

**The Need to Improve the Polyphonic Activity of People's Receptions at a  
New Stage of the Democratic Development of Uzbekistan****Qurbonali Sulaymonov**

Associate Professor of Far SU, Candidate of Philosophical Sciences

**Annotation:** In the article, it is scientifically based on the fact that people's receptions are formed as a democratic institution that in essence creates an effective communication between the state and the people, strengthens the people's trust in the state and ensures their active participation in social development by increasing the social activity of the population.

**Keywords:** Democracy, Democratic Institute, democratic reform, people's, reception, people's reception, man, Human Rights, appeal to citizens.

Critical approach to social life, our activities and plans in our country, the implementation of the noble idea that public bodies serve the people, not state bodies, improve and strengthen the system of communication with the people, ensure the priority of human interests in reforms, governance of real life, legal needs Increasing the responsibility of the system, the transition from a declarative form of public service to a practical form of public administration, filling the process of modernization of society with innovative research, the introduction of new technologies to increase social activity have become an important strategic task of democratic development of Uzbekistan. As the President of the Republic of Uzbekistan noted, "the most important condition for the realization of the great goals and tasks set before us, and the most important ground is, in fact, the trust of our people" [1,349]. Virtual and public receptions of the President of the Republic have been established in order to achieve such strategic goals and the objective needs of democratic development. The fact that it has some shortcomings and problems in dealing with complaints from the population, requires research in this area and the development of practical proposals and recommendations to improve the activities of the new democratic institution.

The scope and functions of public receptions are determined by the number of applications from the population. Their functions are colorful and 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 activities automatically acquire a social character and become relevant.

Any association established in a democracy faces various problems and contradictions, both from the organizational and practical point of view, and from the point of view of fulfilling its social functions, which is natural. The problems faced by the public receptions from the organizational and practical point of view are mainly related to the processes that cannot be solved by local agencies, which require large resources and the active support of higher, central agencies.

Interaction between the Virtual Reception of the President and the People's Reception from a functional and practical-organizational (institutional) point of view The Presidential portal pm.gov.uz. resolved through. The portal allows not only local People's Receptions, but also all higher government agencies to contact, contact and ask questions and receive answers about the specific functional functions of each system through the module "Schedules of reception and referral of citizens by 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 that the heads of various departments apply to virtual receptions differently, they have their own special websites. However, finding them takes a lot of time, creating challenges for those who are not well versed in modern information technology. Therefore, the personal virtual reception of the heads of senior 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 fully perform their functions, respond to every appeal. Anyone can open a personal account on the presidential portal. This personal account contains information about the identity and address of the applicant. Now a citizen can quickly enter the virtual reception of the President or the People's Reception on his portal through his personal account, without having to enter information about himself on the website each time.

The President's portal has sections such as "Frequently Asked Questions", "Online Consultant", "Addresses of Public Receptions", "Report on Persecution". Until these sections were opened, citizens could check the processing of their appeals by entering a special number in 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 does not exist in a smooth social life. Governments that have learned conservative thinking and old-fashioned ways of working have not yet fully recovered from the effects of bureaucracy. For example, Ishonch correspondents M.Ismailova and Sh.Khakimova were looking for an answer 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. Waiting again, the connection was lost. Also, both hotlines (71) 278 59 46 and (71) 273 03 17 of the State Center for Sanitary and Epidemiological Surveillance were regularly busy. Maybe the staff is busy through them ... ”

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 Environmental Protection Hotlines also observed in Journalists conclude: "In this way, it has become clear that the 'hotlines', which are displayed on blue screens, urging everyone to trust, and claiming to be reliable, 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 around the clock? ”[2] There is some basis in the above opinion of the right journalists. But why don't we focus on the other side of the coin, which is the positive side. Perhaps the fact that the phone number is busy is due to the growing number of calls to the People's Reception. But the next example is also thought-provoking.

For public receptions, as in all government agencies, the work schedule is from 0900 to 1800 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 workers, rest on Saturdays and Sundays. In our opinion, the reception hours of the People's Receptions should not exactly correspond to the working hours of the workers, otherwise the employees will not be able to contact them. Therefore, it is advisable to set the opening hours of the People's Reception from 1100 to 2000 in the morning. They should also move their Saturday and Sunday holidays 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 complain that they can apply to the Virtual Reception of the President or to the reception of ministries.

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 and fulfill his duties as a citizen to his family and children. Irresponsibility and indifference in government agencies and deputies, which have been formed over the past decades, show that the way I work for you has not yet been eliminated. In his Address to the Oliy Majlis in 2017, President Islam Karimov stressed the need to involve the general public in the discussion of laws, the use of media and communication technologies, the expansion of the Internet, the introduction of electronic collective appeals 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 used this opportunity. Most of them are lawyers. So, 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, questions and answers, online games to find out the opinion of the population about the current laws and regulations. The web portal can even be linked to local People's Receptions, media outlets and neighborhoods. They also shape the ability 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 states that citizens, self-governing bodies, non-governmental non-profit organizations, and the media are subjects of public control [3].

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. It is necessary to provide information about them in local newspapers and on television in order to find out who is applying to the People's Reception, with what problems, and the implementation of these appeals. True, this information is available on 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.

This is especially true during the mobile receptions organized by the Office of the President. For example, during the mobile receptions held by the State Adviser to the President T.Khudoyberganov in March 2017 in Namangan region, more than 29,000 appeals were received. Ninety percent of them were found to be justified and the necessary measures were taken. "Recently, - said the head of the People's Reception of Namangan B. Karimov, - the increase in public accountability of government agencies 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 been bothering the entrepreneur for a long time. 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 was able to continue her work in the hospital of the Ministry of Internal Affairs "[4].

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, are in 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 authorities [4].

In the opinion of our people, the staff of the People's Reception should have the following qualities and skills:

exemplary spiritual and moral qualities - 57%;

- ✓ management skills - 49%;
- ✓ awareness of human psychology - 40%;
- ✓ organizational skills - 32%;
- ✓ legal knowledge - 31%;
- ✓ economic knowledge - 17%;
- ✓ Entrepreneurial qualities - 11 percent;
- ✓ political outlook - 6%;
- ✓ Experience in conducting business - 3%.

Responses show that 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 concentrated, quintessentialized in the staff of the People's Reception. Indeed, in the People's Receptions there is no 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 in terms of their high position and position, especially as people who have direct contact with the head of our state. Not all employees meet such a high demand.

Special research shows that in a society where social relations are complicated, people are more in need of interlocutors who can hear their grievances, not the problems that arise, but the lack of sympathy, sympathy 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, in which increased alienation from the environment [5.18-32].

Management skills (48%) 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 in the art of management from employees. Management is not just a plan or decision-making, but the art of understanding the nature of appeals, finding effective mechanisms to address them in practice, and finding solutions together with relevant institutions and agencies

without compromising their functional performance. 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 should not negatively affect the activities of the administrative office, but should eliminate the error, the illegal action.

In short, management is a non-standard activity, it always faces unique situations and requires unique decisions. Non-standard activity is a feature that distinguishes management from other types of activities. It is not enough to know the official norms to make the right decision in unique situations. Although the activities of public receptions are multifunctional in nature, they do not take over the functions of existing institutions and government agencies, but rather direct them to the full performance of their forgotten, incomplete functions for certain objective or subjective reasons.

### References:

1. Mirziyoev Sh.M. We will resolutely continue our path of national development and raise it to a new level. -Т .: Uzbekistan, 2017. В: 349.
2. Ismoilova M., Hakimova Sh. Are hotlines reliable? // Trust, 2018, 13 September.
3. Law of the Republic of Uzbekistan. “On Public Oversight” // People's Speech, 2018, April 13.
4. “Resolving people's legal appeals is a priority” // People's Speech, March 30, 2017.
5. Соломон Э. Демон полуденный. Анатомия депрессии.-Москва: “Добрая книга”, 2004. С.18, 32.
6. Bakhromovich, S. I. (2020). The impact of managerial professional development on the effectiveness of Higher Education institution management. *Academicia: an international multidisciplinary research journal*, 10(12), 1014-1020.
7. Siddikov, I. B. (2019). *Философско-педагогические аспекты развития интеллектуальной культуры студентов.* Вестник Ошского государственного университета, (3), 38-42.
8. Bakhromovich, S. I. Development trends and transformation processes in academic mobility in higher education in Uzbekistan and the world.
9. Bakhromovich, S. I. (2021). A comparative induction of the epistemological and theological views of medieval Islamic oriental scholars. *Berlin Studies Transnational Journal of Science and Humanities*, 1(1.7 Philosophical sciences).
10. Bakhromovich, S. I. (2021). Views on the role of science in human and society life in islamic teaching. *International Journal of Philosophical Studies and Social Sciences*, 1(3), 79-86.
11. Bakhromovich, S. I. (2020). Effects of Objective and Subjective Factors to Develop Intellectual Culture of Youth. *Canadian Social Science*, 16 (2), 55-59 p.
12. Bakhromovich, S. I. (2018). Social and philisophical performance of making youth’s intellectual culture. *European science review*, (7-8).
13. Bakhromovich, S. I. (2020). Analysis Of Modern Approaches To Ensuring The Effectiveness Of Management In Higher Education Institutions. *The American Journal of Social Science and Education Innovations*, 2(12), 364-369.

14. Bakhromovich, S. I. (2021). Philosophical comparative studies of the epistemological and theological views of medieval eastern scholars. Turkish Journal of Physiotherapy and Rehabilitation. Turkey, 2021. №32 (3), (Scopus)– P. 30338-30355
15. Bakhromovich, S. I. (2022).Dialectical and synergetic features of the development of theological and epistemological views in medieval eastern islam. European Journal of Humanities and Educational Advancements (EJHEA), - Las Palmas, Spain, Volume 3, Issue 2 February, 2022. – P. 79-83