

SUMMARY

Research topic: Improving the practice of working with citizens' appeals in the customs authorities of the Russian Federation (on the example of the Mineralnye Vody customs).

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Organization customer: Mineralnye Vody customs

Relevance: due to the fact that citizens' appeals are a form of direct management of state affairs and one of the methods of control over public administration carried out by state bodies, local governments, officials.

The object of the research is the system of interaction of the customs authorities of the Russian Federation as public authorities with citizens and organizations.

The subject of the research is the organization of work with citizens' appeals in the customs authorities of the Russian Federation.

The purpose of the study is to summarize the features of organizing and conducting work with citizens' appeals in the customs authorities of the Russian Federation and to develop, on this basis, practice-oriented recommendations aimed at improving this type of management activity.

Features of the degree of development of the problem, as well as the goal of the study, determined the formulation of the following scientific and practical **research tasks:**

- to concretize the concept and content of the right of citizens to apply to public authorities, as well as detail its features;
- to clarify the place and role of citizens' appeal in the system of forms of citizens' participation in public administration;
- to detail the process of working with citizens' appeals in the authorities and administration;

- to analyze the production system according to citizens' appeals to the customs authorities of the Russian Federation;
- to conduct a statistical, meaningful and effective analysis of citizens' appeals received by the Mineralnye Vody customs;
- to determine and substantiate the main directions of improving the practice of organizing work with citizens' appeals in the customs authorities.

Main results: firstly, the work concretized the concept and content of the right of citizens to apply to public authorities, and also detailed its features; secondly, the study specified the place and role of citizens' appeal in the system of forms of citizens' participation in public administration; thirdly, the work detailed the process of considering citizens' appeals in the authorities and administration; fourthly, the work detailed the production system for citizens' appeals to the customs authorities of the Russian Federation; Fifth, the work identified and substantiated the main directions of improving the practice of organizing work with citizens' appeals in the customs authorities.

Recommendations:

- it is necessary to concretize and fix the deadlines for the execution of all administrative procedures for working with citizens' appeals to the customs authorities.
- it is necessary to develop and implement a comprehensive feedback system with the population, through the creation of a subsystem for monitoring the effectiveness of work with citizens' appeals, organizing surveys of subjects of foreign economic activity and conducting interactive surveys to assess the work with citizens' appeals.
- in the context of restrictive measures related to the epidemiological situation, it is necessary to intensify the remote interaction of customs authorities with subjects of foreign economic activity by organizing a "hot (direct) line", as well as video receptions of citizens, through which interested persons can send their appeal in real time ...

- in connection with the presence of requests from customs officials on social issues in the requests, it is necessary to introduce the practice of conducting educational interactive video courses of the corresponding thematic focus.

- it is necessary to ensure greater publicity of work with citizens' appeals through more intensive and widespread dissemination of information and it.