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## Openness And Increased Trust Are Important Factors In The Activities Of Law Enforcement Agencies In Uzbekistan

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### ABSTRACT

This research article analyzes several aspects of improving the effectiveness of law enforcement agencies in Uzbekistan and introducing a system of openness and transparency. Establishing a dialogue with the public and implementing new information and communication technologies strengthen citizens' trust in this institution. Along with all the positive trends, many problems and shortcomings in Uzbekistan's internal affairs system are also examined. The analysis and research yield scientifically sound conclusions.

### Keywords:

Internal affairs agencies, rights and freedoms of citizens, justice and transparency, Uzbekistan, legal and political reforms.

Openness and increasing public trust are priorities for the internal affairs agencies, along with maintaining law and order in the country. In addition to ensuring security and peace in the country, the system's priorities include achieving openness and transparency, improving its image, and increasing public trust.

Employees of the internal affairs agencies can be called the representatives of power closest to the people - both in terms of the number of functions they perform (more than 1,800 - from issuing passports and driver's licenses to maintaining law and order and combating crime), and in terms of numbers (there are tens of thousands of them).

Experts estimate that the 102 emergency services handle over 20,000 calls daily across the country. Of these, 4,000-5,000 are not police-related; they call about the smell of gas or other calls for assistance from other services.

President Shavkat Mirziyoyev has set the goal of making the Ministry of Internal Affairs a "truly people's professional structure." A public council, whose goal is to maintain dialogue between the public and the Ministry

of Internal Affairs and ensure the ministry's transparency, is intended to facilitate this. To improve the effectiveness of interaction, the council was expanded to include representatives of online media, bloggers, and public activists.

To increase transparency, the ministry commissioned monthly press tours to various areas of its work. The first two tours were to the Cybersecurity Center and the Road Safety Service.

The Ministry reported that its services are trying to monitor and promptly respond to messages on social media, including complaints about the work of police officers. Since the beginning of the year, 1,046 such reports have been reviewed, with 82 cases resulting in internal investigations, several employees dismissed from their positions or dismissed from the Ministry of Internal Affairs, and 41 facing disciplinary action. Meanwhile, in 224 cases, it was determined that citizens had unfoundedly accused employees of misconduct.

To improve the Ministry of Internal Affairs' image, citizen opinion polls and surveys have been launched. Courses to enhance psychological resilience in various situations

have been organized for Patrol and Road Patrol Service personnel.

Questions about systemic imbalances and the lack of compassion in certain cases were also raised in other presentations. Cases were cited of a young employee of one organization being imprisoned for signing a document incorrectly, and of a husband and wife being jailed on fraud charges due to their inability to pay compensation, leaving their four children unattended.

Today, the ministry is focusing on digitalization, which is essential for reducing the notorious human factor and opportunities for corruption. "Until the sector is fully digitized, shortcomings will persist."

To prevent negative incidents, the ministry has implemented a rewards system. For example, employees who refuse bribes are rewarded, including being promoted early. Attention is paid to ensuring employees have adequate rest and recreation ("Everyone has a family, which they should also take care of") and creating decent working conditions for them. At the request of the Minister, a study was conducted, during which approximately 350 complaints were received from employees against their superiors.

The defining condition for the effectiveness of the activities of internal affairs bodies and the recognition by society of their social mission, the quintessence of which is law enforcement activity, is the openness and transparency of the functioning of this institution.

In summary, we believe it is necessary to formulate the following conclusions. First, the adoption of the principle of openness and transparency in the activities of Uzbek internal affairs agencies is consistent with international standards, which require police agencies to strengthen their functional ties with society and ensure the necessary level of public trust in the national law enforcement system.

Secondly, the examined legal paradigm of normative regulation of the area of openness and transparency in the activities of the internal affairs bodies of Uzbekistan testifies to the high-quality "elaboration" of the noted issue, which creates the necessary legal

prerequisites for ensuring the proper level of development of democracy in the country, and, as a consequence, increasing the effectiveness of the activities of internal affairs bodies in the areas of protecting the rights, freedoms and legitimate interests of citizens, maintaining public order and ensuring public safety, as well as combating crime and terrorism.

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