The state body, organization, or their officials may involve experts, specialists, and representatives of interested organizations in the hearing of the applicant.

Article 27. Responses to Appeals

Based on the results of the consideration of an appeal, a decision shall be made by the state body, organization, or their officials, and the applicant shall be immediately informed in writing or electronically.

The response to an appeal shall be signed by the head of the state body, organization, or their official.

The response to collective appeals shall be sent to the person listed first among the applicants, unless the appeal requires that the response be sent to another person.

An appeal shall be considered resolved if all issues raised in the appeal have been considered in accordance with the requirements of this Law and the applicant has been provided with an appropriate response.

Responses to appeals shall, whenever possible, be provided in the language of the appeal and must contain specific justifications (with references to legislative acts where necessary) refuting or confirming the arguments on each issue raised in the appeal.

No written or electronic response is required for oral appeals submitted to the head or another authorized official of a state body during public receptions and resolved on the spot.

Article 28. Deadlines for Considering Appeals

An application or complaint shall be considered within fifteen days from the date of receipt by the state body, organization, or their official, who are obliged to resolve the matter on its merits. If additional study and/or verification or the request for additional documents is required, the period may be extended up to one month.

In cases where the consideration of applications and complaints requires inspections, the request for additional materials, or the adoption of other measures, the deadlines for their consideration may, as an exception, be extended by the head of the relevant state body or organization, but not more than one month, with notification of the applicant.

A proposal shall be considered within one month from the date of receipt by the state body, organization, or their official, except for those proposals requiring additional study, about which the individual or legal entity submitting the proposal shall be notified in writing within ten days.

Article 29. Appeals Left Without Consideration

The following appeals shall not be considered:

- anonymous appeals;
- appeals submitted through representatives of individuals or legal entities without documents confirming their authority;
- appeals not meeting other requirements established by this Law.

When appeals are left without consideration, a corresponding conclusion shall be drawn up, approved by the head of the state body, organization, or their authorized official.

Applicants shall be notified accordingly if appeals are left without consideration due to the absence of documents confirming the authority of the representative of an individual or legal entity.

Article 30. Termination of Consideration of Appeals

Consideration of appeals shall be terminated:

- if repeated appeals do not contain new arguments or newly discovered circumstances, and the materials of the previous appeal contain exhaustive inspection materials and the applicant has been duly provided with responses;
- if the applicant has withdrawn their appeal in the prescribed manner or requested termination of its consideration;
- if it is impossible to consider the appeal without the participation of the applicant, who cannot be summoned due to untimely notification of changes in residence, location (postal address), email address, or other details;
- in case of non-appearance of the applicant summoned by the state body, organization, or their official, where consideration of the appeal is impossible without their participation;
- if, after the death of the applicant (individual), consideration of the appeal does not allow succession.

The decision to terminate consideration of an appeal shall be made by the head of the state body, organization, or their authorized official.

When terminating consideration of a repeated appeal in accordance with paragraph two of part one of this Article, the applicant shall be notified in writing that the repeated appeal is unfounded and correspondence with them on this issue is terminated. In the case of a repeated appeal from an applicant with whom correspondence has been terminated, such appeal shall be terminated without notifying the applicant.

When terminating consideration of an appeal upon withdrawal, the appeal shall be returned to the applicant within three days by letter from the state body, organization, or their official. Withdrawal of an appeal does not preclude measures to identify and eliminate violations of the law.

Applicants shall be notified accordingly when consideration of an appeal is terminated due to the non-appearance of the summoned individual or representative of a legal entity.

Article 31. Clarification and Correction of Responses to Appeals

State bodies, organizations, and their officials who considered an appeal are obliged, upon request of an individual or legal entity, to clarify the response to the appeal without changing its content, and may, on their own initiative or at the request of the applicant, correct typographical and arithmetic errors without affecting the substance of the response.

The request of the applicant for clarification or correction of the response to the appeal shall be considered within ten days from the date of its receipt.

Chapter 5. Rights of Individuals and Legal Entities, Rights and Duties of State Bodies, Organizations, and Their Officials in Considering Appeals

Article 32. Rights of Individuals and Legal Entities in Considering Appeals

When appeals are considered by state bodies, organizations, and their officials, individuals and legal entities have the right to:

- obtain information on the progress of consideration of the appeal;
- personally present arguments and provide explanations;
- familiarize themselves with the materials of the inspection of the appeal and with the results of its consideration;
- submit additional materials or request their retrieval from other bodies;
- use the assistance of a lawyer;
- request termination of consideration of the appeal or clarification and/or correction of the response to the appeal;
- withdraw their appeal before or during its consideration, prior to the adoption of a decision, by submitting a written or electronic statement;
- appeal against unlawful refusal to accept and consider an appeal to a higher body in accordance with subordination or directly to the court.

Individuals and legal entities may also have other rights in accordance with legislation.

Article 33. Rights and Duties of State Bodies, Organizations, and Their Officials in Considering Appeals

When considering appeals, state bodies, organizations, and their officials have the right to:

- request and obtain, in the prescribed manner, information necessary for the consideration of appeals;
- summon the applicant or another person when it is impossible to consider the appeal in their absence or for the purpose of hearing them;
- apply to the court for the recovery of expenses incurred in connection with the verification of an appeal containing knowingly false information.

State bodies, organizations, and their officials may also have other rights in accordance with legislation.

State bodies, organizations, and their officials are obliged to:

- comply with the requirements of legislation on appeals;
- provide the applicant with the opportunity to familiarize themselves with documents, decisions, and other materials affecting their rights, freedoms, and legitimate interests, provided they do not contain state secrets or other secrets protected by law, and do not harm the rights, freedoms, and legitimate interests of individuals and legal entities, or the interests of society and the state;
- inform the applicant in writing or electronically of the results of consideration and the decision adopted immediately after consideration of the appeal, except for oral appeals submitted during public receptions and resolved on the spot;
- explain the procedure for appealing the decision adopted on the appeal if the individual or legal entity disagrees with it;
- monitor the implementation of the decision adopted as a result of the consideration of the appeal;
- immediately take measures to stop unlawful actions (inaction), and within their competence identify causes and conditions contributing to violations of the rights, freedoms, and legitimate interests of individuals and legal entities;
- prevent, in the prescribed manner, the persecution of an individual, their representative, family members, a legal entity, its representative, and family members of the representative in connection with their appeal;
- take measures to compensate material damage or moral harm caused as a result of violations of the rights, freedoms, and legitimate interests of an individual or legal entity.

State bodies shall train and at least once every three years improve the qualifications of their employees working with appeals. The requirements for employees of state bodies working with appeals, as well as the procedure for their training and qualification improvement, shall be determined by the Cabinet of Ministers of the Republic of Uzbekistan.

State bodies, organizations, and their officials may also bear other duties in accordance with legislation.

Article 34. Monitoring and Control over the Consideration of Appeals

Heads or other officials of state bodies and organizations authorized to do so shall carry out constant monitoring and control over the consideration of appeals by their structural subdivisions and take measures to ensure their complete, objective, and timely consideration.

An appeal shall be removed from monitoring and execution by the head or other authorized official who placed the appeal under control.

Appeals for which interim responses have been given and which have not been fully considered shall not be removed from monitoring.

Article 35. Generalization and Analysis of Appeals

State bodies, organizations, and their officials shall maintain statistical records of appeals received. Statistical records shall include the number of appeals received, considered, satisfied, denied, left without consideration, as well as other information related to work with appeals.

State bodies, organizations, and their officials shall generalize and analyze appeals on a quarterly basis.

Based on the results of generalization and analysis of appeals, state bodies shall prepare reports (reviews) reflecting general indicators of work with appeals, issues most frequently raised in appeals, main shortcomings and violations identified during the consideration of appeals, and measures taken to eliminate causes generating violations of the rights, freedoms, and legitimate interests of individuals and legal entities, as well as the interests of society and the state.

Reports (reviews) prepared based on the results of generalization and analysis of appeals shall be published on the official websites of the relevant state bodies.

Chapter 6. Final Provisions

Article 36. Resolution of Disputes

Disputes in the field of appeals of individuals and legal entities shall be resolved in the manner established by law.

Article 37. Compensation for Material Damage and Moral Harm

In the event of satisfaction of an application or complaint of an individual or legal entity by a state body, organization, or their officials who adopted unlawful decisions on them, the applicant shall be compensated, through judicial procedure, for damages related to the submission and consideration of the application or complaint, expenses incurred in connection with on-site consideration of the application or complaint at the request of the relevant state body, organization, or their officials, and lost earnings during that time. Moral harm may also be compensated through judicial procedure.

Funds paid by a state body or organization as compensation for material damage and moral harm caused to an individual or legal entity in connection with violations of the law during the consideration of their application or complaint may be recovered from the guilty person in recourse proceedings.

Article 38. Liability for Violation of Legislation on Appeals

Violation of legislation on appeals, as well as submission of an appeal containing slander and insults, entails liability in the prescribed manner.

(Collection of Legislation of the Republic of Uzbekistan, 2017, No. 37, Article 977; National Database of Legislation, January 30, 2018, No. 03/18/463/0634; March 11, 2020, No. 03/20/608/0278; September 21, 2024, No. 03/24/963/0735)