



## APPLICATION PRACTICE, TRANSPARENCY AND EFFICIENCY OF THE POLICE OF DEMOCRATIC STATES: IMPLEMENTATION OF INTERNATIONAL STANDARDS IN UZBEKISTAN

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**Abstract:** This scientific article examines the best practices of police bodies in processing appeals (applications, complaints) from individuals and legal entities in developed democratic countries (USA, Canada, Great Britain, Germany, etc.) and considers the issues of their application in the activities of the internal affairs bodies of the Republic of Uzbekistan. The article analyzes effective mechanisms for managing appeals using the example of international legal norms (UN Pact, constitutions of countries), technological systems (CAD, Onlinewache, OIPRD/LECA, IOPC), and independent regulatory bodies. Practical proposals will also be put forward to improve the legal framework, integrate technologies, create independent structures, and develop international cooperation and a monitoring system in Uzbekistan. The goal is to raise the activities of internal affairs bodies to the level of international standards by protecting human rights, increasing transparency and public trust.

**Keywords:** human rights, police, appeals, international experience, independent control, technological systems, CAD, OIPRD/LECA, IOPC, internal affairs bodies of Uzbekistan, legal framework, transparency, public participation, democratic development, civil complaints.

Human rights, freedoms, and legitimate interests have always been studied in connection with the best practices in the legislation of developed democratic countries. This indicates that in developed democratic countries, human rights are manifested as the highest values on Earth.

In particular, paragraph 3 of Article 2 of Part 2 of the UN International Covenant on Civil and Political Rights stipulates that each State party to the Covenant undertakes to "provide effective remedies to every person whose rights and freedoms recognized in the present Covenant have been violated, even if committed by persons acting in an official capacity; that legal protection for any person seeking such protection shall be provided by an authoritative judicial, administrative or legislative authority or other authoritative bodies provided for in the system of the State, and that judicial protection shall be developed; that, when remedies are provided, authoritative authorities shall ensure their [application](#)"[1].

International experience shows that in developed democratic states, the process of receiving and reviewing citizens' appeals by police bodies is provided with a strict legal framework, electronic control systems, and institutional mechanisms aimed at ensuring public participation. For example, in countries such as the USA, Canada, Great Britain, and Germany, police bodies have established procedures such as receiving appeals through an automated information system, registering based on electronic identification, monitoring by deadlines, conducting work under state and public control, and providing legal responses to each applicant.[2]

Consideration of appeals in these systems is carried out on the basis of specific standards.

For example, in the New York Police Department, appeals are received through the "Computer-Aided Dispatch" (CAD) information system, the work number is automatically assigned, and the status of the applicant's application can be monitored online.[3] In Canada, with the help of the "Office of the Independent Police Review Director" (OIPRD), each applicant can monitor the progress of their work online.[4] In Germany, citizens' appeals are received and reviewed through the "Onlinewache" portal and the UVBP (Unabhängige zentrale

Vertrauens- und Beschwerdestelle) reporting system[5], in Great Britain, through the IOPC electronic complaints system and the "Police Contact Management System (PCMS) " platform in police offices[6], through the CAD-integrated "Patrol Dispatch System" (PDS) platform of the Tokyo Metropolitan Police Department.

Typically, CAD consists of a set of software modules such as receiving, forwarding, monitoring call status, writing event comments, monitoring the status and movement of on-site groups, and concluding and evaluating calls. These systems are used by centralized emergency dispatch centers, 911 operators and call receivers, as well as on-site mobile data terminals (MDT) or mobile data computers (MDC).

The main reasons for the high-quality consideration of appeals from individuals and legal entities by foreign police bodies in a short period of time are inextricably linked with the fact that their legal foundations were adopted earlier than others, reflected and enshrined in their fundamental laws.

In particular, the first amendments to the US Constitution proclaimed the "right of the people to appeal to the government with petitions for peaceful assembly and the elimination of [abuses](#)"[8], while Article 17 of the Basic Law of Germany states that "Everyone has the right, individually or jointly with others, to submit a written request or complaint to competent authorities or representative offices of the [people](#)"[9]. The Bill of Human Rights (1689), considered a constitutional document of Great Britain, states that "it is the right of the raiyat to petition the King, and detention and persecution in any way for such a petition is against the law"[10].

In Germany and Great Britain, citizens' right to appeal to state bodies is viewed as a mechanism for monitoring and controlling the state's parliamentary and legislative activities and is considered a separate part of the activities of legislative and executive bodies.[11].

At the same time, the procedure for considering appeals and the procedure for their processing differ significantly from each other in the legislation of countries. For example, Article 29 of the Spanish Constitution states that all Spaniards have the right to submit individual and collective appeals to state bodies in writing in the form and for the purposes established by law. However, it is established that military personnel and employees of militarized agencies and institutions can exercise this right only individually and in accordance with the provisions of the legislation regulating their activities. This constitutional norm, while guaranteeing Spanish citizens the right to apply to state bodies (to write applications), also establishes certain restrictions on the rights of military personnel and persons working in a structure subject to military discipline.

Also, in developed foreign countries, a procedure has been established for considering complaints against police officers not directly by police departments, but by other structures not related to the police.

For example, the Police Act of 1964 abolished the right of local authorities to consider complaints arising from the actions of police officers and stipulated that such complaints should be considered by police officers serving in other police districts or by central inspectors not involved in the actions being reported. In compliance with the mandatory conditions specified in the law, such departmental consideration of complaints is called statutory review in England.[13]

**In the USA, the New York City Civil Complaints Review Board (CCRB) is a civil oversight agency that oversees the activities of the New York City Police Department (NYPD), the largest police structure in the USA. The CCRB is an independent council affiliated with the New York City government and deals with investigating, reconciling, and even prosecuting complaints about service misconduct (illegal actions) committed by NYPD officers.**

CCRB (New York City Council for the Consideration of Civil Complaints) currently operates as a fully independent civil agency, employing 142 civil investigators and dozens of

other staff. Additionally, three staff members serving in the Monitoring and Analysis Division under the New York Police Department's (NYPD) Legal Department also work at the CCRB office (at 100 Church Street) and provide access to the NYPD's restricted documentation. The agency's activities are defined in Title 38-A of the New York City Rules.[\[14\]](#)

**In Canada, OIPRD (Office of the Independent Police Review Director) is an independent civil oversight body authorized to receive, manage, and monitor public complaints against police officers. It provides community members with the opportunity to file complaints about police officer behavior, police service policies, and their services.**

OIPRD is an independent decision-making supervisory body independent of the Ontario Attorney General's Office (MAG). It exercises its jurisdiction under Part II.1 and V of the Police Services Act.

In its activities, OIPRD ensures:

- Control over the results of consideration of public complaints;
- Investigating complaints about employee behavior and overseeing internal police investigations;
- In-depth review of police internal investigations based on the requests of complainants;
- Re-analysis of returned investigative documents;
- Facilitate meaningful resolution of complaints;
- Conducting systematic reviews of complaints.

In OIPRD's activities, all decisions are made completely independently of the government, police, or the public.

OIPRD operated in accordance with the principles of strengthening trust in the police public complaints system, prioritizing its fair and impartial oversight, effective management and oversight of public complaints, increasing trust in the system, and strengthening the transparency and accountability of the complaints system in promoting the accountability of police services throughout Ontario, maintaining its own formality to the parties, providing professional, objective, and timely service to all parties, respecting their honor and privacy, impartial, transparent, and effective oversight of police investigations, and conducting independent investigations.

On April 1, 2024, the 2019 Community Safety and Policing Act (CSPA) came into force - the new law replaced OIPRD with LECA (Law Enforcement Complaints Agency).[\[15\]](#)

**In the UK, the IOPC (Independent Office for Police Conduct), a government-independent body dealing with the consideration and investigation of complaints against the police, was established on 8 January 2018, replacing the previous Independent Police Complaints Commission (IPCC).**

Its main task is to conduct a fair, impartial, and independent investigation of complaints against the police.

**Complaints to the IOPC are received from citizens in writing, electronically (online), or through the police. Complaints may relate to police officer behaviour, policy or service quality, harsh treatment, racism, violence, misrepresentation, improper treatment in detention, and other areas.**

The results of the review of the received complaints will be communicated in writing to the complainant and the police department. Based on the results of the investigation, if a disciplinary action against a police officer is necessary, it is recommended to the police, and if a criminal case is found, it is sent to the prosecutor's office.[\[16\]](#)

In conclusion, it can be said that in developed democratic countries of the world, the system of consideration of citizens' appeals by police bodies has been formed as an important part of the protection of human rights, embodying the principles of transparency, efficiency, and independence, based on international standards. In accordance with international legal documents, in particular the UN Covenant on Civil and Political Rights, every person should

have the opportunity to apply to state bodies and receive legal protection in case of violation of their rights. This principle is enshrined in the constitutions of developed countries: for example, the first amendment to the US Constitution guarantees citizens the right to appeal to the government, Article 17 of the Basic Law of Germany guarantees individual or collective appeals, and the UK's 1689 Bill of Human Rights prohibits punishment for petitions. The Spanish Constitution provides general legal protection for military personnel with certain restrictions.

The main feature of advanced foreign experience is the widespread use of technological and institutional innovations in the consideration of appeals. For example, in the USA, appeals can be automatically digitized and monitored online through the New York police's Computer-Aided Dispatch (CAD) system, while in Canada, the Law Enforcement Complaints Agency (LECA, operating since 2024) independently investigates complaints. The UK's Independent Office for Police Conduct (IOPC) and Germany's Onlinewache portal allow citizens to apply electronically and monitor the situation. These systems not only reduce deadlines but also strengthen public oversight of police activities, contribute to the prevention of offenses, and increase the effectiveness of the fight against crime.

In addition, civil oversight bodies (e.g., independent complaint mechanisms of the Australian Federal Police) have been introduced into national police systems in Australia, France, and other countries, which strengthens trust between the police and the public. According to international research, such systems, along with increasing the responsibility of the police, play an important role in the effective protection of citizens' rights - for example, the historical development of police control mechanisms in the member states of the Council of Europe is based on public opinion through iterative cycles. In general, these experiences ensure the priority of human rights in a democratic society, and the effectiveness of public administration can be increased by applying them to the national system.

In the process of applying the best practices of foreign countries to the system of internal affairs bodies of Uzbekistan, taking into account legal, technological, and institutional changes, using a comprehensive approach, based on international standards and the country's Constitution, the Law "On Appeals of Individuals and Legal Entities," the Law "On Internal Affairs Bodies," the Criminal Procedure Code, the Code of Administrative Responsibility, the following proposals have been developed:

1. Improving the legal framework: Introduce amendments to the Constitution of Uzbekistan and related laws, introducing strict deadlines, transparency requirements, and independent oversight of appeals. For example, based on the experience of the USA and Great Britain, establishing a procedure for the consideration of police complaints by a "Civil Supervisory Board" independent of the police, which will ensure objectivity and increase public trust.

2. Integration of modern technologies and application of artificial intelligence: Improvement of the capabilities of the existing electronic system "E-Murojaat" of the Ministry of Internal Affairs, including online acceptance of appeals using artificial intelligence, automatic digitization, real-time monitoring of the status of appeals, introduction of biometric identification. This system will help increase the transparency of the activities of law enforcement officers, reduce deadlines, and reduce administrative burdens.

3. Establishing independent structures and strengthening public participation: Based on the experience of France and Australia, create separate civil oversight bodies from the police, involving experts and members of the public. Further increase transparency by ensuring public participation in the review of complaints, publicly publishing annual reports, and posting statistics online.

4. Development of international cooperation and training programs: Organization of seminars, training courses and exchange of experience in cooperation with the Academy of the Ministry of Internal Affairs, the Institute for Advanced Training of the Ministry of Internal

Affairs. Training law enforcement officers in international standards (such as police ethics and legal protection), testing new mechanisms for handling appeals.

5. Development of the monitoring and evaluation system: Creation of a special commission for regular monitoring of the effectiveness of the new mechanisms, improvement of the system taking into account the feedback of citizens. This is similar to iterative reforms in developed countries, ensuring long-term efficiency.

These proposals were developed on the basis of international standards and the Constitution of our country, the Law "On Appeals of Individuals and Legal Entities," the Law "On Internal Affairs Bodies," the Criminal Procedure Code, the Code of Administrative Responsibility, and the implementation of these proposals will contribute to the overall democratic development of the Republic of Uzbekistan by raising the work of internal affairs bodies with appeals to the international level, preventing offenses, and strengthening public trust.

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