

## **"Single phone" service regulations**

### **1. Type of service**

#### 1.1. Name of service

Receiving citizens' and legal entity's appeals by "Single Phone (administration)" service of the Hokimiyat of Tashkent region by number 0 371 232-80-63.

#### 1.2. Result of service

Dealing with citizens' and legal entity's appeals are orally by telephone by the Hokimiyat of Tashkent region.

#### 1.3. Place of taking forms and the name of organisation

It doesn't require any special forms or documents. It is important to obey regulations by the Law of the Republic of Uzbekistan about "Appeals of Citizens and Legal entities".

#### 1.4. Normative document

The Law of the Republic of Uzbekistan about "Appeals of Citizens and Legal entities" numbered 445, dated 11.09.2017.

#### 1.5. Users of service

Citizens and legal entities – Residents of the Republic of Uzbekistan and non-citizenship holders.

#### 1.6. Receiving appeals

From Monday to Friday between 9:00 and 18:00. (Lunchtime is between 13.00 and 14.00). Weekends are Saturday and Sunday.

#### 1.7. Time of performance

Performing is based on regulations by the Law of the Republic of Uzbekistan about "Appeals of Citizens and Legal entities:

- within 15 days from receiving day of appeal. *(If it is important to have more time, in this case author of will be informed);*

- No more than 30 day for normal appeals which doesn't require additional time

### **2. Information about using service**

#### 2.1. General information

Telephone numbers of "Single Phone" for citizens and legal entities can be found in the official website of the Hokimiyat of Tashkent region. ([www.toshvil.uz](http://www.toshvil.uz).) "Single Phone" number is 0 371 232-80-63.

#### 2.2. Getting information about appeal

This service is available by phone. It is ensured to give information about address of the servicing organisation, working hours, receiving days, regulations of the service and deadlines of the service.

#### 2.3. Information about the place of service

Home 90, Tashkent yuli street, Nurafshon city, Tashkent region, 110500.

#### 2.4. Useful forms

There is no any special forms for "Single phone" service.

### **3. Service**

#### 3.1. Working hours

From Monday to Friday between 9:00 and 18:00. (*Lunchtime is between 13.00 and 14.00*). Weekends are Saturday and Sunday.

### 3.2. Terms of waiting

Servicing by telephone is regulated by given regulations.

## **4. Terms of service**

### 4.1. Mandatory documents

It is important to have information about first name, surname, middle name, address and brief information about appeal.

In case of false or lack of information about first name, surname, middle name, address and brief information about appeal, this appeal will be considered as anonym and it will not be performed.

### 4.2. Fees for service

This service is free of charge.

### 4.3. Steps of service

Servicing by “Single phone (Administration)” service is based on the Law of the Republic of Uzbekistan about “Appeals of Citizens and Legal entities”.

### 4.4. Steps of performing appeals by State service

“Single phone” is organized in the “Executive apparatus” of the Hokimiyat of Tashkent region.

Appeals received by “Single phone” are performed by the specialist the “Working with citizen appeals” department of the Hokimiyat of Tashkent region.

Taken appeals by citizens and legal enteties are performed by specialists in Hokimiyat based on their sphere.

If it is necessary, specialist may visit the place of place written in the appeal.

Answer letter to the citizen appeal is signed by Hokim of region or deputy of Hokim.

### 4.5. Reasons for rejection

Illegal appeals, performed appeals or appeals out of performing responsibility of the Hokimiyat of Tashkent region can be rejected by Hokimiyat.

## **5. Quality**

### 5.1. Quality measure

Rate of quality check of service is determined by the number of repeated appeals.

### 5.2. Appeal about poor service

Citizens have right to make appeal to higher level organisations about rejections of their appeals by organisation