

Head of the department:

## Fazilov Faizulla Fatkhulla ogli

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### **About the department for working with appeals of physical and legal entities, control and monitoring**

The Department of Working with Applications of Individuals and Legal Entities, Control and Monitoring, in accordance with the order of the Ministry of Information Technologies and Communications Development of the Republic of Uzbekistan No. 390 dated July 1, 2021, is considered as a structural unit of the Tashkent University of Information Technologies named after Muhammad al-Khwarizmi.

In its activities, the department follows the Constitution of the Republic of Uzbekistan, Laws, decrees, decisions and orders of the President of the Republic of Uzbekistan, decisions and orders of the Cabinet of Ministers of the Republic of Uzbekistan, normative documents of the University and the Charter of the department.

The department performs its activities under the leadership of the Rector of the University.

### **The main tasks of the department for working with appeals of natural and legal entities, control and monitoring:**

- Appeals from individuals and legal entities, as well as incoming instructions and orders through the systems [mitc.ijro.uz](http://mitc.ijro.uz), [cabinet.mitc.uz](http://cabinet.mitc.uz) of the Ministry for Development of Information Technologies and Communications of the Republic of Uzbekistan and systems such as [mf.ijro.uz](http://mf.ijro.uz), [cabinetpm2.gov.uz](http://cabinetpm2.gov.uz), Ministry of Higher and Secondary Specialized Education of the Republic of Uzbekistan, as well as requests from individuals and legal entities received in written and oral form, in the prescribed manner through the [tuit.uz](http://tuit.uz) system;
- Registering the appeals of physical and legal entities that come to the University, ensuring that they are considered in the prescribed manner and within the specified time, taking control;
- Prepare reports based on the approved analytical tables for reviewing the appeals of natural and legal entities and submit them to higher organizations in the appropriate terms;
- To monitor the response letters sent to individuals and legal entities by departments and centers, faculties and departments of the university in order to ensure their quality and timeliness, to organize and maintain a database of incoming appeals;
- Coordinating the state of work with the applications of physical and legal persons at the university and demanding that the answers to each application be submitted to a high-ranking organization in good quality and within the specified time;
- Sending applications through the relevant electronic systems to university-owned branches, academic lyceums and professional educational institutions according to the direction studied and analyzed by the departments of the University;
- Working with appeals of individuals and legal entities at the university, developing proposals for improving the system of executive discipline;
- Supervision of the implementation of decisions and orders of the President of the Republic of Uzbekistan, decisions and orders of the Cabinet of Ministers of the Republic of Uzbekistan at the university.
- Carrying out internal control and monitoring of the material and technical base of compliance with the state educational standards and other normative documents, which determine the necessary requirements for the quality of personnel training and the high level of training of learners;

- Participation in the implementation of the research of methods of evaluation of the performance of professors and teachers;
- Implementation and labor discipline of structural units (departments, divisions, etc.) on the basis of an approved plan, and participation in conducting student questionnaires;
- Presenting specific proposals to the university management to eliminate and solve existing shortcomings and problems.
- Preparation of a report to the Rector on the department's activities.