

"Hotline" service regulations

1. Type of service

1.1. Name of service

Receiving citizens' and legal entity's appeals by "Hotline" service of the Hokimiyat of Tashkent region by number 0 371 200-88-11.

1.2. Result of service

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

1.3. Place of taking forms and the name of organisation

The Hokimiyat of Tashkent region.

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

1.4. Normative document

The Law of the Republic of Uzbekistan about "Appeals of Citizens and Legal entities".

1.5. Users of service

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

1.6. Receiving oral appeals

From Monday to Friday between 9:00 and 18:00.

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".

2. Information about using service

2.1. General information

Telephone numbers of "Hotline" for citizens and legal entities can be found in the official website of the Hokimiyat of Tashkent region. (www.toshvil.uz) Hotline service is 0 371 200-88-11.

2.2. Getting information about appeal

This service is available by phone.

2.3. Information about the place of service

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

2.4. Useful forms

Appeals of citizens and legal entities by "Hotline" service will be recorded in the registration notebook of Hokimiyat.

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 “Hotline” 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

“Hotline” is organizes in the reception of the Hokimiyat of Tashkent region. Receiving appeals by “Hotline” service is done by the assistant of Hokim. This person is responsible for recording these appeals on registration book and passing the to Hokim.

It is important to show information about address and the breif meaning of appeal.

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 writeen in the appeal.

When it is impossible to solve problem withput author of appeal, specialist may include the author during performing appeal.

Answer letter to the citizen appeal is signed by performer Hokimiyat of Specialist of the Hokimiyat of Tashkent region.

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.

5.1. Appeal about poor service

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