

UNIVERSITY OF WORLD ECONOMY AND DIPLOMACY

Regulations on the Procedure for Handling Submissions from Individuals and Legal Entities

2026

Annex 1 to the Rector's Order
No. 37-UM of 20 February 2026

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to Order No. 37-UM of the Rector of the
University of World Economy and Diplomacy
dated 20 February 2026

REGULATIONS

ON THE PROCEDURE FOR HANDLING SUBMISSIONS FROM NATURAL AND LEGAL PERSONS AT THE UNIVERSITY OF WORLD ECONOMY AND DIPLOMACY

Chapter 1. General Provisions

1. These Regulations establish, in accordance with the Law of the Republic of Uzbekistan “On Appeals of Individuals and Legal Entities” (hereinafter, “the Law”), the procedure for handling submissions from natural and legal persons, as well as from its officials (hereinafter, “submissions”), at the University of World Economy and Diplomacy (hereinafter, “the University”).

2. These Regulations shall not apply to:

submissions for which the procedure for consideration is established by legislation on administrative liability, civil procedural, criminal procedural, criminal-executive and economic procedural legislation, and other laws;

correspondence between the University and other state bodies and organisations, or between the structural units (offices) of the University (hereinafter, “structural units (offices)”).

3. In accordance with the Law, the following key concepts are used in these Regulations:

application — a submission setting out a request for assistance in exercising rights, freedoms and legitimate interests;

proposal — a submission containing recommendations for improving the University and its activities;

complaint — a submission setting out a demand for the restoration of violated rights and freedoms and the protection of legitimate interests;

anonymous submission — a submission in which the surname (first name, patronymic) of a natural person and information on his or her place of residence, or the full name of a legal person and information on its location (postal address), are not stated or are stated falsely, as well as an electronic submission that does not allow its author to be identified, or a written submission not confirmed by a signature;

duplicate submission — a copy of a submission from the same natural or legal person;

repeated submission — a submission received from the same natural or legal person in which a decision taken on previous submissions is complained of or dissatisfaction with it is otherwise expressed, or in which it is reported that a previous submission was not considered in due time, where the time limit for consideration established by legislation had expired by the time the repeated submission was received;

electronic submission — a submission made in the established manner by means of information and communication technologies, including a submission posted on the University's official website, with the exception of oral submissions made in real time using information and communication technologies;

public reception — the actions of the University leadership, or of an official authorised for this purpose, in receiving submissions at public meetings with natural persons and representatives of legal persons;

videoconference — interactive cooperation between several remote participants using information and communication technologies, with the possibility of exchanging audio and video information in real time;

off-site reception — a set of organisational and other measures relating to the reception of natural persons and representatives of legal persons by the University leadership and the heads of structural units (offices) travelling to localities in accordance with an approved schedule.

4. Submissions may be made orally, in writing or electronically, in the form of an application, a proposal or a complaint.

Submissions shall have equal standing, irrespective of their form and type.

Submissions received through the University's "helpline" shall be recorded, registered and considered as oral submissions in accordance with the procedure established by these Regulations.

Submissions received through the University's official website or at its official email address shall be recorded as electronic submissions and considered in accordance with the procedure established by these Regulations.

Submissions received through the Virtual Reception Office of the President of the Republic of Uzbekistan or the Government Portal of the Republic of Uzbekistan on the Internet (hereinafter, "the Government Portal") shall be recorded as electronic submissions

and considered in accordance with the procedure established by these Regulations, taking into account the requirements of the Regulations on the Government Portal of the Republic of Uzbekistan on the Internet approved by Resolution of the Cabinet of Ministers No. 188 of 3 June 2016.

Submissions received from the editorial offices of mass media shall be considered in accordance with the procedure and within the time limits provided for by the Law and these Regulations.

Submissions may be made in the state language and in other languages.

4[1]. Students of the University may also make submissions electronically through manage.uwed.uz, the University's platform for academic and administrative processes. Such submissions shall be recorded as electronic submissions, assigned a reference number and forwarded to the relevant structural unit according to the nature of the issue raised, and shall be considered in accordance with the procedure and within the time limits established by these Regulations.

Complaints by graduates against grades given at the final state attestation shall be considered by the Appeals Commission in accordance with clauses 240–245 of section 13.4 of the UWED Academic Regulations.

Chapter 2. Guarantees of the Right of Natural and Legal Persons to Make Submissions

5. In accordance with the Law, natural and legal persons are guaranteed the right to make submissions individually or collectively.

The right to make a submission shall be exercised voluntarily. No one may be compelled to take part in actions in support of or against any submission. The exercise of the right to make a submission must not violate the rights, freedoms and legitimate interests of other natural and legal persons, or the interests of society and the state.

In accordance with the Law, natural and legal persons of foreign states and stateless persons have the right to make submissions to the University and its officials in accordance with the Law.

6. In the exercise of the right to make a submission, no discrimination shall be permitted on the grounds of a natural person's sex, race, nationality, language, religion, social origin, beliefs or personal and social status, or on the grounds of a legal person's form of ownership, location (postal address), organisational and legal form or other circumstances.

7. When considering submissions, University officials shall comply with the requirements of the Constitution and laws of the Republic of Uzbekistan, take measures to ensure that submissions are considered fully, objectively and in a timely manner, and take measures within their powers to ensure the restoration of the violated rights and freedoms and the protection of the legitimate interests of natural and legal persons.

8. Submissions shall be received and considered by University officials, except in the cases provided for in Chapter 6 of these Regulations.

Full consideration of submissions made directly to the University by children left without parental care is guaranteed, and refusal to consider such submissions on the ground that the child does not have full legal capacity shall not be permitted.

9. In the course of the consideration of submissions, University staff and officials shall not be permitted to disclose information on the private life of natural persons or on the activities of legal persons without their consent, information constituting state secrets or other secrets protected by law, or any other information where its disclosure would infringe the rights, freedoms and legitimate interests of natural and legal persons.

The collection of information about a natural or legal person that is unrelated to the submission shall not be permitted.

At the request of a natural person, no information concerning his or her identity shall be disclosed.

10. The persecution of a natural person, his or her representative or their family members, or of a legal person, its representative or the family members of the legal person's representative, on account of their having made a submission to the University and its officials in order to exercise or protect their rights, freedoms and legitimate interests, or of their having expressed opinions or criticism in submissions, is prohibited.

Chapter 3. Procedure for Making and Considering Submissions

11. Submissions shall be made to the University where the resolution of the issues raised in them falls within the competence of the University, or to the body higher in the chain of subordination.

Natural and legal persons are entitled to make a submission in person, to authorise their representative to do so, or to send the submission by post or in electronic form.

Submissions in the interests of minors and of persons lacking legal capacity or with limited legal capacity may be made by their legal representatives in the manner provided for by legislation.

12. A submission from a natural person must state the surname (first name, patronymic) of the natural person and information on his or her place of residence.

A submission from a legal person must state the full name of the legal person and information on its location (postal address).

A submission from a natural or legal person must state the exact name of the University and the position and (or) surname (first name, patronymic) of the official to whom the submission is addressed, and must set out the substance of the submission.

Submissions may state the applicant's email address and contact telephone and fax numbers.

Submissions made through applicants' representatives must be accompanied by documents confirming the representatives' authority.

13. A submission may be accompanied by existing decisions previously taken on it, or copies thereof, as well as other documents necessary for its consideration. Such documents shall not be returned, except where the applicant has submitted a written application for their return.

The said documents must be attached to the submission when it is forwarded, according to competence, to another state body or organisation or to an official thereof.

14. When a submission is received by post in an envelope, the envelope shall be checked for the presence of the submission and its attachments.

If the envelope does not contain the submission or the submission is damaged, or if the attachments referred to in the submission are missing, a report shall be drawn up and one copy thereof shall be sent to the applicant at the address shown on the envelope.

The envelopes of submissions received may be retained in order to establish the applicant's address and the time at which the submission was sent and received.

15. A written submission must be confirmed by the signature of the natural person making it or by the signature of the authorised person of the legal person making it.

Where it is not possible to confirm a natural person's written submission with the applicant's signature, the submission must be confirmed by the signature of the person who wrote it, and that person's surname (first name, patronymic) must also be added.

16. As a rule, no time limits shall be set for making submissions.

In certain cases, a time limit for making a submission may be set where this depends on the ability of the University or its officials to consider the submission and on the need to ensure the timely exercise and protection of the rights, freedoms and legitimate interests of natural and legal persons, as well as on other grounds provided for by law.

An application or complaint shall be made to the body higher in the chain of subordination no later than one year from the time when the natural or legal person became aware of the action (inaction) committed, or the decision taken, in violation of his, her or its rights, freedoms and legitimate interests.

A time limit for making an application or complaint that has been missed for a valid reason shall be restored by the authorised University official considering the application or complaint.

17. Natural and legal persons have the right to withdraw their submission before it is considered and, while it is being considered, until a decision on it is taken, by submitting an application in writing or in electronic form. Upon receipt of such an application, consideration of the submission shall be discontinued and, within three days, the submission shall be returned to the applicant with a covering letter from the University.

An application to withdraw a submission shall not preclude the University from taking measures to identify and eliminate violations of the law.

Chapter 4. Organisation of the Handling of Submissions at the University

18. Submissions from natural and legal persons shall be handled at the University in accordance with the scheme set out in Annex 1 to these Regulations.

19. In the handling of submissions, **the Office of Administrative Affairs and Executive Coordination** shall:

exercise continuous oversight and monitoring of the consideration of submissions by the structural units (offices), and take measures to ensure that submissions are considered in a timely and proper manner;

immediately inform the Rector of any violation by a structural unit (office) of the time limits and procedure for considering submissions;

on the basis of the monitoring results, submit to the Rector each month information on the status of the consideration of submissions, together, where necessary, with appropriate proposals for eliminating existing shortcomings and for applying measures of liability to University staff who have violated the legislation on submissions.

20. The following additional requirements shall apply to staff of **the Office of Administrative Affairs and Executive Coordination** who handle submissions:

secondary specialised or higher education, the head of the unit being required to have higher education;

at least three years' work experience;

knowledge of the activities and functional responsibilities of the University's structural units (offices);

high moral and ethical qualities; good communication skills;

the ability to use modern information and communication technologies.

In handling submissions, Office staff must be courteous, resolute and attentive; they shall be polite, composed and attentive towards applicants, shall not demean a person's dignity and shall treat them with kindness.

While performing their official duties, staff of **the Office of Administrative Affairs and Executive Coordination** who handle submissions must, by their appearance, help to foster a respectful attitude of natural and legal persons towards the University, observe the generally accepted working procedures, and be composed and disciplined.

21. The University shall train its staff who handle submissions and shall provide for their professional development at least once every three years.

22. In accordance with the requirements of these Regulations, an electronic document management system may be introduced at the University for handling submissions.

Submissions shall be handled at the University:

in electronic form, in the case of submissions received through the Virtual Reception Office of the President of the Republic of Uzbekistan and the Government Portal;

in written and/or electronic form, in the case of submissions received through the People's Reception Offices of the President of the Republic of Uzbekistan in the Republic of Karakalpakstan, the regions, the city of Tashkent, and the districts and cities (except cities subordinate to districts).

23[1]. Irrespective of their source, all submissions shall be registered through the edo.ijro.uz electronic document management information system, which ensures control over executive discipline, and the results of their consideration, including the results of personal, off-site and public receptions, shall be entered into that system. Response letters on submissions must be entered into the system on the day on which they are signed.

23. In order to organise direct dialogue with natural and legal persons, to exercise systematic monitoring and oversight of the consideration of submissions, and to use modern information and communication technologies in handling submissions, the University may establish its own virtual reception offices.

The University's virtual reception office shall operate on behalf of the Rector.

24. In order to resolve the issue raised in a submission of a natural or legal person comprehensively and in a timely manner, where the consideration (resolution) of that issue falls within the competence of several structural units (offices) of the University and of other state bodies and organisations, the structural unit (office), state body or organisation considering the submission is entitled to request other state bodies and organisations to hold a collegial hearing of the submission of the natural or legal person.

Chapter 5. Procedure and Time Limits for Considering Submissions

25. Written and electronic submissions shall be registered by **the Office of Administrative Affairs and Executive Coordination**, which handles submissions, by making the relevant entries in the electronic register of submissions in the electronic document management programme introduced at the University, by completing an electronic registration card, and by affixing a registration stamp in the lower right-hand corner of the first page of the submission.

If an electronic document management programme for handling submissions from natural and legal persons has not been introduced at the University, a register of submissions shall be kept and the relevant entries made in it, and submissions shall be registered by completing a registration card in the form set out in Annex 2 to these Regulations.

Submissions may be registered in written or electronic form.

The register of submissions shall indicate the serial number of the submission; the surname (first name and patronymic) of the natural person making the submission and his or her place of residence, or the name of the legal person and its location; a summary of the submission; the date of receipt of the submission; whether it is a duplicate or a repeated submission; a mark indicating that it has been placed under control; the name of the structural unit designated as executor; and a mark of execution, with the date.

The registration stamp shall show the official name of the University (a generally accepted short name or abbreviation may be used), the date of receipt and the registration number of the submission.

The serial numbering of submissions shall restart at the beginning of each year.

26. When natural persons and representatives of legal persons make oral submissions to the University, any written submissions and other materials presented by them must be accepted and attached to the registration card completed in accordance with paragraph 26 of these Regulations.

Registered submissions shall be submitted, no later than one working day from the time of their receipt, to the Rector, his or her deputy or the head of a structural unit (office), who shall issue a resolution (written instruction) on the consideration of the submission designating the responsible structural unit (office) (staff member).

Once the resolution (written instruction) has been issued, the submission shall be transmitted through the electronic document management programme to the structural unit (staff member) designated as executor. The structural unit (office) (staff member) designated as executor shall subsequently enter the mark of execution.

Submissions received by the University may be accepted for processing by the University, forwarded to structural units (offices) in accordance with the chain of subordination (hereinafter, "units (offices)"), or forwarded, according to competence, to another state body or organisation.

27. Submissions to be considered by a unit (office) must be forwarded no later than five days from the date of their receipt by the University, with a covering letter or with an instruction signed by the University leadership or the head of the structural unit (office), and the applicant must be notified thereof in writing or in electronic form.

28. If a submission raises issues relating to several structural units (offices), all of them shall be designated as executors for the consideration of the submission. The structural unit (office) named first among the executors shall ensure that the submission is considered jointly with the other relevant units (offices).

29. Where additional information, reference materials or other materials are needed for the full, objective and timely consideration of a submission, the University or its officials may request additional information from the applicant and, within their powers, from other state bodies, other organisations and officials. University officials shall provide the information requested from them within ten days, unless it contains information constituting state secrets or other secrets protected by law, or its provision would harm the rights, freedoms and legitimate interests of natural and legal persons or the interests of society and the state.

30. If a duplicate of a submission is received while the submission is being considered, the duplicate shall be considered together with the submission received earlier, and a single response shall be given on the results.

If a duplicate of a submission is received after the submission has been considered and a response has been sent, the University or its officials shall notify the applicant thereof in writing.

31. If the issues raised in a submission concern the activities of business entities, their representatives shall be involved by the University, within its powers, in the consideration of the submission.

Where necessary, the University may involve relevant specialists in the consideration of submissions.

32. Submissions raising issues the resolution of which does not fall within the competence of the University shall be forwarded to the relevant bodies no later than five days, with a covering letter signed by the University leadership or the head of the structural unit (office), and the applicant shall be notified thereof in writing or in electronic form.

The unjustified transfer of a submission for consideration to other state bodies or organisations, or its forwarding to the bodies or officials whose decisions or actions (inaction) are the subject of the complaint, is prohibited.

If submissions do not contain the information necessary for forwarding them to the relevant bodies, they shall be returned to the applicants, with a reasoned explanation, no later than five days.

33. University officials considering a submission may, on their own initiative or at the applicant's request, arrange a hearing of the applicant.

University officials shall give the applicant the opportunity to express his or her views on the issues raised in the submission and to provide additional information on the submission.

Where necessary, experts, specialists and representatives of interested organisations may be involved in the hearing of the applicant.

34. If a submission describes circumstances requiring examination on site, and in other necessary cases, the University may arrange for the submission to be considered on site. The on-site consideration of a submission shall be carried out on the instruction or with the consent of the Rector.

35. Where it is not possible to consider a submission without the participation of the applicant or another person, they may be summoned by a University official. If the summoned applicant fails to appear, the University official shall send a response stating that the submission cannot be considered without his or her participation.

36. Time limits for handling submissions shall be calculated from the date of their receipt by the University. If the last day of the relevant period falls on a rest day or a public holiday, the next working day shall be deemed the day on which the period expires.

Electronic submissions received after the end of working hours shall be registered on the next working day.

Refusal to register a submission shall not be permitted.

Oral submissions received by the Rector or by another official authorised for this purpose during public receptions and resolved on the spot are not required to be registered. In such cases, the surname (first name, patronymic) of the natural person or of the representative of the legal person, information on his or her place of residence, a summary of the submission and the result of its consideration shall be recorded in the minutes of the public reception.

37. An application or complaint shall be considered within fifteen days of the date of its receipt by the University or its officials or, where additional examination and (or) verification or the requesting of additional documents is required, within a period of up to one month.

Where verification, the requesting of additional materials or other measures are necessary for the consideration of applications and complaints, the time limits for their consideration may, by way of exception, be extended by the University leadership by no more than one month, and the applicant shall be notified thereof.

38. A proposal shall be considered within a period of up to one month from the date of its receipt by the University, except for proposals requiring additional examination, of which the natural or legal person who made the proposal shall be notified in writing within ten days.

39. In certain cases, the Rector or his or her deputy may shorten the time limits for considering submissions.

40. On the basis of the results of the consideration of submissions, the University shall take an appropriate decision, of which the applicant shall be notified immediately in writing or in electronic form.

A decision not to satisfy a submission shall be taken:

at the University — by the Rector, his or her deputies (Vice-Rectors) or the heads of structural units (offices).

A response letter to a submission must contain specific grounds refuting or confirming the arguments on each issue raised in the submission (with references to provisions of legislation, where necessary).

41. A response letter to a submission shall be signed by the Rector, his or her deputies (Vice-Rectors) or the head of a structural unit (office).

Response letters to submissions shall, wherever possible, be written in the language in which the submission was made.

42. Where natural or legal persons make a collective submission, it shall be considered in accordance with the requirements of the Law and these Regulations. The response to the submission shall be sent to the person named first in the list of applicants or, at their request, to another person.

43. At the request of a natural or legal person, the University officials who considered the submission shall explain the response to the submission without altering its content and shall, on their own initiative or at the applicant's request, correct any errors and arithmetical mistakes made, without affecting the substance of the response.

An applicant's request for an explanation or correction of the response to a submission shall be considered within ten days of the date of its receipt.

44. A submission shall be deemed to have been considered once all the issues raised in it have been considered in accordance with the requirements of the Law and an appropriate response has been sent to the applicant.

The day on which the response is sent to the applicant shall be deemed the day on which the consideration of the submission is completed, and the unit handling submissions shall make a corresponding entry in the register of submissions and on the registration card.

45. In the case of submissions under the control of a higher state body, the University shall inform the higher state body in writing of the results of their consideration, attaching a copy of the response letter sent to the applicant.

46. Submissions that have been considered and related materials shall be kept at the Office of Administrative Affairs and Executive Coordination in accordance with the established procedure.

Chapter 6. Leaving Submissions without Consideration and Terminating Their Consideration

47. The following submissions shall not be considered:

anonymous submissions;

submissions made through representatives of natural and legal persons, where documents confirming the representatives' authority are not provided;

submissions that do not comply with other requirements established by the Law.

48. A submission shall be recognised as anonymous by the Office of Administrative Affairs and Executive Coordination or by the head of a structural unit (office).

Where a submission is recognised as anonymous, a conclusion to that effect shall be drawn up. The conclusion shall state the grounds for recognising the submission as anonymous. The conclusion recognising a submission as anonymous shall be approved by the University leadership or an authorised official.

Submissions received through the University's helpline or "rapid communication" line may be recognised as anonymous in accordance with the procedure provided for by the Law.

Submissions recognised as anonymous shall be removed from control or execution from the moment the conclusion is approved and shall not be considered.

49. Upon receipt of submissions made through representatives of natural and legal persons, the unit handling submissions or the structural unit shall check whether documents confirming the representatives' authority are provided.

If a submission is not accompanied by documents confirming the authority of the representative of the natural or legal person, a conclusion to that effect shall be drawn up and approved by the head of **the Office of Administrative Affairs and Executive Coordination** or the head of the structural unit (office).

From the moment the conclusion on the absence of documents confirming the authority of the representative of the natural or legal person is approved, the submission shall not be considered, and the applicant shall be notified thereof in writing.

50. Where submissions are left without consideration, a corresponding conclusion shall be drawn up and approved by the University leadership or its authorised official.

The applicant shall be notified in the appropriate manner that the submission has been left without consideration owing to the absence of documents confirming the authority of the representative of the natural or legal person.

51. The consideration of submissions shall be terminated in the following cases:

where repeated submissions contain no new arguments or newly discovered circumstances, the materials of the previous submission contain the complete materials of the verifications carried out, and responses have been given to the applicant in the established manner;

where the applicant has withdrawn the submission in the established manner or has requested that its consideration be terminated;

where it is not possible to consider the submission without the applicant's participation and the applicant cannot be summoned because he or she failed to give timely notice of a change of place of residence, location (postal address), email address or other details;

where the applicant, having been summoned by a University official because the submission cannot be considered without his or her participation, fails to appear;

where, following the death of the natural person who made the submission, the consideration of the submission does not allow for legal succession.

52. The decision to terminate the consideration of a submission shall be taken by the University leadership.

Where the consideration of a repeated submission is terminated in accordance with the second subparagraph of paragraph 53 of these Regulations, the applicant shall be notified in writing that the repeated submission is unfounded and that correspondence with him or her on the matter is terminated. If a repeated submission is received from an applicant with whom correspondence has been terminated, the consideration of that submission shall be terminated without notifying the applicant.

Where the consideration of a submission is terminated on the basis of an application for its withdrawal, the submission shall be returned to the applicant within three days with a covering letter from the University. An application to withdraw a submission shall not preclude measures being taken to identify and eliminate violations of the law.

The applicant shall be notified in the appropriate manner of the termination of the consideration of the submission owing to the failure of the summoned natural person or representative of the legal person to appear.

Chapter 7. Organisation of the Reception of Natural Persons and Representatives of Legal Persons

53. The reception of natural persons and representatives of legal persons shall be organised at the University.

The Rector, his or her deputies, the Vice-Rectors or other University officials authorised for this purpose shall hold off-site receptions of natural persons and representatives of legal persons, as well as public receptions, at least three times per quarter.

54. Personal, off-site and public receptions of natural persons and representatives of legal persons by the University leadership shall be held on set days and at set hours, in accordance with the reception schedule.

The schedule of personal, off-site and public receptions, together with information on their time and place, advance registration and the reception procedure, shall be brought to the attention of interested persons by publication on the University's official website and by placement on notice boards or other technical means in publicly accessible areas of its administrative building.

One week in advance, the University's responsible structural unit (office) and the citizens' self-government bodies in the regions, cities and districts where off-site and public receptions are to be held shall carry out outreach work among the population.

54^1. In addition to the receptions provided for in clauses 53 and 54 of these Regulations, the University leadership shall hold meetings with students on a mandatory basis:

– the Rector: once a month;

– the First Vice-Rector for Youth Issues: twice a month.

The Rector shall meet with students in person. The schedule of meetings shall be published on the University's official website. Proposals, comments and complaints expressed by students at the meetings shall be registered as submissions, and the implementation of the measures taken in response shall be monitored in accordance with Chapter 11 of these Regulations.

55. A separate room shall be allocated at the University for the reception of natural persons and representatives of legal persons.

During a personal reception, special technical means (audio and video recording, as well as photography) may be used by decision of the University leadership, provided that the applicant is informed thereof.

56. Natural persons and representatives of legal persons attending with oral submissions shall be received by the head of the Office of Administrative Affairs and Executive Coordination or another responsible staff member, as well as by the heads or other responsible staff members of the University's structural units (offices).

After the documents confirming the applicant's identity have been checked, a registration card shall be completed in the form set out in Annex 2 to these Regulations. The registration card shall be registered as an oral submission.

57. When making an oral submission, a natural person must present an identity document, and a representative of a legal person must present documents confirming his or her authority and identity, except in the case of submissions received during public receptions.

Oral submissions may also be made in real time using information and communication technologies, including through the University's helpline and rapid-communication telephone lines and by videoconference.

58. The Office of Administrative Affairs and Executive Coordination shall organise the reception of natural persons and representatives of legal persons attending a reception, as well as the work relating to the reception of natural persons and representatives of legal persons.

59. The reception of natural persons and representatives of legal persons at the University shall be conducted with the participation of staff of the Office of Administrative Affairs and Executive Coordination or of the relevant structural unit (office).

60. Where natural and legal persons come to the University as a group, and where a response from specialists on the subject of the submission is required, staff of the structural unit (office) responsible for the matter may be involved in the reception.

61. If, during a personal, off-site or public reception of natural persons and representatives of legal persons, it is established that the resolution of the issues raised in the submission does not fall within the competence of the University or its official, they shall be advised which body or organisation to approach in order to resolve those issues. At the request of the natural persons or representatives of legal persons, a written response to this effect shall be given.

62. Off-site receptions of natural persons and representatives of legal persons, as well as public receptions, may be held outside the reception schedules where necessary. Public

receptions may also be held by visiting households (apartments), other buildings and places door to door.

63. Oral submissions made by natural persons and representatives of legal persons during off-site and public receptions shall be formalised and registered in accordance with paragraph 58 of these Regulations and considered in accordance with the established procedure.

63[1]. The topics of on-site meetings must include such pressing issues as the development of civil society and of open dialogue with the people, which are priorities in achieving the country's strategic goals; ensuring human rights and interests and the openness of the activities of state bodies and local executive authorities; informing the population of the fundamental essence of the reforms being implemented and of prospective plans for the comprehensive development of the regions; identifying systemic problems in the localities and finding solutions to them; receiving natural persons and representatives of legal persons; and considering submissions.

63[2]. On the basis of the results of off-site and public receptions, the relevant minutes shall be completed and an action plan shall be developed.

63[3]. Records of off-site and public receptions shall be kept, their results analysed and their effectiveness assessed through a separate module of the information system of the Virtual Reception Office of the President of the Republic of Uzbekistan.

64. Oral submissions received by the Rector or another authorised official during public receptions and resolved on the spot do not require a written or electronic response.

Chapter 8. Organisation of the Reception of Natural Persons and Representatives of Legal Persons by Videoconference

65. A natural person or a representative of a legal person may make a submission to the Rector or to his or her deputies or Vice-Rectors by videoconference; this shall be carried out in accordance with a videoconference schedule using pre-approved special information and communication technologies.

66. In order to make a submission by videoconference, the applicant shall apply to the University with a request in the established form. The application may be submitted in electronic form.

The request must state:

for a natural person — the applicant's surname (first name, patronymic) and information on his or her place of residence;

the full name of the legal person and information on its location (postal address);

email address;

contact telephone and/or fax number;

a convenient date and time for the videoconference; the language of the submission;

a summary of the submission.

Submissions made through applicants' representatives shall be accompanied by documents confirming the representatives' authority.

67. Submissions received by videoconference must be registered by the unit handling submissions and submitted to the University leadership no later than one working day from the time of their receipt.

68. Having considered the request, the University leadership shall decide whether to consider the submission by videoconference or to refuse to do so.

The University shall notify the natural and legal persons, in the established manner, of the decision taken and of the time and place of the consideration of the submission by videoconference.

69. If the schedule for receiving submissions by videoconference changes, the Office of Administrative Affairs and Executive Coordination must give advance notice (by email, contact telephone and/or fax, post, etc.).

70. Submissions received by videoconference shall be recorded, registered and considered as oral submissions in accordance with the procedure established by these Regulations.

Chapter 9. Rights of Natural and Legal Persons

71. When submissions are being considered by University officials, natural and legal persons have the right to:

receive information on the progress of the consideration of the submission;

set out their arguments in person and give explanations;

familiarise themselves with the materials of the verification of the submission and with the results of its consideration;

submit additional materials or request that such materials be obtained from other bodies;

use the assistance of a lawyer;

request the suspension of the consideration of the submission, or an explanation and (or) correction of the response to the submission;

withdraw their submission before it is considered and, while it is being considered, until a decision on it is taken, by submitting an application in writing or in electronic form;

complain to the body higher in the chain of subordination, or directly to a court, about an unlawful refusal to accept or consider the submission.

Natural and legal persons may also have other rights in accordance with legislation.

72. When submissions are being considered by the University and its officials, natural and legal persons must not, through their conduct, violate the rights, freedoms and legitimate interests of other natural and legal persons, or the interests of society and the state.

Chapter 10. Rights and Freedoms of the University and Its Officials in the Consideration of Submissions

73. In considering submissions, the University and its officials have the right to:

request and receive, in the established manner, the information necessary for the consideration of the submission;

summon the applicant or his or her representative where the submission cannot be considered in their absence, or for a hearing on the submission;

apply to a court for reimbursement of the costs incurred in verifying a submission containing knowingly false information.

The University and its officials may also have other rights in accordance with legislation.

74. The University and its officials shall:

comply with the requirements of legislation on submissions;

ensure that the applicant has the opportunity to familiarise himself or herself with documents, decisions and other materials affecting his or her rights, freedoms and legitimate interests, unless they contain information constituting state secrets or other secrets protected by law, or would harm the rights, freedoms and legitimate interests of natural and legal persons or the interests of society and the state;

notify the applicant immediately, in writing or in electronic form, of the results of the consideration and of the decision taken once the submission has been considered, except in the case of oral submissions received during public receptions and resolved on the spot;

explain the procedure for lodging a complaint against the decision taken on the submission if the natural or legal person disagrees with that decision;

monitor the implementation of the decision taken on the results of the consideration of the submission; take immediate measures to eliminate unlawful actions (inaction), and identify, within their powers, the causes and conditions giving rise to violations of the rights, freedoms and legitimate interests of natural and legal persons;

eliminate, in the established manner, any persecution of a natural person, his or her representative or their family members, or of a legal person, its representative or the family members of the legal person's representative, on account of their submissions;

where material damage or moral harm has been caused to a natural or legal person as a result of a violation of his, her or its rights, freedoms and legitimate interests, take measures, in the manner established by law, to compensate for the material damage or the moral harm.

The University and its officials may also have other rights in accordance with legislation.

Chapter 11. Monitoring, Oversight, Consolidation and Analysis of the Consideration of Submissions

75. The University leadership or other authorised officials shall exercise continuous monitoring and oversight of the consideration of submissions by their structural units (offices) and shall take measures to ensure that submissions are considered fully, objectively and in a timely manner.

Each quarter, the University shall study and analyse the submissions of natural and legal persons and state bodies and the results of their consideration, and shall take measures in the established manner to address the shortcomings identified.

76. A submission shall be removed from control and execution by the head or other authorised official who placed it under control.

Submissions on which interim responses have been given and which have not been fully considered shall not be removed from control.

77. University officials shall keep statistical records of submissions received, considered, satisfied, not satisfied and not considered, as well as other data.

Each quarter, the University shall ensure the consolidation and analysis of submissions in order to identify and eliminate the causes of violations of the rights, freedoms and legitimate interests of natural and legal persons and of the interests of society and the state.

At the end of each month, information on the results of meetings held by the University leadership with representatives of natural and legal persons shall be consolidated, analysed and submitted for discussion.

On the basis of the results of the consolidation and analysis of submissions, the Office of Administrative Affairs and Executive Coordination or the relevant structural units (offices) shall prepare information notes (reviews) setting out the general indicators of the handling of submissions, the issues frequently raised in submissions, the main shortcomings and violations identified as a result of the consideration of submissions, and the measures taken to eliminate the causes of violations of the rights, freedoms and legitimate interests of natural and legal persons and of the interests of society and the state, and shall submit proposals to the Rector on ensuring the lawfulness and improving the effectiveness of the consideration of submissions at the University, on eliminating the causes of violations of the rights, freedoms and legitimate interests of natural and legal persons and of the interests of society and the state, and on improving legislation.

Information notes (reviews) prepared on the basis of the results of the consolidation and analysis of submissions shall be published on the University's official website.

78. Each quarter, the University shall submit a report on the handling of submissions to the Administration of the President of the Republic of Uzbekistan.

79. The results of the consideration of submissions may be published monthly on the Single Portal of Interactive Public Services of the Republic of Uzbekistan, on the University's official website, and in print and electronic mass media.

80. The Office of Administrative Affairs and Executive Coordination shall publish the relevant statistical data on the University's official website each month, based on the results of its analysis of the submissions received.

Chapter 12. Final Provisions

81. Unlawful refusal to accept and consider submissions from natural and legal persons, violation of the time limits for their consideration without valid reason, failure to

send a written or electronic response, the taking of a decision contrary to the legislation on submissions from natural and legal persons, failure to ensure the restoration of the violated rights of natural and legal persons or the implementation of a decision taken in connection with a submission, disclosure of information on the private life of natural persons or on the activities of legal persons without their consent, persecution of a natural or legal person on account of a submission or for the opinions expressed or criticism contained in a submission, as well as any other violation of the legislation on submissions from natural and legal persons, shall entail liability in accordance with the law.

82. Responsibility for ensuring compliance with the requirements of the Law and these Regulations shall rest with the Rector and his or her deputies, the Vice-Rectors, and the heads of the Office of Administrative Affairs and Executive Coordination and of the relevant structural units (offices).

83. Where an application or complaint of a natural or legal person is satisfied by the University officials who had taken unlawful decisions on such submissions, the damage associated with making and considering the application or complaint, the expenses incurred in connection with travel required by University officials for the consideration of the application or complaint, and the wages lost during that time shall be reimbursed to the applicant through the courts.

Moral harm may also be compensated through the courts.

Funds paid by the University as compensation for material damage and moral harm caused to a natural or legal person as a result of a violation of the requirements of the law in the consideration of his, her or its application or complaint may be recovered from the person at fault by way of recourse.

84. Violation of the legislation on submissions, as well as the making of a submission containing slander or insults, shall entail liability in the established manner.

Annex 1
to the Regulations on the Procedure for Handling Submissions from Natural and Legal Persons

SCHEME

for Handling Submissions from Natural and Legal Persons at the University of World Economy and Diplomacy

<table>
<tr><th>Stages</th><th>Actors</th><th>Actions</th><th>Deadlines</th></tr>
<tr><td>Stage 1</td><td>Natural and legal persons</td><td>Making submissions to the University</td><td>At the discretion of the applicant</td></tr>
<tr><td>Stage 2</td><td>University Office of Administrative Affairs and Executive Coordination</td><td>1. Receipt and registration of submissions; examination of the issues set out in the submission.
2. Submission to the leadership for the consideration of submissions and for the signing of a resolution (written instruction) designating the responsible structural office of the University.
3. Forwarding of submissions to the responsible structural office of the University for execution.</td><td>1–2) Within one working day from the time of receipt of the submission.
3) No later than one working day from the time the resolution (written instruction) is signed.</td></tr>
<tr><td rowspan="5">Stage 3</td><td>Structural units (offices) of the University</td><td>Forwarding of submissions, according to competence, to another structural unit (office) of the University, and notification of the applicant thereof in writing or in electronic form.
Forwarding of the submission to a subordinate structural unit (office), and notification of the applicant thereof in writing or in electronic form.
Acceptance of submissions for processing.</td><td>Within five days</td></tr>
<tr><td rowspan="4">Responsible officer of the structural unit (office) of the University</td><td rowspan="2">Consideration of submissions and preparation of a response letter based on the results:
Consideration of the submission</td><td>Where no additional examination is required — no later than fifteen days from the time of receipt of the submission</td></tr>
<tr><td>Where additional examination is required — within a period of up to one month from the time of receipt of the submission</td></tr>
<tr><td colspan="2">Where verification, the requesting of additional materials or other measures are necessary for the consideration of applications and complaints, the time limits for considering the application or complaint may, by way of exception, be extended by the leadership of the relevant state body by no more than one month, and the applicant shall be informed thereof.</td></tr>
<tr><td>Consideration of proposals</td><td>No later than one month</td></tr>
<tr><td colspan="2">Except for proposals requiring additional examination, of which the natural or legal person who made the proposal shall be informed in writing within ten days.</td></tr>
<tr><td>Stage 4</td><td>Heads of the University or of its structural units (offices)</td><td>1. Sending a written response letter to the applicant.
2. Informing the higher-level University leadership where the consideration of submissions has been placed under its control.
3. Recording the completion of the consideration of the submission.</td><td>1) On the day the response letter on the results of consideration is signed.
2–3) On the day the response is sent to the applicant.</td></tr>
</table>

* Submissions may also reach state bodies through higher state bodies or through other state bodies according to competence. Where necessary, the consideration of citizens' submissions shall be placed under the control of a higher state body.

Annex 2
to the Regulations on the Procedure for Handling Submissions from Natural and Legal Persons

REGISTRATION SHEET FOR SUBMISSIONS FROM NATURAL AND LEGAL PERSONS

Serial number:	**Question:**
Applicant:	
Address:	
Date of receipt of the submission:	**Number of applicants:**
Form of the submission:	**Number of sheets:**
Form of receipt:	**Duplicate/repeated**
Type of submission:	**Date and number of the previous submission:**
Type of control:	
Summary of the submission:	
Head who signed the resolution (written instruction):	
Resolution (written instruction) of the head:	**Deadline for execution:**
Structural unit (office):	**Executor:**

(Reverse side)

Status of the consideration of the submission		
Date sent	**Sent to**	**Number and date of the response letter**
Deadline extended:		**By whom:** (signature)
Date the response letter was received:		
Summary of the results of consideration:		
Removed from control (by whom): **Date:**		**Executor's signature:** **Date of execution:**
Note on violation of the time limit for consideration of the submission:		

Annex 3
to the Regulations on the Procedure for Handling Submissions from Natural and Legal Persons

REGISTRATION SHEET FOR SUBMISSIONS RECEIVED DURING OFF-SITE RECEPTIONS

Date of the off-site reception		
Place of the off-site reception		
Full name of the author of the submission		
Date of birth (day, month, year)		
Address	_____ region, _____ district (city), _____ mahalla, _____ street, ____ house, _____ apartment	
Name of the legal person (business entity)		
Passport series and number		
Telephone number		
Summary of the submission:		
Instruction of the head conducting the off-site reception		
Summary of the results of consideration		
Position and full name of the head (staff member) who conducted the off-site reception		Signature _____