

This monograph highlights democracy and democratic Development: a philosophical analysis of scientific and theoretical concepts, the main features, goals and objectives of the new stage of development of Uzbekistan and the social significance of governance in the process of democratic renewal, the role of public receptions in protecting human interests, rights and freedoms. The experience of the receptions in supporting business, entrepreneurship and business, the need to improve the multifunctional activities of the People's Receptions are explained throughly. The monograph is intended for students, masters and doctoral students, as well as all readers interested in the Institute of Public Reception.



Mansurbek Aytboyev

# THE INSTITUTION OF PEOPLE'S RECEPTIONS AND HUMAN INTERESTS

Monograph

Mansurbek Aytboyev- is a PhD on Philosophical Sciences



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## **M.Aytboyev/The institution of People's Receptions and Human Interests.**

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## INTRODUCTION

Every day new changes and innovations take place in the life of our country. The new system of comprehensive development of the country, open communication with the people, implemented at the initiative of President Shavkat Mirziyoyev, the Institute of Public Receptions, has shown that there are more tasks to be done than in the past. Indeed, the truth prevails in debates, in open communication. As the President of the Republic of Uzbekistan Sh.M.Mirziyoev noted, "listening to people's grievances, open communication with them, relieving their burdens serve to strengthen public confidence in the state and society." After the establishment of the People's Reception, a virtual reception of the President, it became possible to get acquainted with the real life of the people, to study the long-standing problems, demands and needs of the people, to solve them on the spot, to determine the necessary measures and ensure social justice. The Service for Protection of Citizens' Rights, Control and Coordination of Appeals of Individuals and Legal Entities of the Office of the President of the Republic of Uzbekistan has organized public receptions and face-to-face talks with the population in all cities and districts of the country. In short, it went into the crowd. The pains that had accumulated in the hearts of the people, which had already been solved, but which had been unresolved for years as a result of greed, selfishness, and censorship, began to arise. Most importantly, there was a good opportunity for people to express their grievances, to talk face to face with the heads of large and small agencies, to find solutions to their problems in the shortest possible time. Not only the problems, their demands and suggestions were listened to, but these suggestions were collected and appropriate measures were developed. "All this, frankly, shows that leaders of all levels, government and economic agencies have almost forgotten to communicate with the people, and this issue is so relevant in our society. In this regard, I would like to emphasize once again that communication with the people and the protection of human interests is not a temporary campaign, but a priority of public policy, which is always in the center of our attention. Today, as a result of this research, many innovations are being implemented. An open communication with citizens, analysis of appeals to the virtual reception of the President and the People's Reception reveals that, along with a number of problems, there are many unresolved issues in the provision of public services to the population. However, in order to develop entrepreneurship in our country, since 2003, special inspections have been established under the city and district authorities to register business entities on the basis of the "Single Window" principle. Since 2016, they have been based on Public Service Centers. But it also became clear that even these efforts were not enough to meet the needs and requirements of the population today. As a result, people have to apply to different

agencies for each document, waiting in line for hours, paperwork, and various hassles have not disappeared. In this regard, a large-scale work is being carried out in our country to radically reform the national system of public services. In this monograph, the speech goes on the democracy and democratic development: philosophical analysis of scientific and theoretical concepts, the main features, goals and objectives of the new stage of development of Uzbekistan, the social significance of governance in the process of democratic renewal, the role of public receptions in protecting human interests, rights and freedoms, their experiences in supporting entrepreneurship and business.

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## **CHAPTER I. DEMOCRATIC DEVELOPMENT AND DIFFERENTIAL FEATURES**

### **1.1. Democracy and democratic development: a philosophical analysis of scientific-theoretical concepts**

The goals of building a democratic society are a multifaceted process that involves many challenges. Building a democratic society requires relying on the rules, principles and principles of democracy, as well as taking into account the specific national and spiritual characteristics of each country and people. Today, our young people have the opportunity to get acquainted with the theoretical foundations of democratic development, the formation and development of views on it, as well as about the Uzbek society, its socio-economic, political and spiritual life, features, directions and processes of liberalization, democratization, modernization and reform also have a holistic view of the mechanisms of achievement. Today, when Uzbekistan is building a new society, there is a need to address the initial views of humanity on a just society and the teachings that embody these views. After all, the higher the development of a nation, the stronger its spirit of striving for its roots. Because any future can achieve the ultimate goal and purpose only if it is based on the experience of the past, the conclusions drawn from it.

Today, the topic of democracy is widely discussed in scientific and philosophical research. This is not in vain, because humanity connects its development, its future with the spread of democracy, liberal democratic ideas. After the French explorer Alexis de Tocqueville traveled to America and published "Democracy in America", the European continent also embraced democracy as its ideal. The author of the work himself was a supporter of the constitutional monarchy. But he faces Americans who value freedom, free thinking, and self-confidence above all else. These qualities exaggerated "government paternalism."

The French researcher, who saw the activism of American citizens and their desire to determine their own destiny, concluded that "man, society, city, people must determine their own interests, and no one can interfere in their affairs until these interests harm others." At the same time, Alexis de Tocqueville sees that American democracy, freedom, is associated with making a lot of money. The pursuit of money and wealth was at the heart of American pragmatism, he said. It is well known that pragmatism leaves no room for metaphysical or speculative observations. Therefore, in American democracy, it is the priority of the individual to pursue his own interests rather than theoretical observations. "Americans look for philosophy in themselves, they don't take it from the margins or from books." This personalism could not fail to arouse certain problems in social existence,

because the absoluteness of personalism is dangerous, first and foremost, for the individual himself.

Only when the individual and society, the interests of the individual and the social interests are reconciled around the goal of democratic development, and when a balanced unity is achieved, both parties are satisfied with their actions and lives. If personalistic aspirations come first and run counter to the interests of society, even if a person fully satisfies his material needs, he will sometimes feel dissatisfied with his life, and his life, which is a divine blessing, will be wasted. The essence of human life is that it can be spent by others, as well as for the future and development of society.

That is why personalism, egoism, which is inherent in American democracy, is criticized in the scientific literature. D. Dewey, one of the founders of the philosophy of pragmatism, also points out the negative aspects of American democratic development. He writes that democratic change removes barriers in the areas of commerce and communication, removes the things that make people hostile to each other on earth, binds them together, and in turn guarantees a lasting peace. Revolutions in science lead to progress, make people's scientific worldview a reality, social life is built on reason, people communicate freely with each other, establish democratic institutions and live in accordance with the requirements of freedom and equality, which are the basis of the political system. With the eradication of illiteracy and the leading influence of enlightenment, despotic, repressive state administrations will be abolished, the political power of the state will gradually diminish with the spread of knowledge and democratic institutions, and the pursuit of freedom in human nature will establish legal order.

Increased labor productivity, the introduction of new technologies will absolutely eradicate poverty on earth, everyone will have everything they need to live a full life, luxuries, housing and types of labor. "But the events of recent years have clearly shown," Dewey writes, "that those who lived with these high hopes have been severely deceived. Contrary to the hopes of those who believed in peace on earth, two world wars of unprecedented, global, destructive power took place. Instead of a steady rise of democratic freedom and equality, we see the flourishing of powerful totalitarian states that completely destroy freedom of conscience and self-expression, surpassing all despotic regimes in history. In the field of lawmaking and jurisdiction, which is the most important tool created to ensure the freedom of the majority, government arbitrariness is constantly increasing today. Instead of approaching victory over economic stability and poverty, we are today facing the dreaded complications and depths of the industrial crisis, in which many employees are barely finding a job. "Social instability has reached such a point that if this tradition is not eradicated, it could be the beginning of a revolution."

The revolution the philosopher predicted did not take place, but the anxieties he identified persisted in both the United States and Europe. "Today, more than ever, we know that the whole problem is where we are going: backwards or forwards, or the harmony of humanity and nature, both in theory and in practice."

D. Dewey himself seeks an answer to this question and admits that deciding democracy is not an easy task. "Democracy is not an easy path to accept," he wrote. Conversely, if we talk about introducing it in the current complex environment, this path will not be absolutely smooth. In general, we need to be inspired by the effectiveness of our path. "

The dynamics of social life affect everything, especially all the processes associated with human activity, so they do not have a stable, static, rigid thing. This procedure also applies to democracy. American pragmatism is interesting in that liberal democratic values are in line with the dynamism of social life. But situations such as satiety, freedom and restless pursuit, and the pursuit of money in human life do not go unnoticed. D. Dewey correctly observes this socio-psychological situation. "Man," he writes, "is really tired of freedom, of political freedom and responsibility, of the burden placed on us by political freedom."

Is it possible to be "tired of freedom"? Yes, if a person does not have a noble purpose, a high ideal and a desire to create in his heart, such a person will not rejoice in freedom. "Those who demand freedom," writes Professor V. Alimasov, Doctor of Philosophy, "must know exactly what to spend it on, otherwise freedom can lead to other forms of employment." Therefore, beware, even a hurricane can lead to great things! ". Indeed, "for a nation that does not strive to create and live, freedom is also muteness."

There are more than sixty definitions of the word "democracy" in the scientific literature. In fact, the category "democracy", derived from the ancient Greek language, means "people's government." Today it is interpreted in a broad and varied way in relation to realities, events and thoughts. Special research has been conducted in this regard, and etymological and hermeneutic interpretations of "democracy" have been given.

Therefore, we do not intend to revisit the views in these studies or revise the comments in them. After the fall of the former Soviet totalitarian regime from the stage of history, what changes have taken place in social life, in international relations, in the views of thinkers about the future of mankind? How do they relate to this problem? If social life is a dynamic reality, shouldn't there be some changes in attitudes towards democracy and democratic development as well? Is it not natural that the Alexis de Tocqueville era saw the transformation of democracy in both form and essence, especially with the emergence of new subjects of international relations, ethno-democratic approaches that expanded the scope of

traditional notions of democracy? So there is no doubt that the global changes taking place today, not only in a particular ethnogeographic space, but also in the lives of all mankind, will affect the perception of democracy.

It is noted as an axiom that democracy is the majority power. Liberal democratic views, while not denying the power of this majority, do not like it to dominate the minority. Sometimes Liberal Democrats fear the privileges of the majority, urging the state to take into account not only the interests of the majority, but also the shortcomings, especially the interests of the individual, and to take the individual into account in decision-making. In this way, the "majority tyranny" implied by John Stuart Mill is curbed. As a result, issues of majority and minority, environment and personality, communism and individualism emerged in political philosophy.

The concepts of "majority" and "minority" indicate that there are two opposing groups in society. "Majority" refers mainly to the population that supports the government, respects its decisions, obeys and follows its instructions. There is rationality in this approach, because without such a majority, a state cannot exist, especially today. The state will achieve its political and strategic goals only if it relies on the majority, the initiative and support of the majority, and will carry out reforms at the required scale and speed. The majority is not a gathering of any individual, group, or community, it is a real social force that has its place, interests, and goals in social life, is inextricably linked to society, and can even influence changes in society in terms of its subjectivity. This force is also called the "mass of the people."

Today, it is becoming necessary to refer to the first views of mankind about a just society and the teachings that embody these views. After all, the higher the development of a nation, the stronger its spirit of striving for its roots. Because any future can achieve the ultimate goal and purpose only if it is based on the experience of the past, the conclusions drawn from it. "O Muhammad! Advise them in all matters." It should be noted that in countries where Islam is widespread, the pursuit of human thinking, especially in the field of science and enlightenment, has not ceased. Even within Islam, there were different opinions, approaches and interpretations about the state, law, justice, duty. For example, al-Ghazali (1058-1111) said that Allah guided the prophets to show the right path, chose the rulers to settle disputes between people. Al-Ghazali called on the emperor not to be close to the emirs, while his contemporary, Minister Nizamulmulk, called for all state affairs to be done in consultation, and "every matter should be decided by the wise, the old and the worldly." Improving the well-being of the people, the state and society, governance, crime, and punishment, in general, link the solution of all socio-political issues with the ideal king. At the same time, it shows the order in

which the relations between the king and the people (people) will be. "Carrying out all the work with advice shows the strong will, wisdom and broad outlook of the king," Nizamumulk writes. Everyone knows more or less about something. If a king wants to do something or solve a necessity, he must, of course, consult and advice with wise elders. Each expresses his or her opinion, mixes it with the king's opinion, listens to each other's opinions, and thinks in all directions, and then chooses the opinion that is approved in the middle. The event, which is widely accepted, will be the most rewarding, and it should be done that way. " Al-Mawardi, a well-known 11th-century jurist in the Muslim world, said the state could be maintained without religion, but not without justice. The idea of a just ruler occupies a central place in the political and philosophical views of the leading thinkers of the peoples of Central Asia. They understand that if the ruler at the head of the state is just, clean in character, compassionate and caring to the citizens, the state will be strong, the society will prosper. Hence, they call man to spiritual maturity, and through this they believe that injustice, moral depravity, can be eliminated.

Abu Nasr Farooobi writes that the head of state is elected by the members of the society, he must be a moral person. Let him "love justice by nature and hate those who fight for justice, injustice, oppression, be fair to his people and others, present to all what is good and nice, eliminate the consequences of injustice, and prevent them." Among Farobi's works on man and society, their interaction, state, politics, war and peace, justice, such as "The City of Noble People", "On the study of the city", "On war and peaceful life", "On the pursuit of happiness", "Wisdoms about statesmen", his thoughts were given about man, society, politics, justice, morality, education. Farobi divides all cities and states into virtuous and ignorant. "Noble city is where people aim to help each other in things that bring them happiness," he said. A team united to help each other with the intention of achieving true happiness is a noble team. All the cities are a noble people who help each other to achieve happiness. Thus, if all nations help each other on the path to true happiness, the earth will attain fossils, leading to happiness. Happiness is achieved by being mature and free in science and profession by having material and spiritual wealth. The opposite of virtuous states is the city of ignorance. Its inhabitants are in constant conflict with each other and are deprived of good moral qualities.

According to Farobi, a noble state can perform a number of tasks to achieve its goal:

First, it must provide for its people financially.

Second, educating the population must work tirelessly to reach spiritual heights.

Thirdly, it is necessary to govern the state, to organize the legislative activity so that it does not go astray, to maintain order by adopting the necessary laws, if necessary.

Fourth, it must be able to protect its population from external enemies, from the onslaught and influence of ignorant cities, and take the necessary measures to do so.

Farabi emphasizes that in governing the state and society, the king must have twelve qualities (Yusuf Khas Hajib also showed the same qualities). Such a leader is healthy, intelligent, quick-witted, sharp-witted, eloquent, knowledgeable, eager to learn and constantly improving his knowledge, able to refrain from various pleasures of life, fair, truthful, hates lies and flattery, honorable, virtuous. He must be a man who is not interested in the riches of this world, who is determined, steadfast, and most importantly wise. Farabi knows that it is impossible for a head of state to have 12 qualities. It therefore proposes to place two or more persons with these qualities in the city administration. These are, in fact, ideas typical of a democratic system of government in the modern sense. Farabi also said, "There will be no absolute leader or governor elected from among them. They will be raised from among the people, tested and noble, worthy of guidance. That is why such leaders fully liberate their constituents, protect them from external enemies," he said, systematizing the moral and spiritual values associated with ensuring democratic principles in public administration. Farabi's ideas, such as "absolute absence of the ruler", "the will of the electorate", "freedom", are the main idea of democracy, which was a unique product of human culture not only then but also today. Thus, the main task of the ideal city-states, which Farabi dreamed of, is to ensure peace, to protect the principles of justice, to establish justice.

This socio-practical experience is a characteristic feature of Eastern democracy.

Yusuf Khas Hajib put forward the idea of building an enlightened, virtuous state and society based on virtue. At its core is the idea of knowledge, enlightenment, justice, being with the people, serving in the cause of their happiness. His work "Qutadg'u bilig" (Science that leads to happiness), written in 1069, is famous all over the world. This play substantiates the unique socio-political, moral and philosophical concepts of statehood and the creation of a society of goodness. It describes the qualities of the king, the minister, the commanders, the sipahs (the army), the hajibs (the king's adviser on state affairs), the bodyguards, the ambassadors, the secretaries, the treasurers and other court servants, and the relationship with the people. "In general, the work of the kingdom can only be done by those who have the quality of a kingdom." The king must have the following qualities:

- experience in all work;
- immediate sense of evil;
- exemplary in the field of wisdom;
- intelligent;
- thirst for enlightenment;
- relying on minors (youth);
- fair;
- loyalty;

He says that if he wants to be an enlightened king, he must do the following three things: He must have a sword (a strong army) in his right hand. Wealth in the left hand. A sweet word from sugar on the tongue. Who will be eligible for the ministry? The head of state is first and foremost regulated by the minister. To do this, one must be intelligent, prudent, sharp-witted, knowledgeable, bright-faced, enterprising, truthful, faithful, trustworthy, fair, kind to the poor, vigilant and thoughtful. Let him be loyal to the king and be an entrepreneur. His dark eyes on wealth.

Some researchers point out that there are certain differences between the majority and the minority, and that democratic development needs to bridge these gaps. For example, according to the American researcher R. Dahl, the fact that many people ignore the rights of minorities or deny that they also have interests because of their numerical majority cannot be based solely on their own needs in their decisions. Corporate governance must also take into account the views of a minority of the community, otherwise the requirements of economic democracy will be violated, and self-governance in the labor community will take on a voluntaristic nature.

Many are a group of like-minded, cohesive, or supportive people in a problem to be solved according to their social character and mentality. In it, sometimes selfish desires take precedence. This community, which sees itself as a major social force, especially its leaders, does not always take a different approach and interests into account. This factor can lead to stubbornness, selfishness in a community that represents the majority, and as a result, the aspirations of the minority can be crushed. Such cases are most evident when a society moves from one stage to another or when the system of governance in a community is reorganized. Becoming a gang that many find difficult to manage is a threat to both the democratic environment and social stability. That is why one of the urgent tasks of modern democracy is to balance the interests of the majority with the interests of the minority, without absolutizing them.

Abu Nasr al-Farabi saw a just society in the will of the majority, in the will, desire, and self-election of the people. We can see such an approach in

Nizamulmulk. He writes: "The king must be as openly aware of the condition of the people as he can. He will not allow tyranny, he must save the people from the tyranny of the oppressors. "

Majority and minority phenomena are a topical issue that needs to be studied as a separate topic in social philosophy. Unfortunately, to date, no research has been conducted on this topic. The majority and the minority differ only in numbers, first of all, in their worldview, interests, attitude to real existence and existing problems, responsibility, decision-making and use of management technology, vision of the future. The Russian philosopher N.A. Berdyaev reveals that the victory of Russian communism was facilitated by the psychology of the Russian gang, that the majority of the common people believed in the promises of the Bolsheviks and sided with them. In his view, the crowd, the gang, is interested in finding the essence of reality, finding effective ways to solve the existing problem, solving the problem immediately, here, albeit by force, rather than humanistic plans for the future. He has neither the time nor the inclination to wait, to take thoughtful action, he sees violence as the only solution.

It is true that the crowd, the gang, which is meant here, should not be equated with the majority, which is meant by democracy. In the crowd, the gang has a strong desire to expand indefinitely and to overcome any obstacle by force.

He only considers himself right, not taking into account the fact that opinions are pluralistic, that diversity of approaches makes life, social events interesting and necessary. The majority, which implies democracy, takes into account social order, legal norms, and strives to live by consensus as much as possible. But he, too, can absorb the calls of the crowd, the gang, if he is exposed to destructive forces. That is why N.A. Berdyaev, Jose Ortega i Gasset, E. Kannetti assess the behavior of the crowd, the gang, as a negative reality, criticize the destructive factors in them. The integration and globalization that is taking place in the world today is creating a new type of majority. This type, in our opinion, has the following characteristics:

1) Informants are people who make it their way of life to be constantly aware of what is happening in the world. They mainly collect information about the show, the personal lives of celebrities, anomalous events. These informants quickly find each other, provide each other with the information they need, use computer capabilities to form various groups, associations, clubs. They also developed a sense of protection for each other. They discuss the speeches of political leaders, and even exchange views during elections, forming a common position.

2) Representatives of transnational corporations seek to influence the international political situation. It is impossible not to see that the rise of economic integration is bringing the representatives of this group to the stage of world political life. Given that almost 60% of the trade turnover in the world today is in

the hands of transnational corporations, it is not difficult to understand who are the forces that are making market democracy a global reality.

3) International organizations, especially international banking and financial institutions, have become instruments that affect not only economic, but also ethno-social and ethno-political life. No country on the path of development can solve its internal problems without the help and guidance of these institutions, including what democratic institutions need to be established and what laws need to be adopted. These subjects may not be directly involved in the processes of democratic development, but they have the opportunity to influence the formation of this or that democratic institution, to prioritize this or that democratic values with their material, technical and financial assistance. This new type of majority seems to be outside of democratic change within the country, when in fact it is impossible not to feel their socio-political influence. This means that deep-rooted integration and globalization are creating an entirely new type of democracy, which has the potential to influence democratic development through the information, technical and financial resources that the majority possesses.

It is difficult to imagine democracy and democratic development without the phenomenon of law. Modern states see legal democratic values as their way and means of development. Therefore, they pay great attention to the implementation of international legal norms on a national basis. According to Doctor of Philosophy, Professor F.O. Musaev, democracy in the East is compatible with morality, spirituality, communal order, hierarchical relations. The head of state is accountable to the people and to the Creator. Hence, the uniqueness of Eastern democracy lies in the harmony of the individual with the interests of society, while relying on communal values. However, in the scientific literature, the same, that is, a positive assessment of the phenomenon of law has become a tradition. No one denies that law is a positive reality, but it is also natural in a democratic society that, like all social phenomena, it is negatively assessed. If there is no such attitude in the society, legal norms, laws become dogma, harden and do not correspond to the dynamic nature of social life. "It's hard to evaluate events positively or negatively," he said. It is especially difficult to imagine a society of people who have the same assessment of laws and norms related to the phenomenon of law. It is natural that legal norms evoke negative attitudes in people. Therefore, a positive or negative assessment of the law leads to a number of difficulties and contradictions.

It can be said that democracy comes from the law, and eventually returns to the law. Positively assessed law makes democracy a reality, while negatively assessed law discredits democracy. So which normative norms are positive and which laws are negative? Lawyers know that there is no negative law, that any law

serves this or that purpose, the fulfillment of a duty. Yes, there is no absolute negative law, but there may be norms that lag behind the requirements of the time, the dynamism of social life, which negatively affects this or that area. We must not forget that democracy is a social ideal, and law is a means and a mechanism for achieving this ideal. Just as democracy requires law, so law requires democracy. If democracy seeks self-determination without rights (it is difficult to imagine such a situation), it becomes a dry utopia, a raw fantasy. Therefore, democracy can become a reality only when it is based on the rule of law. If, from this approach, the law seeks to self-determination without democracy, it becomes a means of totalitarian rule that seeks human rights and freedoms. Therefore, just as democracy and democratic development are based on the phenomenon of law, so is law bound to rely on the requirements of democracy. The dialectical connection between democracy and the phenomenon of law must be studied in order to know what values are a priority in the life of society and what are the foundations of development.

Researchers who have studied democracy and democratic development focus on the freedom-related aspects of the problem. Freedom is a value recognized by man as a perceived necessity. Our life, - writes the German philosopher R. Steiner in his famous work "Philosophy of Freedom", - consists of free and involuntary actions. But we cannot fully know what man is until we come to a free spirit that expresses human nature in a pure way. Because the freer we are, the more human we are.

According to the philosopher, it is not nature but man himself who makes himself free. "Nature creates from man only natural beings; a creature living in accordance with the laws of society; only man forms a being free from himself. Nature frees man from his chains at certain stages of his development, and society brings this development to the next point; man leads himself to freedom. "

He who does not feel free and does not learn to live according to the laws of freedom does not think about freedom, justice, equality, for such a person it is a way of life and thinking to live contentedly with social existence, to see it fluently, in theological terms. Freedom, one of the most pressing and controversial topics in democracy, is a matter of life and death for man. Freedom, which encourages man to live in the midst of struggle, has become a phenomenon that embodies consciousness, activism, creativity, and the essence of life in general. That is why N.A. Berdyaev considered freedom as a natural state of human life.

It is common to think of freedom as a type of activity that is usually associated with political reality, an individual's participation in the management of state and public affairs. This includes participating in elections, expressing one's opinion in the press, participating in rallies and other meetings, being active in the activities

of local self-government bodies, appealing to heads of state agencies and governments, defending one's rights and freedoms in court, building a free family, freely choosing and changing residence etc. All areas of human life are associated with the phenomenon of freedom. With the increase of official laws and legal norms established by state institutions, the scope of human freedom in accordance with them is also expanding. The desire to unify the diverse lives, activities and types of life in formal laws, in turn, encourages the expansion of the scope of freedom.

As a result, freedom exerts its influence on formal norms, making them a demand for humanization.

In some literatures there is a tendency to absolute freedom. This is especially evident in the socio-philosophical views of the proponents of personalism. For example, E. Mune, the founder of French personalism, calls the individual "the first reality" and puts him at the center of the "objective universe." The transformation of an inhuman being into a human being takes place through the inner world of man. E. Mune sees creativity as a means of creating human existence, not consciousness and activity. At this point, R. Descartes's thesis "I think, then I exist" comes to mind. At the same time, he believes that the subconscious phenomenon of man plays a decisive role in creation, in the creation of human existence. The subconscious ideas, experiences, imaginations direct the creation, the relationship of man with the real being is objectified through this subconscious phenomenon. Turning the subconscious phenomenon into a defining factor of creativity brings the personalist view closer to surrealism and existentialism.

But E. Mune's views on democracy encourage a different interpretation of personalism. "Liberalism," he writes, - has lost its credibility: now it is time to talk about building a community to protect freedom." We call democracy a system that is based on the responsibility and functional organization of all the individuals who make up a social community. In this case, we are on the side of democracy without any objections. We would like to add that this democracy, which was misled by its ideologues from the very first step and suffocated in the cradle of a world dominated by money, has never existed in practice, it is just being born in the minds of the people. Such a democracy can only flourish in the context of the autonomy of the individual who belongs to the community. " In this regard, E. Mune criticizes the fact that Western democracy is built on money, power is in the hands of the oligarchs, the falsity of popular power, promotes the idea of building a social unity, a society that guarantees individual freedom. Society, in its interpretation, is a social space that guarantees human freedom, and the regimes in this space shape democracy by supporting personalism. "Freedom is the stabilization of the individual, they do not rejoice in freedom, but live in it. Free existence is a

constantly changing quality, a constant radiance of self, the creation of identity, in other words, absolute subjectivity. It comes from within, from the root, and is understood with it. ”

According to the philosopher, freedom is the constant search, creation, self-creation and discovery. This creative function of freedom applies to all its manifestations. Responsibility, accountability and a desire to create, understood in freedom, is an opportunity to realize the noble qualities in man. It is true that political institutions have a different view of this possibility, and citizens, especially their active, highly intelligent part, have a different idea. Changes in the social consciousness are analyzed, first of all, through the opinion of this segment of citizens, according to which the prospects of democratic institutions, mechanisms for improving their activities are determined. That is why E. Mune states that "absolute freedom is a myth", that is, no. Freedom is not a rigid, stable thing, it undergoes transformation along with individual and social relations, which can sometimes change radically. The will of the individual is within this relationship, the community. Absolute freedom is dangerous for the individual, because it can arouse destructive forces in the individual, exacerbate the conflict of interests, and, as a result, destroy the harmony in social existence. As M.A. Bakunin put it, “I am free through the freedom of others”.

In a true democracy, the freedom of others comes as a guarantee of individual freedom, in fact, the individual perceives his freedom as a social necessity, a premonition of the real state and mood of the subjects affected by this necessity. Where there is no such extroverted orientation, freedom becomes selfish, arrogant. Those who govern the affairs of the state and society, which determine the destiny of the people, must realize their freedom in this sense. This requirement, in our view, is broader than the phenomenon of law.

The regulatory function of the law allows it to quickly and systematically implement the decisions, plans in social life, to regulate the behavior, the main activities of the subjects of management. However, the subjects of management also face unregulated, unregulated situations in their activities, the problems in such cases, especially interpersonal conflicts, require the use of anthropological, spiritual and moral means. In this sense, the subjects engaged in the management of state and public affairs, in addition to official normative-legal norms, are required to effectively use anthropological, psychological and spiritual-moral mechanisms. The subjects of governing these mechanisms do not rediscover, they are values that have been turned into a stable reality by society, the people. E. Mune is right when he emphasizes that a free person lives in a world where values are formed, and his will is inextricably linked with those values.

D. Dewey, who analyzes the problems of freedom and social governance, faces an astonishing problem. That is, in the past, freedom was desired and demanded by those who wanted certain changes in social institutions, but today there are more and more people who call such changes anti-masculine and want to stop the reforms. The philosopher seeks an answer to the question of why this is happening.

First, D. Dewey writes, freedom is not just an idea, an abstract principle. It is the power, the effective power to do something, to do a certain activity. Depending on the behavior and actions of those who demand freedom, it is possible to feel what they are striving to achieve under freedom.

Second, it is important to allocate effective forces in solving the existing problem, that is, to use human potential based on everyone's strength, ability, activity. In such a situation, the freedom of individuals cannot remain in a balance, on a plane, i.e. the freedom of certain individuals or groups may be restricted. Rational organization of social management, tactics of effective use of people's potential require the purposeful distribution of freedoms.

Third, there is no absolute freedom, social governance is, of course, done by restricting someone's rights. It is natural that the freedom, which is exercised and preserved in a certain space, comes in a completely different way and form in other conditions. Therefore, the subjects of social management achieve their pragmatic goals when they are well aware of the technology of distribution of freedoms. Freedom is not a personal matter, it has always been a social issue.

D. Dewey here expresses the essence of the philosophy of pragmatism. Democracy and democratic development put the issue of the will of the people and the will of the individual on the agenda. This is sometimes analyzed as both the public interest and the individual interest. Interest determines the will, gives direction to it, sometimes actualizes it and sometimes weakens it. In both cases, in our opinion, the will plays a decisive role. Without the will, both interest and democracy would remain empty talk, of course. It is the will, as A. Schopenhauer envisioned, that is the factor that objectifies the "purpose of life" and gives relevance to human behavior and imagination. According to the philosopher, "the world consists of imagination and will." "The will is the understanding of the a priori of the being, the being is the understanding of the apostle of the will. The decision of the will for the future is like the mind ever wants something ..."

Hence, the will is not a subjective imagination, it is the objectification of the subjective imagination through actions. It is valuable in that it focuses on the future. Indeed, in human behavior there is a desire for the present, not a demand for a fleeting second, but a goal for a rationally perceived future. Otherwise the will will be deprived of the opportunity to objectify subjective perceptions, it will simply

remain at the level of desire, desire. Personalists, such as N.A. Berdyaev, deny that the will of the people is a positive force. In fact, it means denying democracy. However, a person who reads the works of the philosopher carefully is not against democracy and its principles, but against democracy in the image of Russian communism, against the rule of the people. In his view, democracy must be based on the divine predestination and come from the divine predestination.

Existing democratic principles, on the other hand, deify the will of the people because it is formally established in a non-essential, non-essential manner. Therefore, neither divinity nor humanity remains in it. "Recognition of the will of the people as a priority of social life is a formal, subservient submission to the past, the deification of human arbitrariness. What matters is not what a person wants, but what happens if he wants it. I want what I want. Here is the clear formula of democracy, people's power. The democratic principle is not interested in the state and essence of the will of the people. The will of the people may desire the most terrible evil, and the democratic principle cannot object to it. In a democratic principle, there is no guarantee that its implementation will not reduce the quality of human life and accumulate high values. In an abstract democracy, there is a great abomination to the qualities of man and the people, to their spiritual levels. "

Apparently, N.A. Berdyaev, like Plato and Aristotle, did not believe in democracy, but was critical of the will of the people. "When everything is left to the will of the people, it is not clear what the sovereign people want, what kind of life system they want to create." Western democracy advocates that the state should not interfere in private life, in the economic activities of citizens, especially in the formation of private property. This idea has been defended by researchers such as A.Smith, I.Bentam, J.S.Mill, B.Konstan.

This idea was supported by the bourgeoisie, which was entering the stage of history. Procedures such as free trade, the production of goods, the organization of labor processes, and the attainment of the inviolability of private property were in the interests of the bourgeoisie and the development of society. For example, according to K. Bentham, state intervention in the economy is unacceptable, "because it can lead to negative consequences."

A study of the impact of this idea on social development shows that it was "formed as a principle of governing the state and society and led to the creation of a constitutional basis for the separation of powers, parliamentarism, NGOs and self-government. As a result, it has become possible to limit the insignificant interference of the state, especially administrative bodies, in the lives and initiatives of citizens, to establish people's control over government activities.

"Economic freedom is the basis of a person's political and civil rights. That is why classical liberalism considers the protection of private property and the

creation of its political and legal basis as its main task. ” Individualism and utilitarianism in this idea are now being criticized, noting that they lead to sharp stratification in society. Therefore, Nobel Laureate F.A. Hayek believes that the state should intervene in the economy, the distribution of social wealth in terms of fair, legal and general development. Because the private sector will not be able to meet all social needs.

Russian communism and the inhumanity of "socialist democracy" aroused in the philosopher such negative thoughts about the will of the people. But it is also incorrect to interpret democratic development as a product of the will of the absolute people, which leads to discrimination against the will of the individual, especially the role of political leaders, reformers and leaders. Yes, the role of the will of the people in the coming to power of this or that political leader, in participating in elections and voting for him and supporting him, is undoubtedly great. If the people do not voluntarily support the reforms of the political leader, help him to restrain the arbitrariness of the retrogrades and conservatives who hinder him, do not actively participate in the formation of new social relations, no leader will achieve positive results, all his efforts will be in vain. This means that the democratic changes he wants will only lead to positive results if the will of the individual is in line with the will and interests of the people and not with selfish aspirations.

Democracy and democratic development are not achieved through abstract individuals, the masses, it is always the product of specific subjects, individuals and their shared wills. The state and its leader play a crucial role in this process. His will, initiative and responsibility guarantee the direction of social relations, in which this or that tradition, innovations are decided. This characteristic of democracy is reflected in the Constitution of the Republic of Uzbekistan. In particular, Article 93 of the Constitution states that "the President of the Republic of Uzbekistan is the guarantor of the observance of the rights and freedoms of citizens, the Constitution and laws of the Republic of Uzbekistan." With the personal will of the political leader, unprecedented or weak news in social life becomes a stable reality, the changes desired by the will of the people are made, the influence of destructive forces is reduced, the order and lifestyle that society wants is formed.

So, the conclusion is that the will of the people instinctively feels the need to reconcile with the will of the political leader, so he connects his dreams with the leader, sees his future ideal in him, his actions, his way of life. There is no despotism, no cult of personality, no tendency to autocracy, the people voluntarily endow their will to a political leader, allowing him to govern, to speak, to establish international relations on his own behalf because he believes in him. Will is not

just an action or an act, it is an expression of a perceived necessity, a perceived activity. Therefore, the conscious will actualizes this necessity, this type of activity, uses all its strength and potential to objectify them. This is how the will of the people is to be reconciled with the will of the political leader.

## **1.2. The main features, goals and objectives of the new stage of development of Uzbekistan**

Today, the main features, goals and objectives of the new stage of national development pursued by our people, our Motherland have been clearly defined in the Action Strategy and other important socio-economic and political documents developed and consistently implemented under the leadership of President Shavkat Miromonovich Mirziyoyev. They provide an in-depth analysis of the situation in the world, in the Central Asian region, development trends, future development paths. On this basis, Uzbekistan is carrying out large-scale reforms to ensure human rights and freedoms, further liberalize all spheres of society. Dialogue with the people has risen to the level of public policy on the basis of the Constitutional principle that the people are the only source of state power. Important tasks have been fulfilled to develop the country innovatively, strengthen active citizenship and initiative in people, form an independent worldview and thinking skills, ensure the priority of justice in society, strengthen the rule of law, fight corruption and fight against ignorance. At the current stage of development of Uzbekistan, the great goal of national revival - national progress - is emerging as the main idea. The main tasks of the idea of national rise:

- to make Uzbekistan one of the 50 most developed democracies in the world by 2030;
- Achieving a radical increase in living standards through the introduction of economic mechanisms capable of ensuring a high level of quality of life;
- Strict adherence to the idea that "the people should serve the people, not government agencies" in ensuring the supremacy of the interests of the people and the principles of justice;
- strengthening the ideological foundations of interethnic harmony and interreligious tolerance in society, creating the necessary conditions for the preservation and development of the language, religion, national traditions and values of all nations and peoples living in Uzbekistan;
- Enhancing the role and prestige of women in society, protection of motherhood and childhood, the family, the rights and interests of women, increasing their participation in state and society;
- To convey to young people the invaluable heritage of great scholars, saints, famous statesmen and public figures, invincible commanders, the courage of our

contemporaries, to strengthen in their hearts the feelings of devotion to the motherland, national pride and honor;

- To increase the role and prestige of the Uzbek language in our lives, which unites our people, mobilizes our society to great goals, the inexhaustible wealth of our national spirituality;

- Creating an effective system for the selection and training of innovative and independent-minded, responsible, enterprising, well-versed in advanced management techniques, patriotic, highly qualified, honest and loyal personnel;

- Raising the educational process to the level of a key factor of development, improving the system of continuous education in accordance with the national idea, the creation of educational standards of education;

- Education of young people with high potential, innovative and independent thinking at all levels of the education system, able to take control of the future of Uzbekistan, the widespread introduction of innovative approaches in this regard;

- Establish regular contacts with compatriots living and studying abroad, create the necessary conditions for them to use their knowledge, experience and intelligence for the development of Uzbekistan;

- Increasing the prestige and prestige of Uzbekistan in the world community.

Basic concepts of the idea of national ascent. The great goal of national revival - national progress - implies the integrated development of all spheres of life of the state and society. The basic concepts and principles of the national idea stem from the main idea of the development of the Republic of Uzbekistan and complement and enrich it, and serve to deepen it in the hearts and minds of our people.

A sense of one homeland. No matter where a person lives, the feeling of a single homeland connects him with his sacred land. A spiritually mature person always thinks about the present and future development of his country, strives to fulfill his childhood duty to it.

Therefore, it is important to unite the knowledge and experience, intelligence and talent of the people of Uzbekistan in the development of the Motherland, to turn the aspirations for the realization of the national idea, which is the realization of their dreams and hopes, into a nationwide movement. In this process, it is important to raise the relations between more than 130 different nationalities and ethnic groups in the country to a new level on the basis of further strengthening the principles of interethnic harmony and interreligious tolerance, which are an important source of development of the Motherland.

Justice is the rule of law. Only when justice and the rule of law take precedence in all spheres, true freedom and democracy, high spirituality and a healthy lifestyle will prevail in society. Therefore, our great ancestors dreamed of building a just state and society, and created doctrines on its legal and scientific-

philosophical foundations. It is important to listen to people's grievances, communicate openly with them, and pay special attention to alleviating their burdens, adhering to the idea that "the people should serve our people, not government agencies." It is through these dialogues that the confidence of ordinary citizens in the state and its agencies is strengthened, they become a great creative force, deeply aware of their participation in the governance of the state and society, living in a democratic state governed by the rule of law.

Public consent. An important task of the national idea is to raise the dignity of man, to create all the necessary conditions for him to feel that he is the real owner of his life and destiny, to live materially and spiritually, to gain the consent of the people. This is the purpose of many social programs adopted in our country. The modern image of Uzbekistan, political, socio-economic, legal, cultural and humanitarian development, in short, the level of national growth depends primarily on the conditions and opportunities created for the realization of our people's creative potential, dreams and aspirations. The people's and humane policy pursued under the leadership of the President of the Republic of Uzbekistan Sh.M.Mirziyoev serves as a program for the implementation of the tasks ahead of us in this regard.

Enlightenment against ignorance. Ignorance is manifested not only in the religious form, but also in the secular, atheistic form. The national idea fights against such manifestations of ignorance on the basis of enlightenment, encourages the issue of spirituality and enlightenment to become a matter of conscience of all sane, responsible people of Uzbekistan.

First of all, a special resolution "Enlightenment and Religious Tolerance", developed at the initiative of the President of the Republic of Uzbekistan Sh.M.Mirziyoev and adopted by the UN General Assembly to ensure the right to education, to promote illiteracy and ignorance, serves as a basis. Education and enlightenment are key to human well-being. Therefore, today it is more important than ever to preserve and enrich the spiritual world of man, the resources that determine the culture of our people. In this regard, the national idea is based on the invaluable scientific and spiritual heritage of our great scientists and thinkers, the rich history and culture of our people, the achievements of world science and the experience of universal development.

Innovative development. Uzbekistan is a country rich in natural resources, economic and human potential. Therefore, the development of the economy, the whole country on an innovative basis plays an important role in the transition from national revival to national growth. It is impossible to imagine the development of any industry in the world today without innovative ideas and scientific achievements. The greatest wealth of Uzbekistan is the huge intellectual and

spiritual potential of the people. The great scientists and thinkers who grew up in our country during the Middle Ages have made invaluable contributions to world science and human civilization. In particular, it was rightly recognized by the world scientific community as the Eastern Renaissance, which in the IX-XII and XIV-XV centuries was a source of two powerful scientific and cultural progress and had a positive impact on the Renaissance in other regions of the world. Therefore, the priority is to create a unique model of national development of Uzbekistan by ensuring a unique harmony between innovative development and the traditional national way of life of our people. The idea of national ascent, realizing the great intellectual and spiritual potential of our people, serves the beginning of the third renaissance in the recent history of Uzbekistan. Basic principles of the idea of national ascension. The basic principles of the idea of national uplift are characterized by its scientific basis and regularity, openness and tolerance, historical and modernity, universality and flexibility, and are reflected in the following:

- reflect the interests and aspirations of all citizens of Uzbekistan, regardless of nationality, language and religion;
- Ensuring the harmony of national and universal values, interethnic harmony and interreligious tolerance;
- upholding the rule of law, human rights and freedoms to the highest values;
- transparency and adherence to diversity of opinion;
- Achieving a balance of interests and responsibilities of the individual, society and the state;
- increase the efficiency of economic factors aimed at building a prosperous life;
- Transform the idea of national uplift into a nationwide movement.

There are various forms and means of communication with the people in all spheres of life, including the People's Receptions, Virtual Receptions, the Prime Minister's Reception, reports of responsible and official leaders in local councils, mobile receptions, social problems, living conditions. It serves to improve the principles of the national idea by strengthening the foundations of national statehood, and ultimately to ensure the interests and well-being of the population.

Today's democratic reforms in our country, in fact, began in the early days of independence. This is manifested, first of all, in the transition from the traditions, views and systems of governance formed during the totalitarian regime to a paradigm consistent with world development. These paradigmatic changes include the restoration of equality of property, full protection of human rights and freedoms, reforming the system of governance in accordance with national interests and the traditions of our statehood, establishing international relations

based on equality and mutual interests, building a socially just and legal state. it is manifested in the fact that the upbringing of the generation has become a strategic goal.

“Our country has abandoned the totalitarian regime, chosen the path of independent development, overcame many difficulties and trials, and in a historically short period of time has taken its rightful place in the world community. The Constitution and the laws based on it, as well as the concept of further deepening democratic reforms and development of civil society in the country have ensured the formation and full functioning of government institutions, protection of citizens' rights and freedoms, all forms of property, active participation of citizens in government.”

Giving an objective assessment of that period, the head of our state praised the historical and political role of the First President I.A. Karimov: “In the most acute and dangerous period of our national history, interethnic conflicts and other conflicts escalated, the country was in danger of civil war. It was a priceless blessing of our people that Islam Abduganievich was elected President of the Republic at a time of deep crisis, in a word, at the end of the old age and the beginning of a new one. ”

The first President himself said: “We will continue to study the experience of developed democracies, we are always committed to democratic values. Therefore, when we talk about democracy, we mean, first of all, joining the ranks of the most developed countries and, most importantly, mastering the achievements they have achieved. Ensuring human rights is about creating opportunities for everyone to live a free, prosperous life. We never tire of learning from those who have achieved various results.” This was the strategic goal of the Republic of Uzbekistan, the expression of change and renewal of social life on the basis of democratic values.

At the same time, I.A. Karimov was well aware that the establishment of democracy is one of the most difficult tasks, which is extremely difficult and controversial, especially for the newly independent states. "Today is the time," he said, "to govern Uzbekistan, to protect it, to think about the future of our people, to pursue a strong policy and, most importantly, to preserve the sacred blessing that God has commanded us to do, to build a near and distant future." the ranks of people who dedicate their entire existence to maturity are ever expanding. But, unfortunately, among them, there are also people who live with dry talk. In this world, it is necessary not to talk nonsense, but, first of all, to believe in people who are reliable, tested, tested in life in all respects. Some say so beautifully that it may even convince us that tomorrow our lives will be a full-fledged flower garden, that we will all live in paradise. That's the decent thing to do, and it should end there. "

From the first day of his presidency, President Mirziyoyev announced his intention to continue democratic reforms. "Building a civil society," he said, "will continue to be an important direction in the development of the political system of Uzbekistan, expanding the freedoms and initiatives of our compatriots, their participation in the social life of our country."

The head of our state considers the "expansion of people's participation in public life" as a priority of his activity, which is the basis of the reforms he has initiated. It is this task that he critically analyzes the social life of our country, objectively evaluates the achievements and develops a strategy for progress. That is why the current, new stage of our national democratic development is connected with the name of Sh.M.Mirziyoev and his creative activity. His speech at the VIII Congress of the Movement of Entrepreneurs and Businessmen - Liberal Democratic Party of Uzbekistan on October 19, 2016, for the first time describes the main political activities. He focuses primarily on the judicial system, noting that there are many problems in this area that need to be addressed: "What do people expect from us today? First of all, they expect that their appeals to government agencies will be resolved in a timely, impartial and legal manner. However, people are annoyed by the fact that some leaders allow bureaucracy, irresponsibility and excessive formality in the consideration of applications and complaints of the population.

In the first nine months of 2016 alone, almost 30 percent of the 137,000 applications received by the Prosecutor General's Office, 67,000 by the Supreme Court, and more than 52,000 by the Ministry of Justice were directly related to investigations, court proceedings, and enforcement of court decisions. It was not difficult to see what were the priorities in the activities of public institutions aimed at ensuring justice and the rule of law in society, which were unresolved issues for five to ten years at the time of these applications and complaints. "The most unfortunate thing is that the number of repeated appeals is growing due to the inaction of officials," said Mirziyoyev. Well, tell me, in this case, is it possible to talk about the confidence of the population in the judiciary in general and its strengthening? It is in this context that it is important to ensure that every decision made is reasonable, fair and lawful. In this regard, the main issue is to ensure the true independence of the judiciary and the inevitability of liability for non-interference in the administration of justice.

Frankly, the independence of the judiciary, the fairness and legitimacy of the judgments they pass, have been praised over the past twenty-five years. "Ensuring the independence of the judiciary," wrote the then chairman of the Supreme Court of the Republic of Uzbekistan B. Mustafayev, "each of us is convinced that large-

scale reforms aimed at transforming it into an independent state institution that can reliably protect the rights and freedoms of citizens and legally protected interests."

The article thus glorifies the activities of the judiciary and paints them with percentages whose realities are difficult to verify and determine. If the real situation is as described by B.Mustafaev, the President lamented, "Unfortunately, in recent years, the courts have not issued any acquittals. It will not be like that in life, it cannot be like that. From this, can we conclude that all investigative bodies are working flawlessly and at a very high quality level? Who concludes that the investigation was flawless? No one, ever? "

Indifference, greed, greediness and injustice to the fate of a person rooted in the judicial system, which has become a habit, have increased year by year, but officials in this field have given numbers and percentages, thinking only of their own peace, well-being and wealth. The extent of corruption in the industry can be clearly seen in the actions of some officials. The President is amazed by the fact that the number of offenses and crimes is growing year by year, the judiciary, governors, prosecutors are accustomed to this situation, indifferent to change the situation: "In each case, the district governor, authority and other officials respond personally. It's time to give. What is the cause of the crime? If there was a theft. Why is this social act happening? Where is the crime prevention inspector? Where is our trusted neighborhood chairman, where is our community? There are no answers to these questions. " These bitter words are a critical assessment of the real state of the judiciary, which has been glorified to this day and constantly boasted of as an independent system of government.

Sh.M.Mirziyoev sees the improvement of this situation in the formation of new relations between the judicial system and the population. The agenda is to serve the people, the judiciary, which is cut off from the interests of the people, from real life. "Therefore, we will introduce a new system that provides for the governor, the head of the Department of Internal Affairs and the prosecutor to report to the population on each case," said the head of state Sh.M. Mirziyoyev. It was an expression of the goal of moving to a new stage of national democratic development through the concept of dialogue with the people.

The head of our state sees another important issue in improving the system of public administration and ensuring its effective functioning. As noted in his Resolution "On approval of the concept of administrative reform in the Republic of Uzbekistan", over the past decades there have been a number of problems that have hindered our progress in public administration. For example:

- First, the basics of the organization of executive power do not allow to solve local problems in a timely manner;

•secondly, the tasks assigned to some executive bodies are declarative in nature, legal and organizational mechanisms for their implementation are not created, in many places their functions are intertwined, excessive government interference hinders the effective management;

•Third, the current system of coordination and control over the activities of the executive branch does not allow for the timely identification and solution of systemic problems;

•Fourth, the mechanisms for assessing the performance of the executive branch remain the collection of statistical sources and the confirmation of facts that do not reflect the real situation on the ground;

•Fifth, there are no clear criteria for defining the areas of responsibility of local executive bodies and their leaders, the effectiveness of inter-agency and inter-agency relations;

•Sixth, the local executive authorities are slow to address the problems of the population and the development of the regions;

•Seventh, the level of introduction of innovative methods of planning and organization of management processes, advanced information and communication technologies does not allow to monitor the implementation of decisions and ensure their effective implementation, and leads to excessive bureaucracy and excessive government spending;

•Eighth, the fact that economic management bodies take over the functions of state regulation and economic management, the old system of governance, which is incompatible with the requirements of a market economy, unreasonably allocated benefits, preferences hinder the creation of a healthy competitive environment;

•Ninth, the lack of development of social and public-private partnerships weakens the participation of non-governmental non-profit organizations and businesses in solving pressing socio-economic problems, does not lead to a reduction in expenditures from the state budget;

•Tenth, the insufficient openness and transparency of the executive branch, the weakness of the mechanisms of public control leads to excessive bureaucracy, various forms of corruption;

•Eleventh, the lack of the necessary initiative and responsibility on the part of some leaders hinders the timely solution of tasks, the integrated socio-economic development of the regions. This critical analysis reveals the autocratic nature of the escalating administrative governance, in which the negative developments not only undermine the system of public administration, but also distance it from the interests of the people.

In order to eliminate these shortcomings and ensure the innovative development of the country, the Resolution identifies the following tasks for public administration:

a) improving the institutional and organizational framework of the executive branch;

b) defining the functions and responsibilities of the executive authorities, defining the areas of responsibility for their implementation, improving the process of coordination and interaction;

c) reduction of administrative interference in the economy and expansion of market mechanisms of management;

d) improving the mechanisms of the vertical management system and the interaction between the executive authorities;

d) introduction of modern forms of strategic planning, innovative ideas, developments and technologies into the public administration system;

e) formation of an effective system of public services, introduction of active anti-corruption mechanisms in the system of executive power.

It is obvious that the head of our state believes that ensuring the effective functioning of the management system is, first of all, in the interests of the people. Improving the institutional and organizational-legal framework of governance is aimed at increasing the effectiveness of the executive branch in making decisions in the interests of the population, the integrated socio-economic development of the regions.

It is impossible to assess the functioning of the management system without the development of the regions and meeting the needs of the population, because management is always a type of activity prone to centralization, bureaucracy, alienation from the interests of the people. There is no system of governance that is completely free of these vices, and even in Germany, which has a deep faith in discipline, from time to time there are unpleasant reports of bureaucracy and corruption. Even in China, where the death penalty has been imposed for abuse of office and corruption, there are people who are exposed to their own interests and prostitution, and the government does not hesitate to disclose that such people have been sentenced to death. But this should not lead to the conclusion that self-interest and corruption cannot be overcome and absolute squeeze out of human life, the system of governance. For this reason, the education of personnel with pure intentions, transparent activities, obedience to the law is a vital issue for any democratic state.

The new stage of democratic development in Uzbekistan is connected with the Strategy of Actions adopted at the initiative and under the leadership of Sh.M. Mirziyoyev. The political and social significance of this movement, the tasks

facing our society, the ways to implement them are reflected in the Decree of the President of the Republic of Uzbekistan dated February 7, 2017 "On Strategy for further development of the Republic of Uzbekistan" PF-4947. To date, the head of our state has issued more than 130 decrees and resolutions, programs of measures aimed at their implementation, and developed a number of laws to make democratic reforms an irreversible reality. All of them are aimed at implementing the tasks envisaged in the Strategy of Action and cover almost all spheres and directions of our social life. They are expressed in five priority areas.

The first priority is to improve the system of state and society building. It covers three major political issues:

- 1) further strengthening the role of the Oliy Majlis, political parties in deepening democratic reforms and modernization of the country;
- 2) public administration reform;
- 3) improving the system of public administration.

These tasks have been set to some extent in previous decades, laws and programs have been developed, and new institutions have been established in the executive branch. It should be noted that during the years of independence, a bicameral national parliament was formed, the experience of organizing and conducting legislation in accordance with international requirements, the Oliy Majlis adopted more than 600 laws, programs and platforms of national importance by 2018, the implementation procedure and electoral system. It has become a tradition in the Oliy Majlis to exchange views freely, to organize active discussions of party factions, and to submit laws for public discussion. However, at the same time, there were some shortcomings in the work of the Oliy Majlis, in particular, the alienation from the people, life on the ground, the daily problems of the people, being on their own. In order to eliminate these shortcomings of the legislature, Sh.M.Mirziyoev called on the Oliy Majlis to be closer to the life of the people, to get to know the people, the life of the population, to connect their main activities with solving real problems.

Although the multi-party system has been established in the country, each of which has 300-400 thousand members, which is noted as a great achievement, the political activity of citizens, their participation in the management of state and public affairs is not at the required level. Chasing numbers, pretending to exist, lack of independent thinking and initiative, indifference to the problems of society and people could not but provoke protests from our President.

While praising the work of political parties, the President said that "gaining the full confidence of our people is becoming the most important and urgent task for each political party." He also supported the idea of the Liberal Democratic Party of Uzbekistan to establish "People's Receptions" in each district, city and

region: "It's not just for formality. Perhaps we should create conditions and opportunities for our people to see themselves as participants in the state system. Undoubtedly, the proper organization of this work will serve to increase the prestige of our party among the population and the electorate. The most important thing is that it will benefit our country, our people will be satisfied with all of us and the state," he said.

Calling on political parties to be close to the people, the President often reminds them that every action, initiative, idea is related to instilling in citizens a sense of involvement in governance. Political organizations are not created to show off democracy, political parties are one of the institutions that have a significant impact on the modernization of society, their political position, relations with the government, their unique role in shaping the pluralism of opinion are already recognized in world political philosophy.

The Resolution stipulates that a number of tasks must be performed to reform the public administration system. These include limiting the centralization of public administration, improving the professional training of employees, forming a system of public services, introducing modern mechanisms of social and public-private partnership, ensuring transparency of government, improving the system of "e-government".

"Limiting the centralization of public administration" does not deny the role of the state, but implies the organization of its daily activities in accordance with the requirements of civil society and democracy. Centralized governance, which takes over all administrative work, leaves no room for citizens' initiatives, participation in political life, and even interferes in the problems of remote areas, preventing the full functioning of local government. Such governance is mainly characteristic of a despotic and autocratic system. The head of our state supports the strengthening of the state's authority and position in society through subsystems, local government bodies and civil society institutions built on self-government. The central office intends to change the way it operates, that is, to give more freedom to local government institutions, thus increasing their responsibility for the social and economic development of their territory. Therefore, Sh.M.Mirziyoev believes that local governments and their leaders are responsible for the ongoing reforms in the regions. He strives to put selfless, enterprising, resourceful and honest people in management positions, in high positions. Improving the public administration system is an important part of the above priority.

World experience shows that a system of government that seeks to take on all the problems will one day become a proponent of totalitarianism. This may go unnoticed by the management system itself, as it considers it its duty to take care

of everything, even dealing with the details of personal life. It does not allow a person to live freely, to solve problems in his personal life independently. It is often difficult to talk about individual freedoms and rights in a society where law, traditions, moral imperatives, community and religious principles prevail. In order to prevent this unfavorable situation from becoming a stable reality, the institute of public administration will be formed, and its full functioning will be legally and organizationally ensured. The resolution identifies the following tasks in this direction, which correspond to the new stage of national development:

- introduction of effective mechanisms of communication with the population;
- development of modern forms of public control, increasing the effectiveness of social partnership;
- development of civil society institutions, increasing their social and political activity;
- improving the role and effectiveness of the mahalla institute in public administration;
- strengthening the role of the media, protecting the professional activities of journalists.

Since our research is essentially related to public administration, we will discuss in more detail the tasks in these areas in future topics. In this regard, we can say that the proclamation of 2017 as the "Year of communication with the people and the interests of man" and the pace of reforms aimed at active entrepreneurship, innovative development can bring positive results only if our citizens actively support the policy of the head of state. Sh.M.Mirziyoev expands the idea of opening "People's Receptions" under the UzLiDeP, that is, to increase the status of these institutions and decides to establish them under the President. In this way, he will establish a direct link between the Presidential Institute and the "People's Reception", to keep abreast of the appeals of the population.

The second priority of the action strategy is to ensure the rule of law in our country and further reform the judicial system.

It includes ensuring the true independence of the judiciary, enhancing the prestige of the judiciary, democratizing and improving the judiciary; ensuring guarantees of reliable protection of the rights and freedoms of citizens; improvement of administrative, criminal, civil and economic legislation; improving the system of combating crime and crime prevention; further strengthening the rule of law in the judicial system; implementation of tasks such as improving legal aid and assistance system. Over the past two years, the head of our state has adopted many decrees and resolutions to radically improve the functioning of the judicial system and protect their human rights and freedoms. According to the conclusions and opinions of international experts, the protection

of human rights and freedoms in Uzbekistan has become a real state policy, a priority task of the President. For example, the South Korean newspaper The Korea Times writes, "The processes taking place in Uzbekistan, the protection of human life and interests, the processes aimed at improving the living standards of the population will undoubtedly be an example for new developing countries. The Action Strategy for the five priority areas of development of the Republic of Uzbekistan for 2017-2021 includes "Strategic goals and tactical tasks". Under this program, Uzbekistan is implementing large-scale reforms, the results of which are reflected in the improvement of the lives of citizens. The Hindustan Times, an Indian newspaper, said that the idea put forward by President Shavkat Mirziyoyev that "the people should serve our people, not government agencies" is reflected in the social life of Uzbekistan. The People's Reception, which has been launched across the country in recent years, serves as a social institution that is warmly welcomed by citizens and fully protects the interests of the people.

Most of the applications, proposals and appeals received by the Presidential People's Reception and the Government Virtual Reception are mainly related to the judicial system. People note that illegal actions are being taken in these areas, that habits of disregard for human rights and freedoms have been formed, and that these problems are urging the head of our state to carry out bold reforms.

Despite the fact that more than 400 laws were adopted by the Oliy Majlis by 2016, effective mechanisms to ensure their implementation have not been concretely created, and as a result, the rule of law remained a mere wish. "Unfortunately," admits Mirziyoyev, "the impact of laws on the effectiveness of reforms is not enough." Their role in directly regulating social relations remains low. "

In the three years since the adoption of the Strategy of Action, President Mirziyoyev has adopted more than 30 decisions and state programs to improve the judicial system and restore the rule of law in its activities. The Law of the Republic of Uzbekistan No. ZRU-476 "On Amendments and Addenda to Certain Legislative Acts of the Republic of Uzbekistan" approved on April 18, 2018 alone, according to our estimates, contains more than 400 amendments and additions. Permanent amnesty and mediation institutions aimed at liberalizing the judiciary and decriminalizing punishment have been introduced, and if about 30 amnesty acts were issued during the years of independence, 20 of them will reach a new stage. Today, the judicial system is being reformed step by step. In particular, the President's views on whether the courts should be a system of either acquittal or condemnation are fully reflected in life. In particular, over the past 3 years, 1,989 people were acquitted, and in 2019 alone, 859 people were acquitted. Also, in 2019,

3,081 people were released from the courtroom, and 2,623 citizens were unjustifiably removed from the charges and changed.

Another priority of the action strategy is related to the development and liberalization of the economy. It includes further strengthening macroeconomic stability and maintaining high economic growth rates; deepening structural changes, increasing its competitiveness by modernizing and diversifying the leading sectors of the national economy; modernization and accelerated development of agriculture; continue institutional and structural reforms aimed at reducing state participation in the economy, protecting the right to private property and further strengthening its priority position, stimulating the development of small business and private entrepreneurship; comprehensive and balanced socio-economic development of regions, districts and cities, effective and optimal use of their existing potential. For example, the Resolution of the President of the Republic of Uzbekistan dated September 11, 2018 "On measures to accelerate the implementation of business initiatives and projects in the regions" PP-3939 emphasizes the need to attract entrepreneurs and investors to socio-economic development of the regions. Procedures have been introduced for providing them with the necessary production facilities, providing land plots, allocating loans, creating local engineering and communication infrastructure, and evaluating their performance. If the work is organized as planned and innovative changes in the socio-economic spheres are achieved, members of regional groups will be paid a quarterly bonus of up to 30 times the minimum wage, and their leaders up to 50 times the minimum wage. Otherwise, members of regional groups and their leaders will be subject to retention or dismissal from 30 to 50 percent of their salaries.

It is clear from the essence of the document that the President hopes for the people's initiative, the initiative of entrepreneurs, who are the most active part of it, encouraging them to solve socio-economic problems in the regions. It is true that there are many flaws in this regard, such as bureaucracy, artificial barriers, corruption and greed. It is impossible to get rid of those who are not exaggerated, who are imbued with the consciousness and mode of action of these vices. The actions of law enforcement agencies are not enough to expose the activities of these individuals, their actions can be disclosed to the public, with the help of their representatives who follow the rule of law, and the necessary legal measures can be taken to prevent recurrence. Today, the high level of delinquency and crime in the socio-economic sphere, which is one of the main spheres of society, shows that there is still a lack of regulation and control in this area.

The fourth priority of the action strategy is related to the development of the social sphere. It includes increasing employment and real incomes of the population; improving the system of social protection and health, increasing the

social and political participation of women; construction of affordable housing, modernization of road-transport, engineering-communication and social infrastructure, which will improve living conditions; development of education and science; It is planned to improve the state youth policy. At the new stage, the first law signed by the head of state was the Law on State Youth Policy. It emphasizes that the strategic goal of our independent state is to bring up young people as physically healthy, mentally and intellectually developed, independent-minded, loyal to the Motherland, have their own life ideals and actively participate in the democratic reforms in our country.

President Shavkat Mirziyoyev critically analyzes the activities of the youth social movement, saying that it is unable to fulfill its tasks and is cut off from the lives of young people, and proposes to change this movement to the Youth Union of Uzbekistan. Now the state is not limited to the adoption of laws and decisions on youth, it requires young people to master the basics of advanced science, to participate boldly in social life with their intellect and potential. Sh.M.Mirziyoev's calls and initiatives to educate young people in foreign educational institutions, to establish contacts with our compatriots living abroad, to return to their homeland and contribute to its innovative transformation are exemplary.

In order to reduce unemployment over three years, it is planned to create 46.8 thousand new jobs and provide loans to 10,000 graduates of schools and educational institutions. Today, for example, the People's Bank issued loans to young entrepreneurs in the amount of 33.1 billion soums in 2016, 52.4 billion soums in 2017 and 76.8 billion soums in the first eleven months of 2018. Until June 2019, the Youth Future Fund has allocated 692.4 billion soums in soft loans and created about 25,000 new jobs. Also, due to the improvement of social processes, the reconstruction of 78 district medical associations, 7 city and 2 regional multidisciplinary medical centers, the provision of emergency medical care with 1,200 special vehicles, 15,000 affordable housing in rural areas, 415 km of water supply pipelines and 291 kilometers of internal roads.

According to Mirziyoyev, the activities of regional, district and city khokims will be assessed in terms of economic development of the regions and the solution of problems in the social sphere. Our President urges them not to chase the numbers, but to solve the real problems of the general population. The people should not serve the state, but the heads and officials of government agencies should serve the people sincerely. This political idea is the basis of a new phase of reforms. Serving the state and its institutions in the interests of the people, the clear and legitimate demands of the people is the essence of that political idea of conceptual and practical significance.

Ensuring national security, interethnic harmony and religious tolerance in society, and pursuing a well-thought-out, mutually beneficial and practical foreign policy are the fifth priority tasks set out in the Action Strategy. According to him, it is necessary to expand socio-economic ties of Uzbekistan with foreign countries, attract foreign investment, bring innovative ideas and technologies, deepen blood relations in Central Asia, and fully address the problems in this area, especially border issues. 37.7 trillion soums and 8.3 billion US dollars will be allocated from the state budget for these tasks.

After the adoption of the Action Strategy, the President came up with many proposals to raise the socio-economic and cultural ties in the "single Central Asia" to a new level, the open use of innovative technologies and developments, the full restoration of blood ties. Stay away from each other for objective and subjective reasons

Civilized relations were established between the peoples of the region. The results of special research show that, "The last quarter of a century has been a period of realization of national identity, use of opportunities, freedom and rights provided by independence. He was convinced that Tajiks, Turkmens, Uzbeks, Kyrgyz, Kazakhs and all peoples living in our region can live in harmony, harmony and brotherhood. This confidence is the result of extremely difficult conditions, contradictions, conflicts, and even "ethno-territorial divisions." The peoples of our region have demonstrated their commitment to universal values, not to forcibly assimilate their national interests to others. Regional integration is a requirement on the national development agenda. Understanding and serving this objective demand will make Central Asia a modernized country with democratic values and institutions that are compatible with civil society. "

Based on the analysis of reforms in the new stage of democratic development in Uzbekistan, we have come to the following conclusions.

First, today's Uzbekistan is proving itself as a state capable of protecting the rights, interests and freedoms of its citizens.

Second, the "Strategy of Action" and its priorities are reflected in life through the noble idea that "the people should serve the people, not government agencies" and are becoming a key factor in the success of the new Uzbekistan.

Third, the existing problems in all spheres of social life and the desire to find a positive solution to the problems that have plagued the population for years are growing, and effective mechanisms are being created.

Fourth, vital reforms and renewals are mobilizing the people of Uzbekistan for practical work, ensuring their unity in the interests of the people, the future of the Motherland.

In short, democracy and democratic development are realities that take place in a space where certain political, socio-economic, cultural and ethnic experiences are formed, a mixture of objective and subjective factors gives harmony to social existence. It is impossible to study them without taking into account the influence of these factors. True, the political will seems to be sufficient to turn democracy and democratic development into a real, sustainable reality, giving the impression that democratization of public administration institutions will also lead to a transformation of the social entity in accordance with democratic values. However, studies of socio-political processes, the attitude of the people to them, show that no matter how important the political factor, its desires, plans and adopted programs will not lead to the expected results without active support of the people, active participation in reforms. The social activism of the people, the support of the initiatives of political leaders make reforms a reality. People, from a socio-psychological point of view, tend to respect what they have created with their minds, strengths and sufferings, not ready-made things. They are proud of what they have personally participated in, have dedicated their intentions and dreams to their hearts, are proud of what they have spent, appreciate the discoveries they have made in this regard, and see the essence of life in passing it on to future generations. Democracy and democratic development allow the masses of the people to live in search and discovery. That is why they are universal values today.

## **CHAPTER II. "PEOPLE'S RECEPTIONS" - THE MANIFESTATION OF INDIVIDUALS AND LEGAL ENTITIES AS AN INSTITUTION OF PROTECTION**

### **2.1. The social significance of changes in governance in the process of democratic renewal of the country**

The People's Reception is a truly democratic institution that is closest to them in protecting the rights of individuals and legal entities. Therefore, the application of each individual and legal entity is being studied by the People's Reception with a thorough analysis. If necessary, appeals are resolved in cooperation with other relevant government agencies. However, the existing practice and analysis show that the problems are not solved in time, on the spot, citizens' appeals are not satisfied, delayed, irresponsibility of officials and lack of public confidence in government agencies. When studying appeals by public receptions, first of all, the factors, reasons and conditions of the appeal are thoroughly studied. This, in turn, allows, firstly, to prevent duplicate appeals and, secondly, to increase the efficiency of the practice of resolving one type of appeal. Because where there is a lack and a problem, there will never be growth, development and progress. The People's Reception does not consider appeals that do not apply the Law of the Republic of Uzbekistan "On appeals of individuals and legal entities." In such cases, citizens can apply directly to the courts and other responsible agencies on the content, subject and relevance of their appeals. The main task of the People's Reception is to establish direct communication with the population and to create the necessary conditions for the unconditional exercise of the constitutional rights of citizens to appeal to government agencies.

Research has shown that at present in our country no special research work has been carried out to further improve the activities of the People's Reception. This shows the urgency of conducting fundamental and applied research and scientific and practical research aimed at further development of this field in the future. It also requires raising the cooperation between the People's Receptions and the relevant Councils of People's Deputies to a new level in the future. In fact, the main focus is on the staffing of public receptions, critical discussion of reports on the activities of heads of organizations in the region and the state of their work with appeals, the state of work with appeals in the regions, the system of mobile personal and public receptions and the level of its effectiveness. Special attention should be paid to issues such as the outcome. It is necessary to widely introduce the practice of conducting public opinion polls using digital technologies on current issues among the population in their respective areas. This practice allows for a comprehensive and complete study of the social

environment in the regions and to ensure openness, transparency and objectivity in solving the problems of the population. This will allow us to take urgent measures to address the problems of the population in the region by quickly identifying them. In such processes, it is necessary to effectively use the opportunities of regional government agencies, as well as public and non-governmental non-profit organizations, the media. In addition, the development of effective methods and tools for obtaining suggestions and recommendations of the population on the socio-economic development of the region is also an important issue that needs to be addressed in the future. It serves to increase the effectiveness of the preparation of proposals to improve the legislation and law enforcement practice on the basis of the proposals and recommendations, as well as the analysis of the issues raised in the appeals.

The effectiveness of public administration is directly related to the competent, conscientious and impartial performance of the duties assigned to them by persons holding public office. In some cases, some local-level executives are still unable to abandon outdated management methods and approaches. It requires further strengthening the role and place of the People's Reception and the relevant Councils of People's Deputies in assessing the work of the heads of executive bodies.

The People's Reception has been given a number of rights to carry out the tasks assigned to it. In particular, it is planned to make proposals to higher state bodies to encourage officials and employees of territorial subdivisions of state bodies included in the staff of the sectors or to bring them to disciplinary responsibility for serious shortcomings, up to dismissal. In such cases, it is advisable to encourage officials and employees or to introduce the practice of open and wide discussion in the relevant Councils of People's Deputies of serious shortcomings. This is a positive experience gained in this process through the participation of real people's representatives, which allows for popularization and appropriate recognition, and for serious shortcomings, allows for the application of appropriate and reasonable remedies in the future. At the same time, the People's Reception is authorized to submit submissions to state bodies, which are subject to mandatory consideration. However, the legislation does not clearly define the deadlines for consideration of the proposal by public authorities, the results of discussions in the relevant government agencies and, most importantly, the procedures for sending a reasoned response to the proposal. Therefore, in order to increase the responsibility and accountability of managers at all levels in the future, the procedures for consideration of applications should be strictly strengthened in the legislation.

The analysis shows that the participation of governors in the formation of People's Receptions should be reconsidered. The participation of relevant governors in the formation of public receptions is a controversial issue. The practice of appointing certain employees of the People's Reception by the relevant governors, on the one hand, allows them to report directly to the governor in their activities, and on the other hand, has a certain effect on the resolution of appeals. Therefore, it would be expedient if the staff of the People's Reception was approved by the relevant Council of Deputies only on the recommendation of the People's Reception of the President of the Republic of Uzbekistan. The introduction of such a practice will also serve to increase the responsibility of the relevant Councils of People's Deputies for the activities of the People's Reception and its staff. The study shows that in the near future to raise the legislative activity to a new level to further improve the organizational and legal framework of the People's Reception should become one of the most important promising areas. However, it should be borne in mind that at the same time as the development of legislation, the issue of its implementation is even more important. Therefore, it is expedient to further expand the scope of scientific and practical research of this institute. The five priorities identified in the Action Strategy are inextricably linked with the improvement of public administration. So what is the democratic essence of these changes? Why do we single them out? What reflects the democratic nature of the changes? Sh.Mirziyoyev's method of "critical analysis" has revealed what the system of governance, which we have praised over the past decades and called "the fairest and most democratic," has been revealed, so this time too are we not deceiving ourselves? The management system is characterized by a tendency to self-glorify, to boast of insignificant achievements, to work in the form of "I will not touch you, you will not touch me." For example, the President sharply criticized the health care system, the fact that medical services do not meet the requirements at all. Today, the main part of the appeals received by the People's Reception is related to the judicial system, banking and medical services. The bureaucracy has long been a favorite tool of the management system. Otherwise, our ancestors, the peoples, would not have made it their dream to build a just, people's state. This means that as long as there is public administration, the issue of ensuring its fair and democratic functioning will not be off the agenda.

It is no coincidence that Western researchers and philosophers have expressed strong views on bringing public administration closer to the interests of man, the protection of his rights and freedoms.

When it comes to governance, the monistic nature of this activity and the issue of individual freedom arise. According to R. Steiner, management, as a subject of external influence, wants to be subject to the requirements of "simple realism" that

suits it. Any external demand, a norm, an idea, or a demand directed at the individual is contrary to manhood. "From the point of view of monism, one who follows some external influences is not free in his actions; he is free in his actions when he is subject to himself.

Monism does not recognize that there is an unconscious influence hidden behind concepts and perceptions.

Pro-monism does not recognize that there are objects and causes of "unconscious influence", which, although "simple realism", requires clear vision and actions, plans that are obvious to implement. He sees man not as a complete being, but as an expression of monism that seeks spiritual maturity, giving integrity to his thoughts and imaginations, his life, and his actions. "Monism knows," writes R. Steiner, "that nature does not let man out of his hands as a perfected free spirit, until he has perfected himself as a being who is not yet free, until he has reached the point where he has found himself."

In fact, human perfection is not a function of nature, it is an anthropological problem and comes as a product of the relationship between the individual and society. Such perfection must, first of all, be desired by the individual, the creation of self-satisfying spiritual moral order, psychophysiological norms. In this case, as a representative of society or a customer of perfection, the government, which has adopted the principles of humanism and nationalism, the practice of justice, can come out of the state. The issue of freedom is of interest not only to the individual, but also to society, the state and government institutions. The tendency of the state and government to unify human activities does not make the individual antagonistic to them, but in any case it means that he is always in opposition. This opposition does not absolutely reject the state and governance, but it is a force that reminds the state and governance institutions to work more cleanly, in accordance with the requirements of the people's interests, democratic principles.

The fact that a person is an attribute, an integral part of the common, that is, a people, a nation, a society, that he is in opposition to the state and government, means that he does not forget that the common good also has private interests. It is not possible to speak of the will of the individual without private interests, the individual comes to the necessity of the common good by realizing his own interests. "Today, liberalism has lost its credibility, and now we need to talk about communities to save freedom," Mane said, referring to the need for these common interests.

Common interests cannot be realized without the state and governance, but they must not become an authoritarian or despotic means of governance. The task of the state and government is to form a harmonious relationship between the common good and the will of the individual, to ensure their integration into the

changes in society, while recognizing the oppositional nature of the interests of the individual. The announcement of these integrated reforms will not be possible even with the adoption of effective laws, the stable values embedded in the historical and cultural paradigm of the people, the nation will update it or create unexpected obstacles. These barriers can sometimes be aroused by arrogance in people's mentality, the tendency to pretend to exist, and the tendency to manipulate.

Each socio-historical stage is somehow different from the previous stage, people leave an indelible mark on the life of society. The current, new stage of our national development, in our opinion, differs from the previous stage with the following fundamental features:

first, it introduced a critical approach to social life, our activities and plans;

second, by shaping the institution of dialogue with the people, making democracy a real, real reality;

thirdly, it directed the reforms to the interests of the people, imposed on the system of governance the satisfaction of the real life, legitimate demands and needs of the population, the people;

fourth, the transition from a declarative form of public service to a practical form of public administration;

fifth, it filled the process of modernization of society with innovative research, thus creating a new technology to ensure the social activism of the masses.

Over the past decades, we have succumbed to the euphoria of independence and forgotten to critically evaluate ourselves and what we are doing. Anyone who has watched the media, written books, and defended dissertations will see in them, above all, the predominance of praise. Science can fulfill its function only when it identifies the existing contradictions of objective existence, seeks ways and technologies to overcome these contradictions, and enriches thinking and consciousness with new ideas and approaches. A critical approach sharpens the mind, encourages thinking to be vigilant, finds contradictions and seeks solutions to them, leads a person to continuous research, to create innovations and to constantly improve the social being. Absolutely rigid, absolutely immutable, or anything related to human activity can be further refined, further refined. At the heart of this has always been a critical approach.

President Sh.M.Mirziyoev addressed the enlarged meeting of the Cabinet of Ministers on January 14, 2017, summarizing his long-term views and development strategy of the country, as "Critical analysis, strict discipline and personal responsibility should be the daily rule of every leader." The title of the topic indicates that the President has focused on a critical approach and public administration. He boldly asked the members of parliament, "Why have some indicators of economic development and regions not been achieved last year? Who

is personally responsible for this? ... What strategic tasks should we carry out in the next five years? ” and requires clear answers from officials. In the past, such meetings would begin with highlighting the shortcomings of the Soviet era and end with self-glorification. It has become a habit to think negatively of the former Soviet era, to emphasize that we have a great heritage, to describe real life in the form of "there are some shortcomings." Sh.M.Mirziyoev said that such a habit is not his way of working: “I would like to warn the participants of the meeting: instead of giving“ victory reports ”and reports on the work done, it is necessary to focus on the existing shortcomings and their roots. It is also important to pay attention to specific proposals and issues to be addressed at the level of the President and the government ... Critical analysis, strict discipline and personal responsibility make every leader, whether it is the Prime Minister or his deputies, a member of the government or a governor, should remain the rule. ” It is difficult to imagine that this demand will immediately take place in the activities of public administration, bureaucrats. Therefore, the President begins each decree and decision with a critical analysis of the industry, then outlines ways to address these shortcomings. For example, his Decree PF-5430 "On measures to radically increase the role of civil society institutions in the process of democratic renewal of the country," signed on May 4, 2018, refers to the topic and the concept of our dissertation. It adopted more than 200 normative legal acts aimed at improving the efficiency of non-governmental non-profit organizations, although today more than 9,200 non-governmental non-profit organizations operate:

first, the state has not established effective and constructive mechanisms of dialogue with civil society, the needs of non-governmental non-profit organizations are not systematically analyzed, effective platforms for the exchange of views on important issues of further development of the state and society are not created;

secondly, the low level of involvement of NGOs in the development and implementation of socio-economic development programs, regulations does not allow in-depth study and consideration of the interests of all social groups represented by various NGOs;

third, despite the creation of an adequate legal framework, social partnership has not become an effective mechanism for cooperation between government agencies and NGOs to address a wide range of social problems of citizens, especially to promote their initiatives and modern ideas;

fourth, the measures of state support and encouragement of active, self-reliant non-governmental organizations offering innovative ideas for further socio-economic, socio-political development of the country are not implemented properly;

fifth, the legislative norms governing the registration of non-governmental non-profit organizations, the order of their activities, provide for excessive bureaucratic requirements and ideas, which are outdated and do not meet modern requirements;

sixth, the methods of interdepartmental cooperation used by the executive authorities to provide comprehensive support to the activities of organizations are ineffective, there are no single mechanisms for the exchange of information between government agencies;

seventh, the material and technical support of non-governmental non-profit organizations is still unsatisfactory, and the funds allocated by the state to support civil society institutions do not allow for the implementation of medium-term and national projects and programs.

It is clear from these views that although the number of civic institutions in Uzbekistan is growing year by year and is supported by the state, their participation in democratic reforms is insignificant, and formalism is rooted in their activities. Special research also shows that they are mainly engaged in spiritual-educational work, do not have the power to solve real problems, to influence the improvement of social conditions on the ground. Active participation in socio-political life, involvement of citizens in solving regional problems, their significant contribution to the formation of public opinion as independent institutions, of course, provoke protests in society.

Sh.M.Mirziyoev wants criticism to be focused on solving real problems, to be pragmatic in essence. The abstract phrase "there are some problems," which has been used in the past, does not want to be "criticism," "the next corporate game," which is not aimed at solving any real problem, these methods of work are alien to him. He does not refrain from criticizing the Oliy Majlis and its deputies, the Cabinet of Ministers and its institutions, urging them to find solutions to existing problems and work actively. "People, the population expects real results from us, concrete work," he said. This pragmatism demonstrates the modernity, constructiveness and populism of Mirziyoyev's policy.

The institute of dialogue with the people is a product of a new era, the policy of democratic renewal of the country by Sh.M. Mirziyoyev. The People's Receptions, first established under the auspices of the Liberal Democratic Party of Uzbekistan, will later be transformed into official Presidential People's Receptions. From September 2016, it will be organized in all regions, districts and cities. Today, they are provided with specialists in the social sphere and have the opportunity to establish contacts at any time with local public administration institutions.

The implementation of the state programs adopted in 2017 as the Year of Dialogue with the People and Human Interests has prompted a number of practical

measures. One of these was related to the search for effective mechanisms for establishing open communication with citizens. The President proposed to open virtual and public receptions. Later, Virtual Receptions will be opened under the Cabinet of Ministers, the Prosecutor General's Office, the Tax Committee, the Ministry of Internal Affairs, the Ministry of Justice, the Federation of Trade Unions, the Ministry of Employment and Labor Relations. "The main purpose of this work," said Sh.M. Mirziyoyev, "is to ensure a thorough consideration and resolution of legal appeals of citizens in the short term." There is no need to chase numbers and smooth reports in this regard and organize the next campaign. The people will never forgive this! ” .

The vitality of the Presidential Virtual and People's Receptions is reflected in their efficiency, communication with the people, prompt and timely resolution of appeals from people. Decree of the President of the Republic of Uzbekistan dated December 12, 2017 No PF-5278 "On measures to radically reform the national system of public services" and the Decree of the President of the Republic of Uzbekistan dated December 12, 2017 "On organization of the Agency for Public Services under the Ministry of Justice". In order to ensure the implementation of Resolution No. PQ-3430, the establishment of Public Service Centers under the People's Reception, in turn, will help to find a quick and accurate solution to citizens' appeals. These centers and the Agency will then be connected to a single interactive public services portal. In the first eight months of 2018, the number of types of services provided by public service centers increased from 37 to 100, today their number has exceeded 130. The number of citizens who applied to the centers increased 15 times compared to 2017, reaching 1.8 million people in September 2018, and in 2019 it reached 13 million. Today, the number of customers ranges from 300 to 1,500 per day. The number of documents submitted for the provision of public services has been reduced from 127 to 78.

The author describes the role of public receptions in public life as follows: “A special structure formed at the initiative of the President, while monitoring the processing of complaints from citizens, systematically analyzed the content of complaints and applications. In these thousands of appeals from the Uzbeks, our reality across the country was reflected as if in a giant mirror. Concealment of the truth over the years has led to a sad situation, and citizens are now openly speaking to the President about the problems, the imbalance of economic and social governance, the uneven development of the regions, corruption, fraud, irresponsibility and many other issues. The greatest achievement of direct, effective communication has been the strengthening of people's trust in the state.

The Presidential People's Reception has become a symbol of true impartiality, justice and transparency in the eyes of the population. Adherence to these principles

not only ensures the efficiency of government agencies, but also achieves clarity of decisions, weighing the smallest details of the legislation, projects and programs adopted in the country. The Presidential Virtual Reception is constantly evolving. This enthusiasm is a strong impetus for further democratic reforms, the abandonment of over-centralization of public administration and the transfer of a number of powers to regional bodies, increasing the personal responsibility of leaders, the preparation of state programs based on citizens' appeals.

People's receptions mobilized the entire system of public administration. From deputies of the Oliy Majlis, members of the Supreme Court and ministers to local governors, heads of departments, public organizations have begun to "walk among the people." According to official sources, by September 2018, more than 68,000 receptions and about 20,000 mobile receptions were organized with the participation of local authorities and heads of departments. Complaints were filed against 3,650 individuals who made mistakes in their handling of appeals or acted in their own interests, including 2,596 employees who were disciplined, 704 employees who were prosecuted, and 181 employees whose employment contracts were terminated.

Turning reforms in the interests of the people, focusing on the real needs of the population, the people and directing the socio-economic sphere to them is an important sign of a new stage. In the past decades, there has been a lot of talk about economic growth, figures that are difficult for people to understand, percentages, comparisons to other republics, but ordinary people, the working people, have been left with their own worries. Not only would they find work, they would even go to Russia, Kazakhstan, and distant lands without finding enough money to feed their families. There are many among them who have decided not to return.

It did not occur to the leaders that the declarative calls for democracy were of no use to anyone. Sh.M.Mirziyoev, who saw and knew that this fraud leads to harmful consequences, says: "Life itself and the demands of the people put before us new and more complex tasks that need to find a practical solution. The main problem here, in my opinion, is that, first, some agencies and their leaders are to some extent disconnected from real life and the needs of the people. Second, a superficial approach is allowed in the development of concepts and programs for the development of networks and regions. Finally, the third major shortcoming is that many managers are accustomed to solving complex problems without leaving the cabinet, without an in-depth study of the state of affairs in each sector of the economy, cities and districts, especially in rural areas. Therefore, today I demand that the Deputy Prime Ministers answer these questions very clearly, not as advocates of their ministries and departments, but primarily in the interests of the state. I also ask for a serious and accurate assessment of the head of each governing

body of the complex. ” It is obvious that the head of our state is clearly raising the issue and demanding a clear answer from the leadership. This demand is aimed at the noble goal of satisfying the interests of the people, directing socio-economic reforms towards the people, rationalizing public administration and services, and achieving human satisfaction with the social system.

The concept of "public service" appeared in the late XIX century. Its theoretical founder is M. Weber. According to his theory, "in modern democracies, rationalist public service is used instead of the patriarchal system that constitutes public service. The main features of this method are: public works are performed by highly qualified executors; performers carry out their activities in accordance with the requirements and rules established by law; the performance of public duties shall not depend on the interests of individuals. ”

These requirements are based on certain principles that are consistent with the system of governance in modern democracies. "First, the civil service must serve the state, not the political system; the second is a rationalist bureaucratic system of public service that should be the most appropriate way to organize; and third, that the performance of public service should be based on the needs of the state, not on the influence of certain individuals. ” Our public services, first of all, serve to meet the needs of people for this or that public service. True, it focuses on expanding the range and improving the quality of services, the types of services that people need are registered with the state, and they are provided with modern information technology. The Public Service Agency has been established under the Ministry of Justice to bring public services up to date. As noted in the Resolution of the President of the Republic of Uzbekistan dated April 11, 2018 No PQ-3662 "On additional measures to accelerate the development of public services", the principle of "single window" of public services, which are currently in demand not only for entrepreneurs but also for the population. A single network of public service centers under the People's Reception has been created, covering every district and city of the country.

According to him, the formation of basic information systems in organizations, ensuring interagency integration, convenient and timely provision of public services to individuals, aggregate data on individuals and legal entities, real estate, housing, land resources, geodesy, cartography, cadastre, archives, register of documents creation is the task of public authorities. It is a person's right and freedom to obtain extracts from this information and documents, to use them in necessary research work.

It is known that in the process of modernization of the country, the demand for such services has increased several times, the number of documents required from people has increased day by day. In the past, water, electricity, gas, property

taxes and fees paid on utility bills in one place led to participation in various agencies as they were divided into different sectors. The number of papers required has increased, and the time it takes to collect them has also increased bureaucratic divisions. For example, to open a small business, an entrepreneur collected more than 140 documents, almost half of which were not directly related to his activities. True, in 2011 the number of these documents was reduced to 127. At the new stage, the number of documents required for the provision of public services has been reduced to 78. However, at the same time, there are cases of illegal activities in public service centers. For example, in 2018, 12,914 violations were detected during the provision of public services, 515 employees were notified, 577 were warned, 233 administrative violations were reported, 209 officials were prosecuted, and 41 people were dismissed.

It is obvious that our state is trying to make public life more open, transparent and efficient in the provision of services, but there are still those who have turned some greed and disregard for human rights into a way of life. This means that the new stage of our democratic development is not free from internal conflicts and negative situations that lead to justified protests and appeals of the people. According to experts, the experience of the US public service delivery system can be used in Uzbekistan. Today, the civil service in the United States is regulated by the 1939 Hatch Civil Service Restrictions Act, the Federal Civil Service Salary Act (1945), and the Federal Classification of Positions Act. In addition, there are 100,000 (hundred thousand) pages of laws regulating the modern civil service.

These laws provide for employment, promotion, dismissal, nepotism, favoritism, abuse of public goods and services, and re-examination of contracts. According to the Law on Classification of Civil Servants' Positions, there are 18 levels of civil service. Admission to this or that position is carried out through examinations, which mainly determine the qualifications of the candidate required to perform the duties of the position. Special attention is paid to such requirements as honesty, knowledge, intelligence, political neutrality. In the future, we will have a similar system. Creating a professional profile of civil servants guarantees that they will serve the people wholeheartedly, without committing any illegal acts.

The transition from a declarative form to a practical form of public service in the public administration system is a principled approach at a new stage. In the past decades, the system of government has been used to decorate real life in numbers, to clean the neighborhood only on certain dates, to plant trees, to drive city dwellers, students and even schoolchildren into the cotton fields for the sake of "political reality", to watch TV series during working hours, to celebrate the anniversaries, weddings of officials when ordinary people do not receive their salaries and pensions on time, despite the fact that the pipes in apartment buildings

are already rotten and unusable, the front and perimeter of offices are surrounded by huge iron bars. It became a widespread custom that these could not fail to arouse various questions and protests in the masses.

The speech of President Sh.M.Mirziyoyev at the IV Congress of the Youth Social Movement "Kamolot" on June 30, 2017 reveals the concern of the above situation. He raises issues related to the education of young people and strongly criticizes the activities of leaders and officials in this regard. "You are young people living in the regions where you are the leader," said Sh.M. Mirziyoyev. "Doesn't it bother you that you can get bored, get involved in hooliganism, crime, and join harmful movements without knowing what to do?" Who are we deceiving by saying that we have created all the conditions for young people? In this regard, let all leaders, young and old, listen to the lead: we will no longer evaluate your activities on the basis of cotton or grain, but, first of all, on the basis of your attitude to the state youth policy.

At this point, Sh.M.Mirziyoyev's vital and political position, which means that he is not interested in dry declarative statements and promises, but in practical work, the activities of leaders should be focused on finding practical solutions. He emphasizes the need to establish a practical dialogue with young people, free from formalities, corporateism, luxury and high-profile events. Life problems that young people think about: "Who am I, how do I live, what do I do for a living, what are the secrets of a happy life, how to learn to build a strong family, who teaches me to do my social duty, what is the meaning of human life in general?" Is it not the task of educational institutions to seek answers? When the President proposes to change the name of the youth organization, he also intends to look for answers to the above practical questions. At the moment, you all see through the "mirror world", we are in constant dialogue with the local community, especially our youth. In these meetings, an idea is repeated over and over again. In other words, the youth of Uzbekistan express their desire to create a democratic youth organization that can be a real defender of the interests of the younger generation, free from formalism and corporateism.

At the same time, it would be better not to unite all young people in one organization on a "voluntary-compulsory" basis, but to organize them according to their aspirations, scope of life and professional interests, social goals.

At the new stage of our national development, the process of modernization of the country has been enriched with innovative developments, methods of work based on modern information technology. 2018 has been declared the Year of "Active Entrepreneurship, Support of Innovative Ideas and Technologies". The President has developed a concept of modernization of all social life, industries based on innovative technologies. It was the demand of the time. According to

experts, today 42% of the world's population uses the Internet, and by 2025 this figure will reach 90%. "In the future, access to the Internet will not be a unique reality in developed economies, but a common human right, like breathing air."

According to official data, 20 million people use the Internet in Uzbekistan. However, this figure raises questions in the head of our state. He said: "You have reported that about 20 million people use the Internet. However, due to the very limited range of services offered through the national Internet, the majority of the population uses the Internet only to write in the Telegram. The average speed of the Internet in the CIS countries is 10 times faster than in Uzbekistan. The share of information technology in the country's GDP is 9% in South Korea, 5.5% in Japan, 4.7% in China and India, and only 2.2% in Uzbekistan. Uzbekistan ranks 95th out of 176 countries in the ICT Development Index." The Presidential Decree PF-5544 "On approval of the Strategy of innovative development of the Republic of Uzbekistan for 2019-2021", adopted on September 21, 2018, proposed targets for innovative development of the country until 2030. It states that the main goal of the Strategy is to develop human capital as a key factor in determining the level of international competitiveness and innovative development of the country, so that by 2030 our country will be among the top 50 countries in the world according to the Global Innovation Index.

Of course, the "fourth scientific and technological revolution" in the world today (K. Schwab, founder and permanent president of the famous forum) can radically change our perceptions and way of life. These changes free a person from heavy and inefficient manual labor, fully realize the creative, intellectual potential of man based on the products of mental thinking, and even allow the formation of programmed, that is, genetically modified, cloned people. Experts predict that by 2025, one-third of the tedious work associated with bureaucracy, about 40 percent of legal education services, and more than 90 percent of access to information will be automated. Even on corporate boards, a robot expert can bleed.

Therefore, global innovative development also affects Uzbekistan, which urges the country to actively support innovative research, the widespread use of scientific and technological developments abroad, the opening of new universities that serve to grow the scientific and technical creativity of our people. Over the past two years, Uzbekistan has opened seven branches of leading foreign universities, established a special system - the Ministry of Innovation Development and its centers to support scientific and technical research in the regions, the Center for Development Strategy.

## **2.2. The role of people's receptions in the protection of human interests, rights and freedoms**

The concept of "human interests" entered philosophy in the XIX century, after the publication of Kant's "Critique of the ability to think" (1790). It is true that every idea of the phenomenon of law, the work was intended to protect human interests to one degree or another, but it was Kant who saw the concept of "human interests" as a separate reality, its interests, justice, law, governance, moral imperatives. As a result, it was realized that human interests have a special social significance, are associated with a wide range of life in accordance with their qualities, include the daily needs and relationships of the individual, reflecting aspects of his diverse social relations, stable and constantly reflecting their characteristics.

Human interests are not only an expression of an individual's desires, needs, and interests, but are also related to the social environment that surrounds the individual, especially family, neighborhood, work community, friends, and loved ones. These micro-environments have a direct impact on the formation of interests, instilling in the individual a sense of protection of interests. At the same time, human interests need social protection. The increasing complexity of social life, the emergence of new institutions, the transition from the simple to the complex are becoming our real existence, create various obstacles to the satisfaction of interests. These barriers are often caused by the macroenvironment, which is the product of social relations. As a result, the satisfaction of individual interests is also complicated, and in an environment of bureaucracy, fraud and corruption, it is almost impossible to satisfy them.

A democratic state governed by the rule of law stems from the goal of protecting the interests of the people in the fight against bureaucracy, fraud and corruption. The appeals to the public receptions can be divided into the following areas:

- the first, on bank finance and credit issues (25%);
- the second, the activity of the judicial system (22%);
- third, the payment of health facilities and salaries (12 %);
- the fourth, business activity (10 %);
- fifth, the system of housing and communal services (8%);
- sixth, employment (4%);
- seventh, complaints and suggestions related to financial assistance and educational institutions (3%).

In 2016-2017, the bulk of the complaints concerned local authorities, such as greed, bribery, nepotism, and corruption. These appeals have exceeded 1 million

in just six months. As of June 2018, their number had exceeded 2 million. By the end of the year, there will be a decrease in the flow of applications. If more than 1 million applications were received in the first half of the year when the People's Receptions and the Virtual Reception of the President were launched, by the end of 2018, that is, in the next year and a half, the same number of applications were received. As of now, we can consider public appeals in the above order.

The banking and financial system is truly the lifeblood of the country. Any social reforms are directly related to the effective and nationwide banking and financial system, which serves the interests of the country's development. In the past decades, new banks have been opened, luxury buildings have been built for them, but no real mechanisms have been created to serve their human interests. As a result, the timely payment of wages to workers, the receipt of pensions by retirees, the payment of salaries to civil servants have become more complicated from year to year. It is also true that in some places people took to the streets demanding their wages. The situation did not improve with a series of orders from the top management to pay salaries and pensions, and cash was not enough. The transfer of salaries and pensions to plastic cards did not solve the problem, but created those who would benefit from cashing. In some stores, the terminal was not working, while in others it was openly priced at up to 20 percent. This eventually led to the emergence of a layer of "entrepreneurs" who will cash our money at a premium of ten, twenty or even thirty percent. However, this situation was eliminated in the short term, and today there is a certain degree of stability in the issue of prices.

Resolution of the President of the Republic of Uzbekistan Sh.M.Mirziyoev dated February 2, 2017 No PQ-2753 "On additional measures to improve the mechanism of payment of salaries, pensions, benefits and stipends" became an important document encouraging the banking and financial system to serve the interests of man and the people. The unfortunate situation that has arisen in it, its roots formed in the past decades, the reasons that have caused people to protest have been revealed. Over the past three years, the rating of the Republic of Uzbekistan in the annual report "Doing Business" by the World Bank and the International Finance Corporation has more than doubled.

Our country has risen from 166th place in 2012 to 74th place in 2017 among 190 countries of the world.

In addition, in the latest report, our country was among the top ten reformers in terms of creating the most favorable business environment for doing business. According to S. Mueller, World Bank Vice President for Europe and Central Asia, "In recent years, Uzbekistan's economic policy has become more liberalized, in particular, changes in the banking and financial system, tax system, liberalization

of monetary policy have played a significant role in enhancing the country's economic image.

In particular, in 2015, your country ranked 100th in the World Bank's ranking of favorable business environment, and today it is ranked 74th. The 26-point increase in two years is a very good indicator, which is an important factor in attracting foreign investors. However, the fact that most of the appeals to the President's Virtual and People's Receptions are related to the banking and financial system raises various questions and objections. Therefore, the head of our state has adopted about 10 normative and legal acts aimed at serving the interests of the people and the banking and financial system, ending its illegalities and introducing modern methods of work into its activities.

President Sh.M.Mirziyoev believes that in order to ensure the interests of man, first of all, his rights and freedoms must be reliably protected. His speech at a special meeting on February 9, 2017, aimed at radically improving the work of law enforcement agencies, and the views expressed in it are directly relevant to our topic: "Today, issues of human interest must be resolved without delay. At the same time, it is no secret that there is still an old-fashioned way of doing things in the police, such as old-fashioned thinking, not based on the principle of serving the people, but out of self-interest.

Therefore, the head of our state emphasizes the need to radically improve the system of internal affairs, to raise the level of training to modern requirements, not to fight crime, but first of all, to pay attention to its prevention. As a result, 175 additional units and 824 base points were established in the settlements, and the number of prevention inspectors increased by 1,102. An investigation department has been set up at the Interior Ministry, and inquiry institutes have been set up on the ground. In 2017, 73,692 crimes were registered in the country, which is 13,720 or 15.7% less than in 2016. In particular, 22 murders, 7.1% intentional grievous bodily harm, 21.8% rape, 22.8% aggression, 21% robbery, 6.6% theft, 5.7% fraud, 37.9% hooliganism, vehicle hijacking decreased by 6.2%. One of the important innovations was that an effective way to involve the population in the fight against crime was found, that is, citizens who are active in such events will be rewarded with up to twenty times the minimum wage.

Corruption is the worst enemy of human interests. Where it is rooted, human interests face artificial barriers such as bigotry, ignorance, and nepotism. Here, universal principles such as justice, law, equality are forgotten, and every appeal is turned into a source of profit, wealth. In the past decades, there has been almost no talk of this crime, and when it has been talked about, it has become synonymous with the abstract concepts of "some places" or "some leaders".

In 2017, 1,426 corruption and economic crimes were detected. Of these, 171 were bribery, 109 were extortion, 517 were fraud, 125 were currency violations, 19 were counterfeiting, 190 were robberies and 296 other crimes, 4,806 drug-related crimes were detected. These efforts are aimed at protecting a person's legitimate interests, his or her personal life, health, property and honor.

When making suggestions and complaints about the judicial system in public appeals, people cite specific information, legal and regulatory documents, decrees and decisions of the President. For example, a survey conducted in the framework of our dissertation showed that 48% of respondents said that "illegal actions in local courts and law enforcement agencies are still going on," and 32% called for human rights protection. ", 11% said, "People should protect their rights and freedoms," 7% said, "Lack of legal awareness and knowledge is common in government institutions," and 3 percent said, "It is very difficult to rule the law in society. " 72% of respondents who are dissatisfied with the work of the authorities have higher education, 21% have secondary special education. It is obvious that the level of knowledge is the basis for a critical approach to the minds of people, the activities of social institutions.

The importance of this factor is also emphasized by other researchers. For example, researcher M. Atavullaev said, "Are you satisfied with the reforms in the field of law?" 49% of respondents answered "No", 36% answered "Yes" and 15% answered "Not always". "Citizens who are dissatisfied with legal reforms do not realize that modernization is a legal phenomenon, related to the reforms in it," he said. Interestingly, 80 percent of these respondents have higher education, 14 percent have secondary special education, and 6 percent have secondary education. This means that respondents with higher education are dissatisfied with the modernization process, changes and reforms in the field of law, the impact of legal reforms on society, and they still need to do more. "How do you assess the modernization process in our country?" 47% of those with a higher education are rated "Unsatisfactory". It is very common for a person with a higher education to be critical of the environment and life. "

32% of our respondents are dissatisfied with the work of local justice departments and agencies called to ensure human rights and freedoms. According to them, in accordance with the laws adopted by the Oliy Majlis, presidential decrees and resolutions, local authorities are not ready to quickly reorganize their work, modernize their activities, change existing norms. The decisions and plans adopted in the capital are hastening the local authorities and heads of departments, who are confused and do not know where to start. Of course, it is difficult to immediately abandon the old way of working, and we must not forget that the traditions of ethnoculture are not renewed quickly. Today, the public

administration system has the ability to quickly deliver decisions and plans, documents to the field, and regional and district administrations use the Internet. Almost all municipal administrations are connected to a single portal. They have the opportunity to contact the center immediately, ask the necessary questions and get answers.

However, administrative work, the organization of the judicial system is based on certain traditions, it is difficult to change them in one day, with a tattoo. As in all areas, the judicial system lacks innovative thinkers, well-versed in the working methods and experience of advanced countries. Therefore, in order to overcome this problem and find a solution, among the issues that need to be addressed in the "Strategy of Action" is to improve the system of training, selection and placement of judicial, law enforcement and oversight bodies. The solution of these tasks will serve as an important factor in solving the above problem. Protecting human interests requires, above all, purity from the staff of the judiciary, the remaining qualities may seem secondary. But the judicial system cannot be renewed and changed only by cleanliness, cleanliness must be combined with professionalism.

Most of the appeals to the public receptions are related to the activities of health facilities, medical services. Twenty-seven percent of respondents who applied to public receptions said they were dissatisfied with corruption, corruption, ignorance and irresponsibility in the health care system. According to them, there are more and more greedy people in the medical field who know their profession superficially, who think of their own pockets rather than treating the patient. Such individuals never think of improving their skills, do not want to give the place they have occupied, even if they are retired, to a young specialist. 12 percent of respondents reported no significant change in the provision of medical services even after applying to the People's Reception.

Over the past two years, 50 decrees and resolutions of the President aimed at radically improving the health care system, more than 70 resolutions and orders of the Cabinet of Ministers have been adopted, 6 new scientific and medical centers, including 10 branches, have been established. 306 new specialized departments and 1,200 ambulance stations were opened in district and city hospitals. In 2018, 40 percent more funds were allocated for health care than in 2017. The salaries of medical staff have been increased by 20% from December 1, 2018, and by 15% from April 1, 2019. "Decrees and resolutions have been issued," Mirziyoyev said in a video conference on medicine. But the expected results in the health system are not visible. Especially districts and the rural population does not feel the serious and radical changes in health care in their lives. "

In the eleven months of 2018, the virtual reception of the President received more than 45,000 applications. Almost all of them are related to the very low level

of medical care, the shortage in the field and the greed. The above source (video selector) does not meet the requirements of the system of primary health care, the material and technical base of the district central hospitals and the level of qualified personnel, a comprehensive review of the situation in the regions, including coverage of rural clinics and family clinics to central medical institutions. The need to strengthen the hierarchical system of services, ie the links between the republican, regional, district and rural levels, to radically improve the prevention of infectious diseases. For example, this year the number of cases of hepatitis and pulmonary tuberculosis has decreased by 20% in the country, but in some districts of the Republic of Karakalpakstan, Bukhara, Navoi, Kashkadarya, Namangan, Syrdarya and Jizzakh regions.

The need to study the material and technical base and the state of treatment in specialized scientific and practical medical centers, to address the existing shortcomings, to prevent AIDS, to develop legal mechanisms for mandatory testing of returnees in foreign countries.

7% of respondents say that some infectious diseases are coming from abroad, mainly from our compatriots who work abroad and sometimes live in conditions that do not comply with sanitary and hygienic rules. Unfortunately, it is not possible to take any action against such citizens, and the People's Reception does not have the necessary information about them. When we studied the appeals received at the People's Receptions in Tashkent and Qibray districts, Khiva, Urgench, Almalyk and Chirchik, it became clear that they have little information about our compatriots working abroad. For example, in the People's Reception of Tashkent in 2017, 480, in 2018, 604 young people worked abroad. The People's Reception received this information from mahallas and youth organizations. In our opinion, these figures do not yet reflect the real situation, because in Qibray district alone in 2018 it was found that 1498 people were on business trips to Russia, Kazakhstan, Turkey. Infectious diseases can be brought on even by those who engage in petty trade, who go out every week and bring in consumer goods. The health system has no information about these people. Therefore, in our opinion, the Health Department should study these cases and constantly monitor the number of people leaving and entering the country. This is important to prevent negative situations like the one above.

No medical system can guarantee the health of all people, health depends primarily on a person's healthy lifestyle, nutrition and sanitary culture. Inactivity, poor nutrition, non-compliance with sanitary and hygienic requirements affect human health. Half of the population is overweight, 46% have high blood cholesterol, 31% have high blood pressure. Therefore, one of the effective solutions

to the existing problems is to lead people to a healthy lifestyle, train them to engage in regular physical education and sports, to form a culture of rational nutrition.

In addition, there is another problem in the medical sector, where the old method of financing is preserved, i.e., medical institutions are funded according to the number of places, albeit vacant, rather than according to the services they provide. Therefore, the video selector proposed to move to the financing of medical institutions per capita and the number of inpatients, as well as to expand public-private partnerships.

To date, links are being established between the People's Reception and the medical system. For example, almost every People's Reception has a junior nurse on duty. It provides first aid to those who come to the reception when needed. In our opinion, it is necessary to expand these ties. Monitoring and studying the dynamics of patients seeking medical care, in particular the prevention of infectious diseases, the quality of medical services to ensure the health of children and women, provides the necessary information to the People's Reception, which provides measures to improve health in the field. Unfortunately, today most of the People's Receptions are directly involved in the affairs of citizens who apply to them, they only intervene in local problems only when they are addressed. At the same time, they think that the style of "working in the office" is being formed.

When the head of our state calls on all officials to be among the people, to study the real life of people on the ground, the method of "working in the office" of the staff of the People's Reception does not seem acceptable.

Almost 8% of appeals to the public receptions are related to housing and communal services. In the first nine months of 2017, the Virtual Reception of the President received more than 110,000 complaints on these issues.

True, this figure varies from district to district. For example, 4% of appeals from Khorezm and Kashkadarya regions are related to utilities. However, the supply of drinking water in these regions is not at the level of absolute requirements. Even the majority of the population of Karshi, the capital of Kashkadarya region, buys water by truck, pours it into wells and uses it. Due to the underdevelopment of the heating system, the population, as far as they know, heats their homes. However, public utility complaints are low. A similar situation is observed in Khorezm region. For example, the problem of providing the population of Khorezm region with drinking water has not been solved for a quarter of a century. In rural areas, the issue of heat energy, especially gas and electricity supply, has become a major problem. However, the number of applications to the People's Reception is around 8%. Apparently, the people of these regions have become accustomed to the existing problems and do not believe in their positive solution.

Over the past decades, residents of the provinces have repeatedly appealed to the head of state, but these appeals have gone unanswered within the agencies. Another example. Residents of Chavalachi, Shirin and Kultepa mahallas in Tashkent district have been suffering from a lack of drinking water for many years. They have repeatedly appealed to officials, governors, but no one (no bureaucracy) has solved the problem. Such examples can be found in Zangiota, Keles, Qibray districts, Angren, and even in Bektemir, Mirabad, Yashnabad districts of the capital. As of April 5, 2017, the Presidential Virtual Reception received about 27,700 applications from the above districts of the capital. About 20 percent of them belong to housing, land allocation and utilities. Given the situation near the capital, it is very difficult to imagine how positive the situation is in remote regions and districts.

The President's call for senior officials to be among the people, to be active in addressing their concerns, first of all, encouraged the staff of the President's Office to organize and hold mobile receptions in the regions. This is also actually a form of People's Reception, an effective and fast form of communication with the people. At public receptions held in June 2018 with the participation of officials from various ministries and agencies, led by Deputy State Adviser to the President A.Usmanov, for example, 27,169 applications were received from Khorezm region. The main part of the appeals concerns the acquisition of housing, the acquisition of land plots for individual housing construction, the judicial system, the timely receipt of financial assistance and benefits, bank loans, utilities.

"Human life is full of joys and worries," said Nasiba Jumaniyazova, a resident of Bayot mahalla in Yangiariq district. Sometimes there are problems that need to be addressed to government agencies to solve them. In the past, we have been running from office to office on such issues, and we have faced a lot of hassles and inconveniences. The fact that now People's Receptions are opened in all places, such public receptions are held, and our appeals are considered fairly, testifies to the fact that in our country the priority of ensuring the interests of the people has become a priority. I work in the district landscaping department, my husband has a group 2 disability and I have three children. I applied for a mortgage loan to buy affordable housing based on the updated standard designs to be built this year. The commission under the district administration has been instructed to study and resolve my appeal. "

During the public receptions held in Namangan region in April 2018 under the leadership of the Office of the President, 25,400 appeals were received from the population. Most of them are in the field of land allocation, the judiciary, public utilities. 439 problems were noted to take a long time and relevant explanations were given to the citizens. The above figures show that the number of appeals of

Namangan residents to the capital, in particular, to the Virtual Reception of the President, has not decreased. For example, “157 people from Namangan, Namangan and Turakurgan districts attended the public reception in Tashbulak. Officials sought solutions to issues related to employment, law enforcement, health, education, utilities and housing. Analyzes showed that people who are living in a more residential, especially on a plot of land, multi-storey homes, were facing difficulties in obtaining housing. This issue remains acute, especially in Namangan. For example, four women living on Obihayot Street in the city - Rano Abdullaeva, Sojida Sattorova, Zamira Saidalieva and Muhabbat Umarova - complained that their new homes were not being paid fairly. On top of that, they are worried about the remoteness of the place allotted for the construction of a new house, the ugliness of her husband. In Turakurgan, Qanoat Tursunova was unable to move into her newly built apartment building. The builders had abandoned the work here. Mohidil Darvisheva, a resident of Namangan's Mirishkor mahalla, also said that it was not possible to repair her house because she had a disabled mother and brother. There are thousands, hundreds of thousands of such examples. There are 208 People's Receptions of the President's Virtual Reception throughout the country, and as of June this year, 3,726,949 applications were received by the People's Receptions. Of these, 3 million 673 thousand 670 appeals were considered.

Although the number of appeals in the housing and utilities sector varies from region to region, they are a problem of fundamental human interest. A person who does not have a home or who cannot solve his problems on his own cannot take an active part in social life, he does not feel needed by society and the state. It is very difficult to form a patriotic, active person from such a person. The head of our state, knowing the importance of this fundamental interest for the people, turned Uzbekistan into a "construction site". At the same time, the housing and communal services sector also reflects the development of the country as an indicator of living standards and welfare.

According to experts, “Each country at each stage of economic development sets priorities for its social development. This strategic goal is aimed at improving the well-being of the people. Depending on the conditions of development, some countries prioritize the reduction of unemployment, others the eradication of poverty, others the development of human potential, and so on. While approaches to achieving this goal may vary, the most important is to develop a strategy for social development. This strategy should be aimed at creating mechanisms that will allow social problems to increase employment, reduce poverty and so on. ” Based on these considerations, the authors include in the indices of living standards, quality of life, cost of living, such as housing, utilities, household appliances.

Today, recognizing the priority of individual rights in the relations between the individual and the state, emphasizing the leading role of social protection in the policy of our state, further expansion of human rights the creation of the necessary mechanisms to ensure the outcome of guarantees, the identification of problems associated with their immediate implementation, the search for solutions - is becoming a vital task for the state and society, as well as for each of its members. This is one of the best ways to solve the task of global significance for the life and development of our country, to increase research in this area, to find ways to further strengthen the legal status of the individual in the transition to market relations.

The question of the extent to which the rights and freedoms enshrined in our Constitution and other laws adopted in accordance with international legal principles and international human rights standards are ensured, what problems exist in this area, and how they should be addressed. After all, progress cannot be achieved unless we identify our shortcomings and find ways to overcome them. The right to work, one of the most important natural human rights, and the problems of the realization of this right are the direct interests of man, which determine the present and future of our society, ensure the international prestige of our country. Therefore, research in this area is one of the most practical issues for today and tomorrow. Employment and entrepreneurship development is one of the strategically important tasks for Uzbekistan. More than half a million people are born in our country every year, which makes employment a topical issue. The most effective way to do this is through a private entrepreneur who helps the population to self-serve, thus solving socio-economic and employment problems and business. Requests to the receptions show that corruption in the field, corruption in the State Tax Inspectorate and local authorities, bureaucracy, and bureaucracy are major obstacles to entrepreneurship and business. For example, in the first half of 2018, 118 complaints of corruption were received during mobile receptions. This shows how deeply rooted corruption is in our society. During the service inspections, it was found that 65% of them belong to the tax system, 8% to the medical system, 3% to the regional gas supply, land resources and cadastre of state enterprises, and 13% to other enterprises and organizations. As a result, 34 employees were dismissed, 16 were disciplined, and criminal proceedings were instituted in 3 cases.

It is surprising, of course, that the prosecutor's office, law enforcement agencies and courts, which are obliged to consider the complaints of entrepreneurs in a timely manner and protect their rights, are also engaged in illegal activities. It was reported that 22% of the appeals received by the staff of the President's Office were addressed to the Prosecutor General's Office, 14% to the Supreme Court, and 12% to the Ministry of Internal Affairs. Of the appeals to the Prosecutor General's Office, 1,733 were against the decisions of law enforcement agencies and courts,

1,155 were for housing and land, 1,40 were for employment and wages, 529 were for electricity, gas and fuel, 508 were for financial assistance, 437 business, terminal and plastic card, currency operations, 301 bank loans, 280 healthcare, 260 education, 229 agriculture, 220 finance, tax, debt collection, 194 construction, relocation and reconstruction, 148 family, household, and neighborhood. 417 applications of entrepreneurs were satisfied. The largest number of appeals to the judiciary is in Tashkent, Kashkadarya and Surkhandarya regions. During the mobile receptions, more than 3,000 citizens and businesses were provided with loans worth 488 billion soums, 5,642 applicants 'cash circulation, 268 entrepreneurs' currency transactions were resolved.

Entrepreneurship support is one of the issues in the constant focus of the President. One of the documents he signed when he took office was Decree PF-4848 (October 5, 2016) "On additional measures to ensure the rapid development of entrepreneurial activity, comprehensive protection of private property and improving the quality of the business environment." According to him, the responsibility of officials for illegal interference and obstruction of business activities has been increased, and prosecutors have been given the responsibility to monitor such cases and take legal action. For example, in the first two months of 2017, the Tashkent regional prosecutor's office found violations of the rights of 616 entrepreneurs, and 12 officials were disciplined and administratively punished.

The study of the extent to which public administration bodies comply with the rules of public service revealed violations in 2116 cases, in 5 cases the requirements of the legislation on appeals, in 4 cases the order of inspection and inspection of business entities. In two cases, banks unreasonably delayed the disbursement of funds to entrepreneurs, and in two other cases, illegal prosecution was allowed. During the inspection, problems related to the activities of 184 entrepreneurs were resolved, including more than 8.8 billion soums in loans to 78 businesses, 140 hectares of land to 4 entrepreneurs, 71 entrepreneurs were provided with terminals, 18 entrepreneurs were connected to electricity and gas networks, 389 jobs were created. Such examples can be cited again.

The main idea is to protect the interests of entrepreneurs to achieve a high level of prosperous social development through business development and the realization of human rights, not in a declarative manner as in previous decades, but in practice. In this case, the cooperation of government agencies is important. People's receptions, mobile decisions help the interests of the people, the triumph of justice, the practical solution of existing problems only when the decisions they make have legal and practical force. Elimination of bureaucracy, red tape and illegal behavior in the management system is insufficient to listen to and study the appeals of the people, and every appeal studied requires practical measures.

Sometimes objective reasons do not allow to solve the problem immediately, it requires coordination with higher authorities, the involvement of specialists, especially those with the necessary material and technical base.

Experience has shown that legitimate demands and needs take precedence in the appeals of the population, including the target of destructive actions that run counter to human interests and needs.

There are no negative cases. True, sometimes there are individuals who want their rights to be satisfied quickly and to the extent they want. They become emotional, suspecting government agencies, officials of illegal actions. This is in fact a stereotype formed in the past decades, due to the fact that the requirements of the time have completely changed, government agencies are forgetting for a short time that serving the interests of the people is the main principle of their practice. Importantly, today, the President's Virtual and People's Receptions have found an effective way of governing, able to ensure in practice that government agencies serve the interests of the people, the people. The portal links opened by ministries, khokimiyats and public organizations are the products of this innovative institution, which serves to ensure the priority of human interests in society.

In short, the changes in the new stage of public administration are carried out in accordance with the principle announced by the President: "The people should serve the people, not government agencies." Although much has been done in the past decades to democratize our society, public administration, most of them have not yielded the expected results under the influence of bureaucracy, bureaucracy, greed and corruption. The real-life expression of the decisions made, in particular, the impact on the fate of man, the people, the standard of living, has not been studied objectively. As a result of the euphoria of independence, there was a tendency in the system of government to wait for instructions from above, to work in the form of "I will not touch you, you do not touch me," to distance from the people.

Over a period of time, it has become common for workers to be unpaid for months, our citizens (some estimates numbering up to 8 million) fleeing to other republics in search of a normal job and salary, and officials buying expensive foreign-made cars. They used to hold lavish weddings and anniversaries. Ordinary people who saw these negative situations could not help but be dissatisfied with the system of public administration.

However, there were no effective mechanisms in the system of governance to ensure social justice, to ensure that government agencies work in the interests of the people. President Sh.M.Mirziyoev is responsible for solving these urgent problems, so a new stage of our national development is connected with his name and efforts.

The state must be the initiator of reforms, the main subject and the institution that assumes responsibility. The new stage showed the importance of the creative activity, courage, patriotism and patriotism of the state institution, especially the head of state, readiness for innovative change. The study of these qualities and initiatives of the head of our state is a rich source for cratological teachings. People's receptions are, according to foreign experts, a "unique phenomenon in the world experience", a unique discovery of state institutions to serve the interests of man and the people.

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## **CHAPTER III. DIRECTIONS OF SOCIAL INSTITUTIONAL AND ORGANIZATIONAL-PRACTICAL ACTIVITY OF PUBLIC RECEPTIONS**

### **3.1. Experiences of public receptions in supporting business and entrepreneurship**

At the new stage of reforms initiated by President Shavkat Mirziyoyev, attention is being paid to supporting the development of civil society institutions as one of the priorities. This can be seen in the example of the Action Strategy for the five priority areas of development of the Republic of Uzbekistan for 2017-2021, approved by the Decree of the President. For example, the first direction of the Action Strategy, entitled "Priorities for Improving the System of State and Society Building", is to improve the system of public administration, including the development of modern forms of public control, development of civil society institutions, increasing their social and political activity; Improving the role and effectiveness of the mahalla institute in public administration, strengthening the role of the media has also been identified as one of the tasks to be fulfilled in the next five years. In our view, it should serve as an institution that determines the strategy and tactics of state-society development in the context of civil society, determines the norms of freedom of local authorities, and organizes its relations with them on the basis of democratic principles. Although the Constitution of the Republic of Uzbekistan does not define civil society, it recognizes the legal basis for the establishment and operation of civil institutions, and sets out the principles of their interaction with the state. Therefore, the new system of communication with the people, the new system of dealing with their appeals, founded by President Shavkat Mirziyoyev - the Institute of Public Receptions - is rooted in the roots of such great traditions of justice and truth as in the Uzbek school of statehood. Today, the head of our state is urging all of us to listen to the hearts of the people, to listen carefully to the concerns of the people, to provide practical assistance in solving problems - to eradicate the old stereotypes in the minds of some officials, large and small. As our great poet said, he is determined to work on the basis of his wishes and to apply his principles in our lives. "Going into the people with open arms is aimed at such great goals as the realization of his dreams and aspirations." Civil society is a social space that covers all spheres of human life (economic, social, political, spiritual), in which the interests, desires of each individual and community members are taken into account, protected and, most importantly, realized. In this regard, the Address of the President of the Republic of Uzbekistan Shavkat Mirziyoyev to the Oliy Majlis sets the task to establish clear legal mechanisms for effective public control over the activities of government agencies,

to develop mechanisms for objective assessment of government agencies and officials by NGOs. In particular, it was suggested to adopt the Law "On Public Oversight", as well as the establishment of public councils under all government agencies. Because civil society is a system of relations and means independent of the state, which creates conditions for the realization of private interests and needs of individuals and communities in the socio-economic, cultural, educational spheres. As many foreign scholars acknowledge: "Civil society is a sphere of private interests and needs of the people (the sum of relations in this sphere)." The Decree of the President of the Republic of Uzbekistan Shavkat Mirziyoyev signed on May 4, 2018 "On measures to radically increase the role of civil society institutions in the process of democratic renewal of the country" serves as an important legal basis. On the basis of this Decree, the Advisory Council for the Development of Civil Society is being established under the President. In this process, it is noteworthy that one of its main tasks is to establish a high level of systematic and effective dialogue between the state and civil society institutions as a modern, democratic and transparent platform that unites the efforts of the country for more rapid and comprehensive development. Action Strategy for the five priority areas of development of the Republic of Uzbekistan for 2017-2021, Report of the President of the Republic of Uzbekistan to the UN General Assembly, "On transparency of public administration", "On environmental control", "On social partnership" and other legislation strengthening cooperation between state and public organizations on the development of civil society in the country and the protection of human rights, freedoms and legitimate interests opened a new phase. Based on the Action Strategy for the five priority areas of development of the Republic of Uzbekistan for 2017-2021 and the report of the President of the country to the UN General Assembly, strengthening cooperation between civil society institutions and government and law enforcement agencies to protect human rights and legitimate interests. Our country is taking a number of effective measures aimed at building a democratic state governed by the rule of law, a strong civil society, developing an economy based on free market relations and the priority of private property, creating conditions for peace and prosperity, and Uzbekistan's worthy place in the international arena.

Presidential Decree No. PF-4904 of December 28, 2016 "On measures to radically improve the system of dealing with appeals of individuals and legal entities" and on this basis, adopted by the Oliy Majlis on September 11, 2017 "On appeals of individuals and legal entities" (new edition) Law stipulates the establishment of People's Receptions in regions, districts and cities, their subordination to the President in their activities, the implementation of his instructions, the involvement of government agencies in their practical solution.

Most importantly, in our view, the People's Receptions contribute to the solution of the tasks set by the President, the state, aimed at ensuring the socio-economic development of our country. The scope of these tasks is wide, but among them there are such tasks that are very important for the people, the population, and it is the responsibility to solve them and define them as the main tasks that make the People's Receptions relevant, dynamic and modern. This will help them support business, entrepreneurship and entrepreneurship.

Entrepreneurship development is important and necessary for Uzbekistan in many ways. First of all, employment remains a problem in our country. Almost a third of school leavers are unemployed each year. It should not be overlooked that the perception of labor is changing and interest in the intellectual sphere is growing, especially among modern youth. In addition, every year more than half a million children are born in our country, which indicates the rapid growth of the labor force. Secondly, there are artificial barriers to the development of business, entrepreneurship and entrepreneurship in our country, the elimination of which is the task of a new stage. Third, the number of people willing to work in state-owned enterprises, in agriculture, is not high. As a result of incomplete use of the mechanisms of a market economy, workers in these areas will not be able to receive wages that meet the needs of employees. So they have a lot of vacancies. These problems, as well as the immanent requirements of a market economy, encourage people to adopt a strategy of self-sufficiency and the ability to engage in activities that are close to their heart and interests.

It is the most effective, international experience, tested business, entrepreneurial and entrepreneurial activity of human rights and freedoms, in accordance with the principles of democracy, fully satisfying the needs of the individual, taking responsibility for personal well-being. In the economies of advanced countries, they are at the forefront. For example, in the 1980s and 1990s, 600,000 new businesses were opened each year in the United States and 200,000 in Italy.

It is these enterprises that have made it possible to solve the social and economic problems of those countries and to establish democratic values in them. Another important aspect of entrepreneurship is its passion for innovation. The founders of the theory of economic development I. von Tyunen and J. Schumpeter analyzed the main functional features of entrepreneurship. In their view, the entrepreneur is an innovator.

According to experts, "Entrepreneurship is an entrepreneurial activity of individuals seeking innovation, as opposed to activities carried out on behalf of other social entities, which are based on the satisfaction of personal interests, aimed

at gaining income (profit) under their own responsibility and carrying out risky and entrepreneurial activities."

It is clear from this definition that the entrepreneur comes from his personal interests, looking for ways to satisfy it. Personal interest in activity, personal interest motivates a person to discover all sorts of ways, to find and apply effective ways to achieve the desired goal. In particular, its connection with private property and risk encourages an individual to take active action, to be proactive. It is the nature of the entrepreneur to create new things, new ways of working and new markets, to introduce new technologies. He does not want to lag behind in meeting the needs of constantly growing people, concentrating all his strength, potential and knowledge, trying to stay in the competitive, innovative market.

These entrepreneurial-based socio-economic and spiritual psychological factors outweigh any external conveniences. True, entrepreneurship requires courage and knowledge. Dry risk does not lead to the expected results. The experience of world-renowned companies shows that innovators do not blindly introduce new technologies into their activities. Creating an innovation market requires knowing the consequences of scientific and technological development, where it can lead, the dynamics of needs.

Today, no major company plans to stay in the innovation market for long, but not all of them make a significant contribution to the world of scientific and technological discoveries. The reason for this, in our opinion, is to be found first of all in the inability to make sufficient use of intellectual potential. Researchers studying Western, especially U.S. innovation markets, find that there has been some stagnation, even depression, in innovative, scientific and technological research. Apparently, the West seems to be forgetting the factor of U.S. intellectual potential, it is tired of being interested in making more profit, making money, and not interested in creating new innovative developments. Developing countries are ready to adopt new ideas, scientific and technological developments, and show that they are not tired of hard work and study.

Although by the middle of 2018, among the applications, according to the general distribution, business and entrepreneurship accounted for 10 percent, they give different figures since the opening of the People's Reception. Including employment, it was 12 percent in 2016, 28 percent in 2017, and 31 percent by the end of 2018. Apparently, in 2016, people still have the tradition and mood of distrust of government agencies, which was formed in the past decades, and half a year later, their activity will increase 2.5 times, and in 2018 - almost three times. 39% of respondents say that the People's Reception should focus on youth employment. According to them, local government agencies, organizations and authorities have turned a blind eye to this problem (41%), the solution is to increase

foreign employment (38%), rationalize births (23%), 7% of respondents say that business, entrepreneurship and the need to provide opportunities for entrepreneurship.” While 39 per cent of respondents point to the need to ensure the employment of young people, 7 per cent of respondents support their involvement in entrepreneurship. In these responses, it is clear that our people are not yet determined to see entrepreneurship as a source of good income. 38% of them are in favor of working abroad.

They know that entrepreneurship is not an easy job, and that risk does not come much to their knowledge and spiritual preparation. Moreover, the tradition of working in Russia and Kazakhstan over the past decades, especially getting paid in dollars, may have influenced their thinking. When we studied the dynamics of appeals to the public receptions through the city of Tashkent, Khorezm, Kashkadarya and Namangan regions, the following picture emerged.

In the last three months of 2016, 18,756 applications were received by the People's Reception in Tashkent, 236,776 in 2017 and 238,112 in 2018. Among them, the indicators related to business and entrepreneurship were in the above order, ie 1024, 74601 and 81889.

In the last three months of 2016, 1891 applications were received by the People's Reception in Khorezm region, 51012 in 2017, and 52017 in 2018. Of these, 432, 6871 and 7887 were in business, entrepreneurship and business, respectively.

The indicators we have identified in Kashkadarya region are as follows: 2987 applications were received in the first three months of 2016, 49876 in 2017 and 64702 in 2018, of which 654, 877 and 9679 were in the above order, respectively, related to business and entrepreneurship.

In the last three months of 2016, Namangan region received 2008, 62,675 applications in 2017, and 68,802 applications in 2018, of which 811, 6,973 and 5,635 were related to business, entrepreneurship, respectively.

The analysis shows that business and entrepreneurship are becoming a way of life for the population of our country. In Tashkent, almost 8% of appeals (the total number of appeals in 2017 alone was about 300 thousand) were related to business, entrepreneurship and entrepreneurship.

The business environment and employment problems in the capital are more satisfactory than in other regions. Therefore, the number of business people applying to the People's Reception is lower than in other regions, which indicates a high propensity of the population of the capital to entrepreneurship. They turn to People's Receptions when their rights and freedoms are threatened, when artificial barriers are created by officials, or when government agencies prevent them from expanding their business. In addition, the population of the capital has high

mobility, access to new information technologies, especially the Internet. For example, almost a quarter (23%) of appeals to the Virtual Reception of the President and one third (32%) of appeals to the Virtual Reception of the Prime Minister are from the capital and Tashkent region.

The market infrastructure in the capital is well developed, the number of jobs is growing, foreign trade is carried out mainly through the capital, new developments and scientific and technical innovations are rapidly introduced, in short, the business environment in Tashkent creates the necessary business opportunities. had a positive effect on the dynamics. That is why the capital is setting an example for other regions in business, entrepreneurship and entrepreneurship. The appeals to the People's Receptions of Khorezm, Kashkadarya and Namangan regions on business, entrepreneurship and entrepreneurship give different indicators. 28% in Khorezm, 24% in Kashkadarya and 30-32% in Namangan region. These figures show that the population is concerned about the problems of employment, labor and family support.

Indeed, with the advent of spring in Khorezm, there will be a "mass migration" of young people to work in Russia and Kazakhstan. So far, no organization has dealt with this issue. By the way, one of the tasks of the Khorezm Mamun Academy is to study the problems in the region and give its scientific conclusions and recommendations to the government. Unfortunately, its scientific potential is not used effectively. The people of the region do not know about the existence of the Mamun Academy and what it does because it is not interested in the problems of the society and the population, does not conduct any research that benefits the social life of the region. There are employment offices in all provinces, but the scientific community is not aware of any of their proposals to the government.

Entrepreneurs applying to public receptions are mainly interested in the following issues:

- obtaining bank loans, attracting investments (31%);
- purchase of land and public facilities (21%);
- provision of public services (19%);
- payment of taxes (13 percent);
- establishment of foreign trade (8%);
- introduction of new technologies (5%);
- heat and water supply (3 percent).

According to the appeals, 21% of entrepreneurs say that they are struggling with banking and credit issues. Despite the promulgation of seven decrees of the President aimed at radically improving the bank's credit services, it is no secret that in this area there are still concerns about paperwork, lack of confidence in business, the large number of overpayments. Especially in 2017, the rise of the foreign

currency, the dollar to the market price, is tormenting entrepreneurs who have previously received loans in that currency. They are forced to repay their loans at twice the value. For example, Samandar. Q from Khorezm. In 2015, the entrepreneur received a loan of \$ 350,000 to build a refrigerator for storing fruits and vegetables, and now has to repay it twice, that is, \$ 700,000. In this case, it is very difficult to think about the development of entrepreneurship.

Another example. Entrepreneur from Kashkadarya Turgunpolat S. applied to the local authority for a plot of land with the intention of building a tannery. The government has allocated land for him in a swamp where there is no water and electricity, and transport is completely inaccessible. True, the skin is known to the side during processing an odor spreads, insects multiply, the land is polluted. Therefore, such a workshop should be built away from residential areas. But it is difficult for the government to help the entrepreneur with water and electricity. Bringing them would cost the entrepreneur four times the price of the shop. This problem cannot be solved by local People's Receptions. Problems that can be solved with the help of local offices are not a problem, they are done quickly and on time. This will to some extent be an obstacle to starting a business that is capable of doing business.

But there are also problems that require the intervention and assistance of higher authorities in solving some problems. For example, it would be difficult to dry a swamp, pave an 11.5-kilometer road, install a power substation, and lay a 10-kilometer three-phase cable needed for the shop without the help of the central government to go to the tannery built by the above-mentioned Kashkadarya businessman.

Today, in order to develop entrepreneurship in our country, the state has given permission for the purchase of state-owned facilities and the implementation of entrepreneurship. Today, there are more than 15,000 non-functioning state facilities in the country. Selling them to entrepreneurs at zero cost would have created new businesses and led to job creation. However, entrepreneurs often complain to the People's Reception that there are various illegal games in the sale of these objects. For example, in 2018, the People's Reception of Chirchik received 73 complaints about the sale of state facilities. They are mainly about the fact that the purchased state facilities are not working, about reselling them. The objects have been purchased, turned into someone's property, but they have not been in operation for five to ten years. Such "dead" objects were once purchased by zero officials, but it is beyond the imagination of the owner to run them, to conduct socio-economic activities.

In some places, instead of such facilities, commercial areas have been built, which the property owner presents as his business activity. However, he had to

contribute to the development of the region by conducting socio-economic activities at the facility he purchased. So far, the People's Receptions are not dealing with such problems, their activities are limited to listening to the appeals of those who come to the reception, and if possible, provide them with practical assistance. They have not moved to a direct, active approach to social life in terms of their own initiatives, civic position. At this point, it is clear that the "office management" style of work remains a priority.

As a result, many entrepreneurs said that the system of public services should be further improved and serve the interests of the people. But now the issue is being resolved quickly, and the state is carrying out serious reforms in this regard, and President Mirziyoyev personally called on government agencies to support the initiatives of entrepreneurs and serve their interests.

At the same time, they propose to reduce the number of documents submitted for the provision of public services by at least another 50 percent, reduce service fees, and even completely exempt certain groups of entrepreneurs from fees for the provision of such services. For example, non-manufacturing entrepreneurs in rural areas or disabled entrepreneurs, young people who have decided to start their own business for the first time, especially women, are single entrepreneurs with two children. They present these proposals to the People's Receptions, but they cannot be resolved quickly, as they are issues within the competence of higher authorities. Entrepreneurs in rural and remote areas say they are wasting a lot of time attending public service offices located in the district center. Most of them are unaware that they can also receive these services using interactive tools, or rather, they are busy with practical activities and do not have the skills to use a modern information system. As a result, they are forced to attend district centers.

Even among them, those who cannot fill in the electricity or gas consumption payment forms make up the majority. This means that entrepreneurship requires not only hard work from morning till night, physical labor, but also the ability to use a modern information and communication system, the Internet, which serves to increase intellectual capacity. By 2021, 90 percent of the population will use the Internet, and at least 30 percent of government, legal and banking services will be provided via the Internet, and entrepreneurs will not be left out of these changes. Public receptions do not deal with these problems, apparently, these tasks are the personal business of entrepreneurs. However, it is appropriate to connect the People's Reception to the Internet, to introduce the position of operator, which will receive incoming calls and prepare responses.

Eight percent of the appeals received by the public receptions are related to the foreign trade of entrepreneurs. This figure is not high. Entrepreneurs themselves have not yet gained enough experience in conducting foreign economic

relations. They often interpret this trade in terms of the export and sale of fruits and vegetables grown in Uzbekistan or bed sheets and bathrobes. However, foreign trade has many directions. For example, there is a high demand for leather or leather shoes in the world market. But we bring such things from China, Kyrgyzstan, the Czech Republic, Russia. True, foreign trade is not only the export of products, but also imports. Imports make our domestic market colorful, charming and dynamic, allowing the population to fully meet their needs for consumer goods. The creation of new industries, the emergence of scientific and technological developments and their introduction into the economy also take place through imports.

Nevertheless, exports allow our entrepreneurs to create products that meet the requirements of the world market, to introduce new tools into production, to expand integration, to form in them an absolutely new, innovative thinking and performance skills. In the past decades, there has been a lot of talk about foreign trade, integration, laws and decisions, but corruption in the system, unreasonable restrictions, the procedure for allowing only a few to engage in foreign economic relations did not allow the formation of transnational entrepreneurship.

At present, the state fully supports the import and export activities of entrepreneurs, creates free economic zones and open trade zones for their full operation, develops a transport and communication system to expand the exchange of goods and services with the republics of the region. This means that a legal and organizational framework is being formed for transnational entrepreneurship to become a reality. Today, entrepreneurs can strengthen this foundation and develop transnational entrepreneurship with the help of the President's Virtual and People's Receptions.

The appeals to the Virtual and People's Receptions of the President urge the head of state to accelerate the development of business, entrepreneurship and entrepreneurship, to introduce a special institution that will quickly and effectively protect them from obstacles. For this purpose, on August 28, 2019, the Law No. ZRU-440 "On the Institute of the Representative for the Protection of the Rights and Legal Interests of Business Entities under the President of the Republic of Uzbekistan" was adopted. According to this law, the institution of representation for the protection of the rights of entrepreneurs was formed. Its powers include the following tasks: The Authorized Person shall exercise his / her powers independently and independently of state bodies and their officials. He is accountable to the President of the Republic of Uzbekistan. It provides a legal assessment of actions that illegally interfere in the activities of entrepreneurs, aimed at violating their rights and freedoms in any form, and, if necessary, take strict measures. The Authorized Person shall study the unconditional

implementation of the laws on observance of the rights and legitimate interests of business entities, monitor the legality of inspections of business entities, make proposals to take measures to prevent illegal interference, request statistical and local materials, have the authority to warn, send them important advice and submissions to prevent violations. The Decree also defines the Office of the Representative, its structures and procedures for working with officials, public authorities, entrepreneurs. This institute is completely new and differs from other government agencies.

Thus, the President believes that the personal monitoring of business activities and the protection of their rights is a topical issue, it is necessary to obtain objective information, find effective mechanisms and make effective decisions. The law does not say anything about the representative's relations with the People's Reception, the rules of subordination, but stipulates that he must establish relations with all government agencies within its competence. The Ombudsman may request reports, information, information on the implementation of Presidential decrees and compliance with special laws from the People's Reception on any issue related to business entities.

In our view, it is important not to pit these two institutions against each other and to view them as antipodes to each other. The President shall monitor the implementation of decrees and laws on entrepreneurship, their full observance, and if necessary, take the necessary measures within its competence. People's receptions coordinate the activities of government agencies to solve territorial problems, legally quickly and efficiently resolve appeals of the population, ensure that government agencies serve the interests of the people. One of the activities of the People's Reception is to study the appeals of entrepreneurs and provide them with the necessary practical assistance.

### **3.2. The need to improve the multifunctional activities of public receptions**

The scope and functions of public receptions are determined by the number of applications from the population. Their functions are colorful, multifunctional. Polyfunctionality constantly updates the activities of any institution and organization, that is, brings it closer to social problems. It should not be simply concluded that when an institution or organization is formed, its activity automatically acquires a social character and becomes relevant.

It is natural that any association established in a democratic environment faces various problems and contradictions both from the organizational-practical point of view and from the point of view of fulfilling its social functions. The organizational and practical problems faced by public receptions are mainly related

to processes that cannot be solved by local authorities, which require large resources and the active support of higher, central agencies. For example, the People's Reception of Khorezm region received applications for the establishment of a free trade zone on the border of Gurlan, Dashoguz (Turkmenistan), the People's Reception of Tashkent region for the establishment of an Uzbek-Kazakh joint venture to process orchards in Saryagash, adjacent to Yunusabad district (Tashkent). Such issues cannot be resolved by local People's Receptions and local agencies, but must be addressed and supported by higher and central agencies, as well as the state. Experiences in this area are still insufficient. Therefore, lighting them poses certain difficulties.

The link between the Virtual Reception of the President and the People's Reception from a functional and practical-organizational (institutional) point of view is the Presidential portal [pm.gov.uz](http://pm.gov.uz). (tel: 0 800 210 00 00 or 10 00). The portal allows not only the local People's Receptions, but also all higher government agencies to contact, ask questions and get answers about the specific functional functions of each system through the module "Reception schedules and appeals of heads of ministries and departments." In this module, the reception schedules of citizens of all state and economic administration bodies, heads of local governments are placed in a single database. If a citizen wants to get acquainted with the functions and specifics of the internal system of these government agencies, he can go to the "Functions and responsibilities" section of the portal.

Now it is different to apply to the virtual receptions of the heads of different offices, they have special websites. However, finding them takes a lot of time, making it difficult for those who are not well versed in modern information technology. Therefore, the personal virtual reception of the heads of top government agencies is concentrated in one place, that is, on the portal of the President. Thus, the appeals of citizens to the highest state bodies are monitored and controlled. Now the heads of higher state bodies must perform their functions in full, respond to every appeal. Anyone can open a personal account on the presidential portal. The personal account of the applicant is stored in this personal account. Now, every time a citizen enters the President's Virtual Reception or the People's Reception on his portal through his personal account, without having to enter information about himself on the website.

The President's portal has sections such as "Frequently Asked Questions", "Online Consultant", "Addresses of Public Receptions", and "Report of Persecution". Once these sections were opened, citizens could check the processing of their applications by entering a special number into the database. At present, an SMS is sent to the citizen's phone to confirm that the appeal has been received and resolved. Such a mass, mobile and innovative way of democratic governance of the

head of our state has no place in social life. Governments accustomed to conservative thinking and old-fashioned ways of working have not yet fully recovered from the influence of bureaucracy. For example, confidential correspondents M. Ismailova and Sh. Khakimova sought answers to the question of whether the hotlines of higher authorities really work. They write: The Central Bank's hotline responded in Uzbek and Russian, saying that now all operators are busy, we can wait if we want, and even use the callback service. We waited patiently. We waited again, and the connection was lost. Also, both hotlines (71) 278 59 46 and (71) 273 03 17 of the State Sanitary Epidemiological Surveillance Center were regularly busy. Maybe the staff is busy through them ... ”

Similar cases are reported by the Ministry of Housing and Communal Services, the Ministry of Information Technologies and Communications, the Ministry of Higher and Secondary Special Education, the Ministry of Internal Affairs, the Ministry of Emergency Situations, the Ministry of Foreign Affairs, the State Committee for Ecology and Environment. also observed.

It turns out that the "hotlines" that are shown on the "blue screen" in this way, calling everyone to trust, emphasizing their reliability, do not always justify the trust of citizens. Surprisingly, after 18.00 in the evening, these numbers ring in the empty rooms. Shouldn't such services be provided day and night, in fact? ". True, the above opinion of journalists has some basis. However, why don't we focus on the other side of the coin, which is the positive side. Probably, the fact that the phone number is busy is due to the growing number of calls to the People's Reception. However, the following example is also thought-provoking.

At a time when the head of our state is calling on government agencies to serve the interests of the people, to seriously protect the rights and freedoms of citizens, the dialogue of ministries with the people is as above... Here is another noteworthy example. Although the renovation of Secondary School No. 17 near Shahrisabz has been planned for several years, it has been delayed by the negligence and irresponsibility of the leadership of the Public Education Department. The school team appealed to Feruza Eshmatova, a deputy of the Legislative Chamber of the Oliy Majlis from Kashkadarya region, for help. "Eshmatova Feruzakhon, deputy of the Legislative Chamber of the Oliy Majlis! - writes the honorary teacher N.Kopaysinov. - You had a career in the school that I need attention. This is, however, at an election meeting. In the conversation that day, you really admitted that the school was very old and dilapidated, and if you were elected as a deputy, you promised to help build a new school. You may have forgotten these conversations, but why was the application of the school principal written to you on March 3, 2017 left unanswered ?!"

However, if the reconstruction work included in the State Program in your slight efforts did not fall short of the 2018 plan, the school would have already begun to be rebuilt. We have neither the authority nor the opportunity in you. However, I appealed to the city, district, regional department of public education, and to no avail, to the city and regional administration, and then to the People's Reception of Shahrisabz, Senator of the Oliy Majlis of the Republic of Uzbekistan Abrorov Islomiddin Jamolovich. That didn't work either. Finally, I asked the Senator to send a senatorial request to the Ministry of Public Education of Uzbekistan. No more results. Over time, the risk of the school roof collapsing increases. I appealed to the Shahrisabz branch of the Ministry of Emergency Situations to take urgent measures. They, in turn, sent a letter to the State Inspectorate for Architecture and Construction of Kashkadarya region asking them to give their opinion on the fact that the school building is in disrepair. The answer has not come yet. No wonder they also send a letter to another office. Here is a proof of the truth about the fact that some deputies (government agencies - M.A.) go to remote areas and communicate with the people ... When I see "cadres" who do not understand the essence of the policy, who do not understand enough, the words "Wow, President, you are helpless against the wall" are my thoughts, the truths I found in my wanderings and petitions<sup>19</sup>.

Public receptions, as in all government offices, are open from 09:00 to 18:00 in the morning. Such an organizational and practical procedure ensures that the activities of public institutions are carried out within the framework of systematic, consistent uniform requirements. However, it is advisable to change their working days. Now they, like all laborers, rest on Saturdays and Sundays. In our opinion, the reception hours of the People's Receptions should not correspond exactly to the working hours of the workers, otherwise the employees will not be able to apply to them. Therefore, it is advisable to set the opening hours of the People's Reception from 11:00 to 20:00 in the morning. They should also move their Saturday and Sunday rest to other days. On Saturdays and Sundays, workers have a day off, during which they have the opportunity to visit the People's Reception. At this point, people may object to the Presidential Virtual Reception or the Ministry Reception.

In our opinion, it is better to apply to the Virtual Reception of the President if the problem is not resolved by local authorities, regional, district and city People's Receptions, or when there are large proposals of state importance. In any case, the time of the head of state is very busy, he must also ensure his health, fulfill his duties as a citizen to his family and children. In this place are government agencies formed in the past decades, the irresponsibility, indifference of the deputies, the way of working in the form of "I will not touch you, you will not touch me" has

not yet been eliminated. In his Address to the Oliy Majlis in 2017, President Islam Karimov stressed the need to involve the public in the discussion of laws, the use of media and communication technologies, the expansion of the Internet, the introduction of collective electronic submission as an advanced mechanism of democracy.

Based on this instruction, the Institute of Legislative Problems and Parliamentary Research under the Oliy Majlis has created a web portal "My opinion". To date, only 176 people have taken advantage of this opportunity. Most of them are lawyers. Therefore, it is necessary to increase the mobility of the web portal, expand the scope of public relations. One of the effective ways to do this is to conduct quizzes, online games to find out the opinion of the population about the current laws and regulations. You can even link the web portal to local People's Receptions, media outlets and neighborhoods. They also shape the skills and interests of our people to use the Internet.

The dynamic and effective functioning of democratic institutions has led to the adoption of a special law on public oversight. The Law "On Public Oversight", adopted on April 12, 2018, allows to expand relations between government agencies and the people, to constantly monitor the activities of government institutions by the public. Experts call public oversight a "social audit". The law stipulates that citizens, self-governing bodies, non-governmental non-profit organizations, and the media are subjects of public control.

In our opinion, these parties should include political parties, creative and public organizations, labor unions. Importantly, the social audit ensures that government agencies serve the interests of the people, their activities are openly controlled by the general public, preventing them from committing illegal acts. True, there are still many problems to be solved in this regard. For example, how can the public control a private enterprise? Doesn't this violate the rights of the private property owner? Isn't it limited? How can the public control the internal activities of transnational corporations? It is necessary to establish an integral link between the Institute of Public Oversight and the People's Reception, and they should work together.

Then both the public control and the People's Receptions will be effective, mobile, complement each other, solve real social problems and update their daily activities. In some places, there is a tendency to bureaucracy, old-fashioned work, administrative management in the People's Receptions, they are almost not interested in what is happening outside the office. In order for this negative method of work not to take root, public control, in general, any initiative of citizens, the People's Receptions should be held accountable for their practical solutions. This

will allow the People's Reception to monitor and learn about the situation on the ground and speed up finding practical solutions to existing problems.

Public receptions are mainly focused on working with citizens' appeals. But for some reason the dynamics of these appeals are not given in the media, on the websites of ministries. In order for the local population to know who is applying to the People's Reception, with what problems, and to fulfill these appeals, it is necessary to provide information about them in local newspapers and on television. True, this information can be obtained from the President's portal, but given that the majority of our population does not yet use the Internet, it is appropriate to ensure that local People's Receptions are published in the local press.

Initially, the People's Reception was formed as an institution dealing with citizens' appeals. This function of his is still preserved today. However, in the following year, the regulatory and organizational functions of the People's Receptions also became an important feature of their activities. 37% of respondents say that the People's Reception is an institution that organizes live communication between government agencies and citizens, 16% - as a regulatory institution that regulates the activities of government agencies. Appeals cannot be without dialogue, without dialogue between the parties. These features show that the activities of the People's Receptions are becoming more multifunctional, that is, they are approaching the issues that are on the agenda of social life. It is no longer possible to limit their activities to listening to appeals, their effective activity depends on self-actualization in accordance with these vital problems.

Another function observed in the receptions is the coordination of their various organizations, departments and management systems in the process of processing appeals. Coordination involves bringing together different systems that are functionally close around a specific task, goal. This task will be short-term, when they are completed, the management system formed in the coordination process will be terminated. This short-term system differs from the administrative, central, and institutional forms of governance in its urgency and speed.

Public receptions often use a coordinated management approach. 21% of respondents consider this method of management to be effective, which, in their opinion, allows the People's Reception to establish extensive contacts with local authorities. However, some People's Receptions tend to limit their coordination function to the government or one or two other government agencies. This often seems to be a burden on the authorities to solve problems. Indeed, the People's Receptions have set reception days for local government officials. Citizens can come to these days to express their grievances and receive answers to their appeals. Depending on the number of applications received, the People's Reception invites

the heads of relevant institutions, confronts the applicants with them, and seeks solutions to the problems in the middle.

Since these problems are often of a legal nature, specialist receptions are held at the People's Receptions. Each application is formalized and the answers given to it are recorded. These specialists and their respective departments are different in each region. For example, the number of departments in the People's Reception of Tashkent is seven, and in the People's Reception of Qibray district - two. The number of appeals in the capital is also high, they are about 300 thousand a year. In Qibray district, the figure is around 11,000, so the number of departments in it is two. Almost 90% of the appeals received by the public receptions are of a local nature, ie issues related to the functions of local government agencies. However, it is observed that our citizens trust the Virtual Reception of the President more than local government agencies.

This is especially true during the mobile receptions organized by the Office of the President. For example, during the mobile receptions of the State Adviser to the President T.Khudoyberganov in March 2017 in Namangan region, more than 29,000 applications were received. Ninety percent of them were found to be justified and the necessary measures were taken. "Recently," said B. Karimov, head of the People's Reception of Namangan, "increasing the accountability of government agencies to the people is showing positive results." This can be seen in the fact that during today's mobile reception, the problems raised in the appeals of more than 500 citizens living in our city were resolved. In particular, during the event, 22 citizens of our country were able to resolve their appeals in the field of housing, financial assistance, employment, pensions and benefits, medicine. For example, Ahmadjon Mamasharipov from Namangan demolished a building he was building to organize production, and this problem has long plagued the entrepreneur. During the visit, A. Mamasharipov was instructed to allocate "zero" real estate. The appeal of Muhabbat Dadakhanova, who was unjustifiably dismissed, was also considered legally, as a result of which she will continue her work in the hospital of the Ministry of Internal Affairs.

Another example is that in the first three months of 2017, the Presidential Virtual Reception received more than 140,000 applications and complaints from Tashkent. It was a sign that bothered the head of our state, of course. One tenth of the appeals, or 14,638, fall on Shayhantahur district. Most of them are related to housing, land allocation, housing repairs, court proceedings and enforcement of court decisions, banking and finance, medical care, pensions, financial assistance, educational institutions. During the mobile reception, it was found that most of the problems could be solved on the spot, but they were not dealt with in time by the local offices.

Negative factors such as interagency bureaucracy, indifference, and disregard for civil rights are so deeply rooted in a "humane democratic society" that has soared in recent decades that it is impossible to get rid of them all at once. 22% of respondents indicated that they had applied to the People's Reception three times and 11% twice. 7% in Tashkent region, 12% in Khorezm region, 6% in Kashkadarya region and 18% in Namangan region received a satisfactory answer to the problem. This means that one-third of the respondents had to repeatedly apply to the local People's Receptions. But these subjective opinions do not match the reports of the People's Reception. These reports state that almost 90-95% of appeals have been resolved and given satisfactory answers.

So, the respondents want to emphasize the need to further intensify and update the activities of the People's Reception through the generalization of their appeals, high evaluation. There is no illegality or selfish interest in it, it is human nature to constantly exaggerate one's desires and aspirations. Perhaps, these desires should be considered as a factor in improving the work of the People's Receptions, not only them, but also the activities of all institutions, institutions and systems. The issue of training qualified personnel for public receptions is also relevant. Today, most of the managers working in them are over 50 years old, and in some places there are people who have reached retirement age. At this age, one can taste the bitterness of life, gain experience in communicating with people, and become aware of the infrastructure of local offices. Since certain skills related to management activities have been developed, they have, of course, been appointed to the position of Director of Public Receptions. However, modern changes place new demands on such personnel. According to the respondents, the staff of the People's Reception should have the following qualities and skills:

- exemplary spiritual and moral qualities - 57;
- management skills - 49%;
- to the qualities of awareness of human psychology - 40%;
- organizational skills - 32%;
- legal knowledge - 31 %;
- economic knowledge - 17%;
- entrepreneurial qualities - 11 %;
- political outlook - 6 %;
- experience in business - 3%.

The answers show that the respondents want to see exemplary spiritual and moral qualities (57%) in the staff of the People's Reception. In fact, these qualities, which are inherent in our society, should be highly valued, concentrated in the staff of the People's Reception, quintessential. Indeed, in the People's Receptions there is no indifference, indifference, deception of citizens with unfulfilled promises.

However, the exemplary spiritual and moral qualities of the employees are also not noticeable. They are people who strive to do their job sincerely, but our respondents want to see them in a different, higher quality. They should be distinguished from others by the fact that they hold high positions and positions, especially those who have direct contact with the head of our state. Not all employees meet such a high demand.

Managers and employees of public receptions should have not only moral but also exemplary spiritual qualities. In the words of one of our respondents, "They should shine a light that lifts your heart." Employees who listen to people's complaints and grievances every day, who are sometimes forced to advocate in the midst of disputes, develop such qualities as coldness, superficial approach to appeals, and sometimes lack of time and courage for even simple greetings. Instead of listening to the complainant's grievances, asking for some formal instructions, decisions, asking for a word of mouth and a smooth solution to the problem, indifference becomes a way of life for such individuals. Special research shows that in a society where social relations are complicated, people are more in need of interlocutors who can hear their pain, not the problems that arise, but the lack of sympathy, empathy that often accompanies these problems. Everyone is busy, and even the relatives living in his house do not have time to ask him how he is. This psychological syndrome leads to depression, which intensifies alienation from the environment.

Management skills (49 per cent) should be the second most important quality in public reception staff. Our respondents do not emphasize this quality in vain. The multifunctional characteristics of public receptions, coordination with various social institutions and government agencies require knowledge and skills of management in the staff. Management is not just a plan or decision-making, but the art of understanding the essence of appeals, finding effective mechanisms to solve them in practice, finding solutions together with relevant institutions and agencies without negatively affecting their functional activities. This activity is an art, and any art is about finding a way that is acceptable to the parties. True, the decision of the appeal may call into question the knowledge and competence of the head of the administrative office. However, this solution can not negatively affect the activities of the administrative office, but it is necessary to eliminate the mistake, the illegal action.

Management is a non-standard activity, it always encounters unique situations and requires unique decisions. Non-standard management of activities is a distinguishing feature from other types of activities. It is not enough to know the formal norms to make the right decision in unique situations, the secret of management in the People's Reception is that they resolve appeals within the law,

without turning the parties into antagonists, without duplicating the function of the judiciary. Although the activities of public receptions are multifunctional, they do not assume the functions of existing institutions and government agencies, but are aimed at directing them to the full performance of their forgotten, incomplete functions for certain objective or subjective reasons.

Awareness traits in human psychology (40 percent) are consistent with the above qualities. Without it, people cannot work with the people. Professional psychologists are almost non-existent in public receptions. There are psychologists who have undergone certain courses and trainings, but they are not ready to study social psychological problems based on popular appeals, nor to solve them experimentally scientifically. The tradition of addressing them has not yet formed in us.

Both respondents and practice confirm that public reception staff must have legal (31 percent) and economic (17 percent) knowledge. Almost 80-85% of appeals are resolved with the help and intervention of employees with legal knowledge, lawyers, legal advisers, court and police officers. That is why there is a lawyer-consultant in the People's Reception. Most of the appeals in the field of economy, entrepreneurship, business also require legal assistance.

6% of respondents said that the staff of the People's Reception should also have political knowledge. In general, they must be well aware of the policy of our state, the strategic documents adopted by our President, not only be aware, but also understand its content and ensure its proper implementation. In conclusion, the institutional features of the People's Receptions are reflected in the fact that they address the issues related to the appeals of the population, which are on the agenda of social life. These problems are multifaceted, related to the coordination and organization of the activities of various institutions and government agencies, so they make the activities of the People's Receptions multifunctional. Today, they are gaining experience in addressing issues raised in local socio-economic and population appeals.

Among the appeals received by the public receptions, such issues as entrepreneurship, employment, creation of new jobs, involvement of young people in labor activity are among the leading ones. Employment of the growing labor force in the country is very complex, but at the same time, it is a topical issue for socio-economic development. Today's era calls for prompt, rational and strategic action. President Sh.M.Mirziyoev has made the support of entrepreneurship, business and entrepreneurship the essence of his domestic policy, which he considers to be artificial opposition to the President. Observation and study of the activities of public receptions, work experience show that they strive to find a practical solution to any appeal, establish contacts with various institutions and

government agencies, protect the legitimate demands of entrepreneurs. True, some problems are solved through the intervention of central agencies, which requires a certain amount of time and money. But nothing can stop entrepreneurs from resolving their appeals today. It is possible to solve them in the short term. Internet connections serve to solve any problem quickly and practically. Now it is a matter of attracting entrepreneurs to innovative research, directing their activity and initiatives in the interests of our national development.

The institutional tasks performed by the staff of public receptions require certain qualities, professional qualities from them. Their task is not only to listen to appeals, to direct them to the necessary institutions and government agencies, but also to make a positive impact on the applicant with his exemplary spiritual and moral qualities, knowledge and worldview, responsibility for his duties. Knowledge of human psychology, coordination and management of various institutions and government agencies around the practical solution of appeals are also among the qualities they need.

## CONCLUSION

Today we live in a time when an entirely new Uzbekistan is being built, all spheres of life of our country are being renewed, and the Strategy of Action, which is leading our people to prosperity, is being effectively implemented. The idea of "ascension" clearly and comprehensively reflects the goals of the new stage of development of the Uzbek society, which has been on the path of independent development for almost thirty years. At the same time, it is the culmination of the reforms that have become widespread in our country in recent years, it also reflects effective ways and opportunities to achieve their goals. Strategy of actions for further development of the Republic of Uzbekistan, "Living with people's concerns is the highest criterion of humanity", "People should serve our people, not government agencies", "Adoption of fair laws, the spirit of respect for the law in society - The idea of "ascension" is the essence of the basic paradigms in such proverbs as "a guarantee of building a democratic state governed by the rule of law", "Our people should see positive changes in their lives not tomorrow, not in the distant future, today", "If the people are rich, the state will be rich and powerful." expressed. Observation and study of the activities of public receptions, work experience show that they strive to find a practical solution to any appeal, establish contacts with various institutions and government agencies, protect the legitimate demands of entrepreneurs. True, some problems are solved through the intervention of central agencies, which requires a certain amount of time and money. But nothing can stop entrepreneurs from resolving their appeals today. It is possible to solve them in the short term. Internet connections serve to solve any

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