

Procedure for filing and consideration of applications

Appeals can be made in oral, written and electronic form. They can submit to the virtual reception of the President of the Republic of Uzbekistan, the hotline of the General Prosecutor's Office of the Republic of Uzbekistan, the hotline of the Central Bank of the Republic of Uzbekistan, the virtual office of the Entrepreneur of the Republic of Uzbekistan, the virtual reception of the Chairman of the Board of the bank, the bank's "hotline" (+998712316076), "Consumer Protection" number (+998712316067) and through the Contact Center (1270, +99871231600), the official website of

Individuals and legal entities have the right to submit an appeal independently, as well as to delegate authority in this regard to their representative or to send an appeal through the means of postal communication or electronically.

Appeals are submitted to the Main Bank and its regional RBSO, whose competence includes resolving the issues raised in them.

Appeals in the interests of minors, persons with disabilities and limited legal capacity may be filed by their legal representatives in the manner prescribed by law.

The application of a natural person must contain the surname (name, patronymic) of a natural person, information about his place of residence.

The application of a legal entity must contain the full name of the legal entity, information about its location (mailing address).

The appeal of a natural or legal entity must contain the exact name of the Main Bank and its territorial NCB, the position and (or) surname (name, patronymic) of the employee of the bank to which the appeal is addressed, as well as the essence of the appeal.

Appeals may contain e-mail addresses, contact phone numbers and faxes of applicants.

Appeals submitted through representatives of applicants must be accompanied by documents confirming their authority.

Existing decisions or their copies, as well as other documents necessary for its consideration, may be attached to the appeal, these documents are not returned, except for cases where the applicant has submitted a written application for their return.

When the appeal is sent to another state body, organization or their official, the specified documents must be attached to the appeal.

When an application is received in an envelope through a postal means, the envelope is checked for the application and its attachments.

In the absence of an appeal in the envelope or if it is damaged, as well as in the absence of the applications specified in the appeal, an act is drawn up, one copy of which is sent to the applicant at the address specified in the envelope.

Envelopes of incoming appeals may be retained to determine the address of the applicant, the time of sending and receiving the appeal.

In the absence of an appeal in the envelope or if it is damaged, as well as in the absence of the applications specified in the appeal, an act is drawn up, one copy of which is sent to the applicant at the address specified in the envelope.

Envelopes of incoming appeals may be retained to determine the address of the applicant, the time of sending and receiving the appeal.

The written appeal must be certified by the signature of the applicant physical person or the signature of the authorized person of the applicant legal entity.

If it is impossible to confirm a written appeal of a natural person with the signature of the applicant, this appeal must be confirmed by the signature of the person who made it, and his surname (name, patronymic) must also be added additionally.

As a rule, the deadlines for submitting appeals are not established.

In certain cases, if it depends on the capabilities of the Main Bank and its territorial NCBOs or their authorized persons to consider the appeal, the need to ensure the timely implementation and protection of the rights, freedoms and legitimate interests of individuals and legal entities, as well as on other grounds provided for by law, the term for filing the appeal may be established.

An application or complaint to a higher authority in the order of subordination shall be submitted to a physical or legal person no later than one year from the moment when it becomes known that an act (inaction) has been committed or a decision has been made that violates his rights, freedoms and legitimate interests.

The deadline for filing an application or complaint, which has been missed for a valid reason, shall be restored by the Main Bank and its territorial NCBs or their authorized officials who consider the application or complaint.

Individuals and legal entities have the right to withdraw their appeal by filing an application in writing or electronically before and during its consideration, before a decision is made on the appeal. If such an application is received, the consideration of the application shall be suspended and within three days, the application shall be returned to the applicant by letter of the Bank.

The application for the withdrawal of the appeal does not exclude the adoption of measures to identify and eliminate violations by the Main Bank and its regional NCBs.

Consideration of applications by the bank is free of charge.