

FOREIGN AND PUBLIC SERVICE DEVELOPMENT NATIONAL EXPERIENCES

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ANNOTATION

As a result of the development of capitalism in Europe, a wider introduction of the market economy, the replacement of feudal methods in public administration for the nineteenth century was formed by a new system of relations – State Disposal and public service.

Keywords: State, purpose, revolution, housing, citizens law.

INTRODUCTION

In the same period, there were types of public services that were similar to those in the current period. The state and municipal bodies began to transfer their services to their disposal with the aim of effective control and productive use of existing public utilities, transport and other enterprises, as well as creating better social conditions for workers. From these changes, the main goal was to serve the interests of the population, and not for the benefit of the private owners of existing infrastructures. Because, in order to end the revolution and riots that began throughout Europe, a system of public service to the population was also formed.

Of course, these changes in the European countries led to the formation of the principles of socialization of the provision of public services, and this process continued until the beginning of the twentieth. The state's experience of compulsory education has also spread to countries such as North America and Japan. At the same time, state-owned medicine, state transport enterprises and airports appeared. The function of controlling movement in the air was also assumed by the state.

After the Second World War, housing and other buildings, economy and industry were destroyed in most European countries, and their restoration became a pressing issue. In the countries of Western and Eastern Europe, the restoration of enterprises, structures and all infrastructure was carried out under the leadership of the state. The spheres of social services were also reformed, many of them began to take over the state.

In the UK and Northern Ireland, payments for secondary education of children under 15 years of age were canceled, compulsory and free education was introduced. In order to provide material protection" from the cradle to the grave", a system of social support was formed.

Railroads, gas and electricity networks were nationalized (transferred to the state). In 1946-1948, the National Health Service was established, the state medical system was transformed. Its main print was the provision of general and free services to citizens on the basis of state funding. Hospitals and their employees were also transferred to the state budget. The English system of Medicine was recognized by US experts in 1950 year.

Prior to this period, in the concept of achieving social balance in European countries, the polisian statehood was given priority. In this way, since the middle of the XX century, a new way of achieving balance in society began to take shape – the system of public service delivery. Now in this conception, the service began to give priority to the Statesman. New concept M. In Great BritainTetcher received the name of a new managerism in the state Apparat.

From this period, the system of Public Service began to form in all European countries. At the same time, this process led to the emergence of new concepts and expressions in the field of public service delivery. In English sources, the phrase "public service" appeared, which had the same meaning as the concept of "service public" in French. Also in English literature, the concepts of government service - Public Service or government service (executive government service) were widely spread.

Of course, "social (Public) Service" is much broader than the concept of "Public Service", which includes all types of services. The concept of "Public service" has become incredibly widespread, it has become a concept that is often remembered in foreign literature, both on the side of the state and the municipal authorities and on the basis of public service on the basis of state financing.

And the concept of "service public", applied in France, began to be used in two different ways: material and organic (live)[11] [12]. In a material sense, it began to mean activities aimed at the satisfaction of Common Interests by a social or private organization that had powers on the basis of legal norms and was controlled by the authorities. And in the organic sense, he began to give the meaning of carrying out these functions.

In the legal documents of foreign countries, other phrases related to public service are also three. In particular, the phrase "services of general interest" is used in public service in the countries of the European Union (EU). When translating it into Uzbek it means "service of common interests". On the site of the European Trade Union Confederation (ETUC) there is a rule that the service of common interests must meet their daily needs in order to improve the well-being of people.

Also, again in US law, the phrase "city state service" ("urban governmental services") is used. Social services is understood when Washington says that the law provides municipal services. The city service includes the Police Service, Fire Safety Service, flood sewer and collars, water supply and water discharge, street cleaning, etc.

In 1920, the French scientist L. Rollan tried to formulate the rules of the civil service, which are common to all types of civil service. Later it was adopted under the name of six printouts of the civil service, widely distributed under the name of Roman law. They are mainly composed of:

1. Continuity principle (continue), that is, the service must be rendered in a continuous and uninterrupted manner, otherwise it will cause damage to users of the service;
2. Adaptation (adaptability) principle, it is also called variability principle again. It is also necessary to constantly change public services in a harmonic way to an increase in the number of needs.
3. Equality principle (egalite), that is, to be in a relationship with equality between users of the service, to comply with equality in the use of the public service;
4. Absence of additional value (valeur ajoutee nulle) principle. This does not mean that the public service is provided free of charge, but says that the services are financed in the account of taxes, even if the state does not charge the user. In other words, the state does not benefit from its services.
5. Neutrality printing, that is, public service is carried out not for individual persons, but in the interests of the well-being of society.

6. It is necessary to provide courtesy services (bond defunction nement correct), that is, the administration of the state administration should monitor the preservation of the rights of citizens in the provision of public services.

Also in the provision of Public Service, the obligation to comply with the Open Print Order was formed. The consumer of Public Service should not only have access to public service, but also use it in full. Otherwise the citizen must have the right to apply to state bodies. In the document "openness of Public Services", adopted by the British government in 2012, the policy of openness of public services gives citizens the right to choose and control the information to provide reliable information".

In this way, the countries of developed countries are paying important attention to the flexibility of the public service to the needs of the population. Therefore, in the process, it began to make it possible to carry out the provision of public services without quality, unnecessary and excessive costs. As a result of achieving the flexibility of the civil service, it was in this process that the conditions for continuous statistical observation of the demographic of the population, attention to the requirements for public services were born.

Deep reforms in the sphere of Public Service have also been carried out in Uzbekistan in the next five years. Until 2017 year this sphere did not develop at all, there was no imagination about it. In 2017, the Uzbek Agency of Public Services was established. In accordance with the decree of the president of the Republic of Uzbekistan "on measures to radically reform the national system of providing public services to the population" adopted on December 12, 2017, the agency for public services under the Ministry of Justice was established. The decree of the president of the Republic of Uzbekistan "on the concept of administrative reforms of the Republic of Uzbekistan", adopted on September 8, 2017, appeared as the legal basis for the provision of Public Service.

The agency of State Services (DXA) has started to provide services not only to business entities, but also to all citizens in different directions since 2017 year. The speed, openness and transparency of public services, its quality of Service are the priorities of the president of Uzbekistan. M. In a short period of time, he began to give his positive results, because the people were based on the printouts "the people should serve our people, and not state agencies", put forward by Mirziyoyev. The national system of public service delivery was formed.

Decree of the president of the Republic of Uzbekistan on measures to ensure more effective organization of the process of acquisition of rights over land parcels and other immovable property as part of the South Caucasus pipeline expansion project more ... , by eliminating the multiplicity of norms and combining them into a single normative-legal document, the functions of "systematization of norms" were laid.

In recent years, the system of providing public services to the population has been consistently and systematically reformed and improved in our country. In each district and city, centers for public services were established, and they were established by them for 2019 year for 13 mln.ga close public services were provided.

The decision of the president of the Republic of Uzbekistan "on additional measures for the automation of procedures for the provision of Public Social Services and assistance to the population" adopted on August 4, 2020 marked the gradual implementation of the procedure for

consideration and appointment of applications for the appointment of social benefits through the information system "unified register of social protection:

-personal identification number of an individual is an identifier of an individual in the information system;

-a certificate of recognition as low-income through the information system is provided through the single Portal and is valid for twelve months;

-The Ministry of Justice ensures the formation of electronic databases of documents stored in paper carriers in the archives of FHDYO bodies in the information system "unified electronic archive of Fhdyo" until 1 January 2021;

-It is recommended that the central bank together with the commercial banks create an opportunity to provide information on money transfers received in the name of the applicant and his family members to the Information System "social protection single register" and the remains of opened deposit accounts in the information system with the consent of the individuals on the basis of ensuring;

-The Public Services Agency ensures the introduction of the function of determining the composition of the applicant's family members by attaching the personal identification number belonging to the citizens to the Act records of the civil status in the information system "unified electronic archive of the Fhdyo" until 1 January 2021;

-within a month, through the Information System "single register of social protection", a regulation on the procedure for the appointment and payment of social benefits and material assistance to low-income families will be developed. This implies that priority income in the appointment of social benefits will be given to families with relatively low incomes;

-within two months, proposals will be developed to introduce a unified system of providing public social services and assistance to the population with the involvement of international experts, improving the criteria for determining the need to be based on the appointment of social benefits, services and assistance.

In 2018-2021, the Centers of Public Services became the only place where our people could receive the most necessary public services based on the principles of speed, convenience and quality.

Today, the practice of studying the opinion of the population of our country is constantly being established, and the number of services rendered according to their wishes is growing. In the period up to 2018 year, only 37 types of public services were provided to business entities through the Centers of public services, by 2021 the number of such services reached 157 units. In 2017, more than 120 thousand state services were provided to entrepreneurs, today more than 28 million appeals of individuals and legal entities for the provision of public services were received, in other words, this figure has increased by 219 times.

At present, more than 110 draft normative-legal documents on the sphere of public services have been developed, more than 70 services have been completely revised. This, in turn, allowed to reduce the number of documents submitted by citizens from 167 to 79, and the period required for the provision of services more than 2 times — the total period of 499 days to 271 days. With the relevant decree of the head of State in order to create more favorable conditions for the use of public services to the population and business entities, to reduce bureaucratic

obstacles in this regard, the authorities of the state abolished the requirement of 17 types of information and documents from the population.

In turn, according to the decree of the president of the Republic of Uzbekistan "on measures to ensure the rights and freedoms of citizens and further increase the effectiveness of the activities of judicial bodies and institutions in the provision of legal services" in March 2022, the agency of Public Services was directly included in the structure of the Ministry of Justice.

As a continuation of the reforms carried out in this area in the Republic of Uzbekistan, the decree of the president of the Republic of Uzbekistan "on the development strategy of the new Uzbekistan for 2022-2026" was adopted in 2022 28 January. This software document sets out a number of tasks related to the development and improvement of the public service system in the Republic of Uzbekistan. In particular, "in 2022 in order to increase the coverage and speed of Public Services and to ensure that the interests of all layers of the population in their provision are taken into account:

to establish the procedure for issuing and exchanging documents for citizens, as well as inviting related public services without waiting for an appeal;

On the account of the introduction of the project "digital passports of citizens" to cancel the procedure for requesting documents confirming the birth of the population and certain facts, such as driver's licenses, certificates and diplomas;

to simplify the system of public services for the elderly and persons with disabilities and create additional convenience by introducing modern technologies to them" the need is indicated.

In addition, the development strategy of the new Uzbekistan provides for the transformation of the activities of the bodies of Public Administration on the basis of the principle of "orientation to serving citizens" and the direction of all directions of the activities of ministries and departments on the basis of the principle of "State — Public Servant";". In turn, reforms aimed at ensuring the consistent implementation of the national program "people's state", which provides for the implementation of the idea "the state is obliged to provide services to the people", are continuing.

In place of the conclusion, by the present time, Uzbekistan began to occupy the level of public service at the level of developed countries. At the same time, the incomparable development of the provision of Public Service in the country in the short five years also signifies the development of civil society institutions. Because the share of private and non-public sector in the provision of services in this area is also increasing. Of course, the progress of these reforms means the creation of a worthy basis for the development of a new Uzbekistan.

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