

## **On the discipline of execution and citizen appeals at the university**

### **INFORMATION**

At the Uzbek State World Languages University, the electronic document circulation is carried out through the "edo.ijro.uz" module, which is developed based on the inter-agency unified electronic system of execution discipline "Ijro.gov.uz". With the help of this system, directives coming from higher organizations (minutes of the OTFIV Apparatus Council meetings, joint resolutions, orders, letters, etc.) are registered in the execution system. Through this system, all departments and executors of the university are designated electronically, and the execution status is monitored. To promptly deliver daily ministry documents to all executors, a "Portal Information" window has been created on the internal local network. This window allows any executor connected to the local network to quickly find the necessary document and ensure its timely execution.

From January 2024 to the present day, constant monitoring has been established over the execution of the minutes of the OTFIV Apparatus Council meetings, orders, and directive letters registered in the execution system by the university's office, and timely execution has been ensured by responsible executors. Specifically, from January 2024 to the present day, 2290 documents (minutes of the OTFIV Apparatus Council meetings, joint resolutions, orders, letters, etc.) from OTFIV and 2372 letters from various organizations have been registered by the university's office and delivered to responsible executors through the "edo.ijro.uz" electronic document exchange system. As of today, the execution of 4551 documents has been ensured, and 111 documents have pending execution deadlines. The execution of incoming documents is controlled by the Department for Working with Appeals of Individuals and Legal Entities, Control, and Monitoring, and once the execution is ensured in the appropriate manner and information is provided, they are removed from control. Additionally, during the months of January to December 2024, the working group studied the discipline of execution, the quality of education, and the state of educational, scientific, and spiritual-educational activities in the faculties of

International Journalism, Russian Philology, English Language 1, and the Department of Modern Information Technologies, and instructions were given to eliminate identified shortcomings.

The reception and review of appeals from individuals and legal entities at the university are systematically organized in accordance with the Law of the Republic of Uzbekistan "On Appeals of Individuals and Legal Entities" as amended by Law No. O'RQ-445, dated September 11, 2017. The department staff controls the full and lawful resolution of appeals coming to the university, including those from the President's virtual reception, within the timeframes specified by law. Specifically, during the months of January to December 2024, 236 appeals were received, including 167 through the President's virtual reception, 49 oral appeals, and 20 written appeals. Of these, 139 were resolved positively, 88 were explained, and 8 were left unaddressed based on the letter from the applicants due to a positive resolution, and 1 is under review. Control was established over the timely and legally compliant review of incoming appeals by responsible executors, and execution was ensured by the executors in a timely manner. Fully reasoned and substantiated response letters signed by the university administration were sent to the authors for each argument presented in the appeals.

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