

**PUBLIC ADMINISTRATION REFORMS IN ACTION STRATEGY IN  
UZBEKISTAN****<sup>1</sup>Toshmurodova Sarvinoz Quvondiq qizi, <sup>2</sup>Ergashev Ahmad Abdug'afforovich, <sup>3</sup>Bengmatov Alibek Qahramon o'g'li**Student of the Denau Institute of Entrepreneurship and Pedagogy<sup>1,2,3</sup>, Sarvinoz120299@gmail.com<sup>1</sup>,  
ergashevahmad197@gmail.com<sup>2</sup>**ANNOTATION**

This article briefly describes the changes and developments in improving the system of state and society building, which is the first direction of the Action Strategy for the further development of Uzbekistan (2017-2021), and the work done to ensure the implementation of the Action Strategy.

**Keywords:** *Third Renaissance, Libra, Single Window, My Opinion, Public Reception, Management Personnel Portal,*

Implementation of the Action Strategy is new for the Republic of Uzbekistan's efforts to reform and modernize the country, build a democratic state based on the rule of law, a strong civil society, rule of law, security and law and order, inviolability of state borders, interethnic harmony and religious tolerance. gives strength.

Indeed, the new stage of reforms in all spheres of life in our country has recently begun to bear fruit, laying the foundation for a new revival in Uzbekistan - the Third Renaissance.

These reforms are also important in that they are aimed at improving the efficiency of the public administration system. It is no coincidence that the first direction of the Action Strategy, which is the program of our innovative development in the near future, is devoted to reforms in the field of public administration and social construction. In the new Uzbekistan, the reform of the democratic system of government is based on the lofty idea that "the people should serve the people, not government agencies." An analysis of the efforts made so far shows the following important points.

A completely new system of communication with the people, people's problems, effective and rapid solution of their problems in terms of quality and content has been created. As a result of this work, a number of normative and legal acts have been adopted on the priorities of improving the system of state and society building, and the problems that have accumulated over the years are being fully regulated. [1]

The principle of "checks and balances", the world standard, has been put into practice. In particular, the procedure for approval of the candidacy of deputy prime ministers, ministers and chairmen of state committees by the Legislative Chamber on the nomination of the Prime Minister and approval by the President has been established.

As an example of decentralization policy, the institutional system of the state apparatus has been revised and significant reforms have been made to optimize and increase its efficiency, based on the idea that "problems in the regions can be solved, first of all, by people who work and live in those areas". In particular, a completely new system of integrated socio-economic development of the regions - sectors - has been established. That is, the Republic of Karakalpakstan, regions, districts, cities are divided into 4 sectors for integrated socio-economic development, headed by the Chairman of the Jogorku Kenesh of the Republic of Karakalpakstan, governors of regions and the city of Tashkent, districts (cities), prosecutors, heads of internal affairs and state tax services. . In order to ensure the participation of local governments in decision-making at the national level, the Cabinet of Ministers amended the Regulations of the Cabinet of Ministers to introduce draft regulations on socio-economic development of regions and local programs with the Council of Ministers of the Republic of Karakalpakstan,

regional and Tashkent city khokimiyats. In turn, senators on a permanent basis in the Senate were assigned to local councils in the regions.

An innovative approach has been introduced to the public service delivery system, and great strides have been made in radically reforming the bureaucratic red tape of citizens. In the past, citizens suffered from various informal payments and corruption, but such problems are being addressed by reducing the human factor in the provision of public services. In particular, a separate state body responsible for the implementation of state policy in this area - the Agency for Public Services under the Ministry of Justice of the Republic of Uzbekistan and its territorial divisions. In addition, the single centers for the provision of public services to businesses on a "single window" basis were transformed into public service centers operating under the People's Receptions of the President of the Republic of Uzbekistan in districts (cities). The principle of "single window" is applied not only to businesses, but also directly to citizens. In particular, at the beginning of 2018, a total of 37 types of public services were provided by the Public Service Centers established throughout the country, and by 2019 their number reached 130 (almost 3 times). As of 2020, 143 public services will be provided through the Centers. About 120,000 public services were provided through the centers in 2017, but due to the increase in the range of services, the number of public services provided in 2019 reached 11.3 million (2.3 times more than in 2018). [2]

Virtual and People's Receptions of the President of the Republic of Uzbekistan have been established in order to ensure the interests of the people, to communicate with the people, to better understand and address the concerns and problems of the people. These structures have become a criterion for evaluating the effectiveness of public authorities, as well as a mechanism for in-depth analysis of local problems and increasing the accountability of government agencies and officials to society. "I think the portal of collective appeals has been launched. Citizens have the opportunity to apply electronically to the chambers of the Oliy Majlis, local Councils of People's Deputies. In order to further strengthen the legal framework of the system of dealing with appeals, the Law "On appeals of individuals and legal entities" was adopted in a new edition. A new version of the program of the virtual reception of the President of the Republic of Uzbekistan with additional facilities has been developed.

At the same time, a procedure was introduced for the candidate to address the deputies with a short-term and long-term action plan for the development of the sector; The practice of regularly hearing information on the implementation of the action plan by a member of the Government in the chambers of the Oliy Majlis and their committees has been established; The heads of state bodies of regions, districts and cities will be approved by the relevant Councils of People's Deputies. It has become a tradition for the Legislative Chamber to hold a "Government Hour" to hear information from government officials. In the lower house, the State Budget Department was established to provide professional, independent and impartial information, analytical and expert services to deputies and senators on the state budget, economy, monetary policy, as well as to ensure effective parliamentary control over the implementation of the state budget. Cooperation between the parliament and the executive has been strengthened. For example, the post of Permanent Representative of the Cabinet of Ministers to the Oliy Majlis was established and its legal status was determined. The role of local Councils of People's Deputies in solving pressing local issues has been increased. The system of hearing reports from local government leaders has been introduced in a new, popular way. [3]

The "Online Consultant" module has been created and brings together a total of 94 government agencies and departments. 24 public services have been transferred to electronic form, bringing the number of services to

157. Individuals and legal entities have the opportunity to receive public services on an extraterritorial basis, ie in any part of the country, regardless of the place of residence of citizens and the postal address of legal entities.

Clearly, this screening covered only a small fraction of governance reforms. However, it should be noted that changes in public administration remain the key to the success of reforms in other areas. It is safe to say that the results of reforms in this area, as noted by the President, will serve as a cornerstone of a new revival in Uzbekistan - the Third Renaissance.

During the reporting period, the following work was carried out on the priorities of the Action Strategy for the five priority areas of development of the Republic of Uzbekistan for 2017-2021 in the field of improving the system of state and society building.

In the direction of public administration reform

Decree of the President of the Republic of Uzbekistan No. PF-5644 of January 28, 2019 "On priority measures to increase the responsibility of the Cabinet of Ministers of the Republic of Uzbekistan for the effectiveness of the implementation of strategic objectives of socio-economic development of the country";

Resolution of the President of the Republic of Uzbekistan dated January 28, 2019 No PP-4136 "On the introduction of a qualitatively new system of organization of the Government of the Republic of Uzbekistan";

Resolution of the Cabinet of Ministers of the Republic of Uzbekistan dated February 3, 2019 No 82 "On approval of the structure of the structural units of the Cabinet of Ministers of the Republic of Uzbekistan."

In accordance with the adopted normative legal acts:

The main directions for improving the efficiency of the Cabinet of Ministers have been identified;

The practice of simultaneously managing deputy prime ministers of joint-stock companies and other state-owned organizations has been abolished and their number has been optimized;

The post of Adviser to the Prime Minister of the Republic of Uzbekistan on the development of the fuel and energy sector and basic industries, as well as the development of the agricultural and food sectors was introduced;

Information and analysis departments of the Cabinet of Ministers, including the Joint Information and Analysis Department, were abolished;

Secretariats of Deputy Prime Ministers and Advisers to the Prime Minister were established;

The order of meetings of the Cabinet of Ministers and its Presidium was determined;

The powers of the government in the socio-economic, cultural-humanitarian, territorial development, as well as in the foreign-political and foreign-economic spheres, and the limits of the responsibilities of its members are clearly defined;

Work is underway to optimize and improve the work of the executive branch. [4]

The People's Reception of the President of the Republic of Uzbekistan has moved to an active system of identifying and solving problems through door-to-door. Their cooperation with the sectors of socio-economic development of the regions has been strengthened.

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Public receptions were empowered to study the activities of state bodies, to make recommendations to them, and to make proposals for disciplinary action up to and including dismissal of officials who committed violations. The system of cooperation "mahalla - sector - People's reception - mahalla" was introduced to solve the problems of the population.

Resolution of the Cabinet of Ministers of the Republic of Uzbekistan dated November 28, 2019 No 959 "On additional measures for the gradual introduction of the principles of advanced public administration and" smart "governance in public administration."

In accordance with the adopted normative legal act:

The principles of management and "smart" management will be gradually introduced in public administration, including distance learning technologies, in the system of training, retraining and advanced training of professional managers for government agencies and organizations;

The "Management Personnel Portal" will be created and launched by March 1, 2020. One of the main tasks of the Portal is to create and update a single electronic database of users of the Portal, as well as the introduction of distance learning technologies that promote their professional and personal development;

From December 1, 2019 in Boka district of Tashkent region and Angren city will be introduced as a pilot system of continuous evaluation of the effectiveness of management, and this system will be implemented until August 1, 2020. Based on the results of the pilot, this system will be introduced throughout the country;

By February 1, 2020, a special electronic platform will be created and launched to expand the activities of government agencies as "People - helper, entrepreneur - business partner." [5]

In accordance with the Decree of the President of the Republic of Uzbekistan "On personnel policy and measures to radically improve the system of civil service in the Republic of Uzbekistan", the Civil Service Development Agency under the President of the Republic of Uzbekistan was established to increase the efficiency of civil service and meet the needs of government agencies and organizations. The Agency is responsible for the implementation of a unified state policy in the field of personnel management and human resource development in government agencies and organizations.

In order to further improve the investment climate in the country, expand the attraction of foreign direct investment in priority sectors of the economy and other important sectors, the Council of Foreign Investors was established under the President of the Republic of Uzbekistan to organize quality investment processes taking into account international best practices.

Decree of the President of the Republic of Uzbekistan No. PF-5646 of February 1, 2019 "On measures to radically improve the management system of the fuel and energy network of the Republic of Uzbekistan" and February 1, 2019 "On measures to organize the activities of the Ministry of Energy of the Republic of Uzbekistan" In accordance with the decision No. PQ-4142, a new Ministry of Energy has been established in our country. Its main task is to implement a unified state policy in the fuel and energy sector, as well as priorities for further development of the fuel and energy sector.

Decree of the President of the Republic of Uzbekistan dated February 1, 2019 No PF-5647 "On measures to radically improve the system of public administration in the field of transport" and Resolution No PP-4143 "On the organization of the Ministry of Transport of the Republic of Uzbekistan." According to it, a new Ministry of Transport of the Republic of Uzbekistan was established on the basis of the Uzbek Agency for Road Transport. The Ministry is a public administration body for the development and implementation of a unified state policy in the field of road, rail, air, river transport, metro, as well as road development, as well as the adoption of regulations, licenses and permits for organizations in the field of transport and road transport. , certification, and regulatory regulation through the implementation of effective technical and tariff policies.

The Agency for the Development of Viticulture and Enology under the Ministry of Agriculture of the Republic of Uzbekistan and the Inspectorate for Regulation of the Alcohol and Tobacco Market under the Ministry of Finance of the Republic of Uzbekistan were established. Presidential Decree No. PF-5656 of February 5, 2019 "On measures to improve state regulation of production and turnover of alcohol and tobacco products and the development of viticulture and winemaking" and the Ministry of Agriculture of the Republic of Uzbekistan It was established in accordance with Resolutions No. PP-4161 "On the organization of the Agency for the Development of Viticulture and Enology" and No. PP-4162 "On the organization of the Inspectorate for Regulation of Alcohol and Tobacco Market under the Ministry of Finance of the Republic of Uzbekistan." [6]

In 2019, reforms in the provision of public services to facilitate the population continued. In the first 9 months of 2018, 2.6 million public services were provided by public service centers, while in the corresponding period of this year, 8.9 million (3.5 times more) public services were provided.

As of October 1, 2013, 119 out of 716 public services (17%) were provided through the Public Service Centers, while by the end of the year the figure was 150 (21%).

Individuals and legal entities have the opportunity to receive public services on an extraterritorial basis, ie in any part of the country, regardless of the place of residence of citizens and the postal address of legal entities.

24 public services have been transferred to electronic form and introduced through the Single Portal, and the number of introduced e-government services has reached 157.

Towards improving the public administration system

As part of the policy of ensuring broad participation of the population in public administration, strengthening the dialogue with the people, the Cabinet of Ministers, along with the chambers of the Oliy Majlis and the Councils of People's Deputies, introduced electronic collective appeals through the special web portal "My Opinion".

In order to improve the financial basis of the activities of citizens' self-government bodies, the Cabinet of Ministers adopted Resolution No. 262 of March 30, 2019 "On approval of the Regulation on the formation and use of funds and sponsorships raised by citizens' assemblies on a voluntary basis from individuals and legal entities." done. This Regulation determines the procedure for the formation and use of funds and sponsorships raised by citizens' assemblies on a voluntary basis from individuals and legal entities.

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