

"O'zsanoatqurilishbank" ATBda manbaalar kesimida 2026 yil I choragida kelib tushgan murojaatlar to'g'risida ma'lumot

№	Hududlar kesimida	2026-yil davomida	Murojaatlarni ko'rib chiqilishi						
			Ijobiy hal qilingan	Tushuntirish berilgan	Rad etilgan	Ko'rmasdan qoldirilgan	Huquqiy ma'lumot berish orqali hal etilgan	Jarayonda	Muddati o'tgan
Jami:		860	228	0	484	37	106	5	0
1	Elektron murojaatlar	467	77	0	258	24	106	2	0
1.1	O'zbekiston Respublikasi Prezidentining Virtual Qabulxonasi	232	38	0	128	15	51	0	0
	<i>Kredit ajratish masalasida</i>	56	8	0	26	5	17	0	0
	<i>Kredit to'lovlari masalasida</i>	83	7	0	54	8	14	0	0
	<i>ish masalasida</i>	5	0	0	3	1	1	0	0
	<i>IT va Joyda ilovasi masalasida</i>	4	0	0	4	0	0	0	0
	<i>Plastik kartochka, terminallar, bankomatlar va omonat masalasida</i>	30	13	0	13	0	4	0	0
	<i>Bank xodimlarining xatti-harakatlari masalasida</i>	0	0	0	0	0	0	0	0
	<i>Boshqa masalalarda</i>	54	10	0	28	1	15	0	0
1.2	O'zbekiston Respublikasi Prezidenti huzuridagi Tadbirkorlik sub'ektlarining xuquqlari va qonuniy manfaatlarini himoya qilish bo'yicha vakil devoni	13	0	0	7	1	5	0	0
	<i>Kredit ajratish masalasida</i>	5	0	0	3	1	1	0	0
	<i>Kredit to'lovlari masalasida</i>	3	0	0	2	0	1	0	0
	<i>ish masalasida</i>	0	0	0	0	0	0	0	0
	<i>IT va Joyda ilovasi masalasida</i>	0	0	0	0	0	0	0	0
	<i>Plastik kartochka, terminallar, bankomatlar va omonat masalasida</i>	0	0	0	0	0	0	0	0
	<i>Bank xodimlarining xatti-harakatlari masalasida</i>	2	0	0	2	0	0	0	0
	<i>Boshqa masalalarda</i>	3	0	0	0	0	3	0	0
1.3	O'zbekiston Respublikasi Bosh Prokuratura "Ishonch telefoni"	6	1	0	4	1	0	0	0
	<i>Kredit ajratish masalasida</i>	1	0	0	0	1	0	0	0
	<i>Kredit to'lovlari masalasida</i>	3	0	0	3	0	0	0	0
	<i>ish masalasida</i>	0	0	0	0	0	0	0	0
	<i>IT va Joyda ilovasi masalasida</i>	0	0	0	0	0	0	0	0
	<i>Plastik kartochka, terminallar, bankomatlar va omonat masalasida</i>	1	0	0	1	0	0	0	0
	<i>Bank xodimlarining xatti-harakatlari masalasida</i>	0	0	0	0	0	0	0	0
	<i>Boshqa masalalarda</i>	1	1	0	0	0	0	0	0
1.4	O'zbekiston Kasaba uyushmalari Federatsiyasining Xotin-qizlarning murojaatlari bo'yicha ishonch telefoniga kelgan murojaatlar	4	0	0	2	0	2	0	0
	<i>Kredit ajratish masalasida</i>	0	0	0	0	0	0	0	0
	<i>Kredit to'lovlari masalasida</i>	2	0	0	1	0	1	0	0
	<i>ish masalasida</i>	1	0	0	1	0	0	0	0
	<i>IT va Joyda ilovasi masalasida</i>	0	0	0	0	0	0	0	0
	<i>Plastik kartochka, terminallar, bankomatlar va omonat masalasida</i>	1	0	0	0	0	1	0	0
	<i>Bank xodimlarining xatti-harakatlari masalasida</i>	0	0	0	0	0	0	0	0
	<i>Boshqa masalalarda</i>	0	0	0	0	0	0	0	0
1.5	O'zbekiston Respublikasi Prezidenti Virtual qabulxonasi orqali Boshqaruv Raisiga kelgan murojaatlar	91	24	0	41	6	18	2	0
	<i>Kredit ajratish masalasida</i>	13	3	0	7	1	2	0	0
	<i>Kredit to'lovlari masalasida</i>	12	1	0	6	1	4	0	0
	<i>ish masalasida</i>	4	2	0	1	0	1	0	0

	<i>IT va Joyda ilovasi masalasida</i>	0	0	0	0	0	0	0	0
	<i>Plastik kartochka, terminallar, bankomatlar va omonat masalasida</i>	9	5	0	3	0	1	0	0
	<i>Bank xodimlarining xatti-harakatlari masalasida</i>	0	0	0	0	0	0	0	0
	<i>Boshqa masalalarda</i>	53	13	0	24	4	10	2	0
1.6	Markaziy bank orqali kelib tushgan elektron murojaatlar	27	0	0	22	1	4	0	0
	<i>Kredit ajratish masalasida</i>	1	0	0	1	0	0	0	0
	<i>Kredit to'lovlari masalasida</i>	9	0	0	8	0	1	0	0
	<i>ish masalasida</i>	3	0	0	3	0	0	0	0
	<i>IT va Joyda ilovasi masalasida</i>	0	0	0	0	0	0	0	0
	<i>Plastik kartochka, terminallar, bankomatlar va omonat masalasida</i>	1	0	0	1	0	0	0	0
	<i>Bank xodimlarining xatti-harakatlari masalasida</i>	1	0	0	1	0	0	0	0
	<i>Boshqa masalalarda</i>	12	0	0	8	1	3	0	0
1.7	Elektronnaya pochta	57	6	0	37	0	14	0	0
	<i>Kredit ajratish masalasida</i>	3	0	0	2	0	1	0	0
	<i>Kredit to'lovlari masalasida</i>	17	1	0	11	0	5	0	0
	<i>ish masalasida</i>	2	1	0	1	0	0	0	0
	<i>IT va Joyda ilovasi masalasida</i>	7	0	0	6	0	1	0	0
	<i>Plastik kartochka, terminallar, bankomatlar va omonat masalasida</i>	17	3	0	11	0	3	0	0
	<i>Bank xodimlarining xatti-harakatlari masalasida</i>	0	0	0	0	0	0	0	0
	<i>Boshqa masalalarda</i>	11	1	0	6	0	4	0	0
1.8	Sayt orqali kelib tushgan murojaatlar	37	8	0	17	0	12	0	0
	<i>Kredit ajratish masalasida</i>	1	0	0	0	0	1	0	0
	<i>Kredit to'lovlari masalasida</i>	7	2	0	3	0	2	0	0
	<i>ish masalasida</i>	1	0	0	1	0	0	0	0
	<i>IT va Joyda ilovasi masalasida</i>	1	0	0	1	0	0	0	0
	<i>Plastik kartochka, terminallar, bankomatlar va omonat masalasida</i>	14	4	0	4	0	6	0	0
	<i>Bank xodimlarining xatti-harakatlari masalasida</i>	0	0	0	0	0	0	0	0
	<i>Boshqa masalalarda</i>	13	2	0	8	0	3	0	0
2	Og'zaki murojaatlar	230	117	0	100	13	0	0	0
2.1	Markaziy bank ishonch telefoni orqali	3	0	0	3	0	0	0	0
	<i>Kredit ajratish masalasida</i>	1	0	0	1	0	0	0	0
	<i>Kredit to'lovlari masalasida</i>	2	0	0	2	0	0	0	0
	<i>ish masalasida</i>	0	0	0	0	0	0	0	0
	<i>IT va Joyda ilovasi masalasida</i>	0	0	0	0	0	0	0	0
	<i>Plastik kartochka, terminallar, bankomatlar va omonat masalasida</i>	0	0	0	0	0	0	0	0
	<i>Bank xodimlarining xatti-harakatlari masalasida</i>	0	0	0	0	0	0	0	0
	<i>Boshqa masalalarda</i>	0	0	0	0	0	0	0	0
2.2	Call markazi orqali	70	25	0	45	0	0	0	0
	<i>Kredit ajratish masalasida</i>	1	0	0	1	0	0	0	0
	<i>Kredit to'lovlari masalasida</i>	46	14	0	32	0	0	0	0
	<i>ish masalasida</i>	0	0	0	0	0	0	0	0
	<i>IT va Joyda ilovasi masalasida</i>	3	0	0	3	0	0	0	0
	<i>Plastik kartochka, terminallar, bankomatlar va omonat masalasida</i>	8	5	0	3	0	0	0	0
	<i>Bank xodimlarining xatti-harakatlari masalasida</i>	8	5	0	3	0	0	0	0
	<i>Boshqa masalalarda</i>	4	1	0	3	0	0	0	0
2.3	Ishonch telefoni orqali	29	12	0	17	0	0	0	0
	<i>Kredit ajratish masalasida</i>	1	0	0	1	0	0	0	0
	<i>Kredit to'lovlari masalasida</i>	6	4	0	2	0	0	0	0
	<i>ish masalasida</i>	0	0	0	0	0	0	0	0
	<i>IT va Joyda ilovasi masalasida</i>	2	0	0	2	0	0	0	0
	<i>Plastik kartochka, terminallar, bankomatlar va omonat masalasida</i>	5	3	0	2	0	0	0	0
	<i>Bank xodimlarining xatti-harakatlari masalasida</i>	12	4	0	8	0	0	0	0
	<i>Boshqa masalalarda</i>	3	1	0	2	0	0	0	0

2.4	Komplaens-nazorati Ishonch telefoni	66	26	0	27	13	0	0	0
	<i>Kredit ajratish masalasida</i>	11	2	0	8	1	0	0	0
	<i>Kredit to'lovlari masalasida</i>	1	0	0	0	1	0	0	0
	<i>ish masalasida</i>	1	0	0	1	0	0	0	0
	<i>IT va Joyda ilovasi masalasida</i>	12	6	0	2	4	0	0	0
	<i>Plastik kartochka, terminallar, bankomatlar va omonat masalasida</i>	31	13	0	12	6	0	0	0
	<i>Bank xodimlarining xatti-harakatlari masalasida</i>	2	1	0	0	1	0	0	0
	<i>Boshqa masalalarda</i>	8	4	0	4	0	0	0	0
2.5	Mas'ul xodim qabuli	62	54	0	8	0	0	0	0
	<i>Kredit ajratish masalasida</i>	57	52	0	5	0	0	0	0
	<i>Kredit to'lovlari masalasida</i>	2	0	0	2	0	0	0	0
	<i>ish masalasida</i>	0	0	0	0	0	0	0	0
	<i>IT va Joyda ilovasi masalasida</i>	0	0	0	0	0	0	0	0
	<i>Plastik kartochka, terminallar, bankomatlar va omonat masalasida</i>	0	0	0	0	0	0	0	0
	<i>Bank xodimlarining xatti-harakatlari masalasida</i>	0	0	0	0	0	0	0	0
	<i>Boshqa masalalarda</i>	3	2	0	1	0	0	0	0
3	Yozma murojaatlar	163	34	0	126	0	0	3	0
3.1	Bankka to'g'ridan to'g'ri kelib tushgan yozma murojaatlar	119	27	0	89	0	0	3	0
	<i>Kredit ajratish masalasida</i>	4	2	0	2	0	0	0	0
	<i>Kredit to'lovlari masalasida</i>	71	11	0	58	0	0	2	0
	<i>ish masalasida</i>	3	1	0	2	0	0	0	0
	<i>IT va Joyda ilovasi masalasida</i>	0	0	0	0	0	0	0	0
	<i>Plastik kartochka, terminallar, bankomatlar va omonat masalasida</i>	15	7	0	8	0	0	0	0
	<i>Bank xodimlarining xatti-harakatlari masalasida</i>	4	1	0	3	0	0	0	0
	<i>Boshqa masalalarda</i>	22	5	0	16	0	0	1	0
3.2	Markaziy bank tomonidan	44	7	0	37	0	0	0	0
	<i>Kredit ajratish masalasida</i>	9	0	0	9	0	0	0	0
	<i>Kredit to'lovlari masalasida</i>	23	4	0	19	0	0	0	0
	<i>ish masalasida</i>	1	0	0	1	0	0	0	0
	<i>IT va Joyda ilovasi masalasida</i>	0	0	0	0	0	0	0	0
	<i>Plastik kartochka, terminallar, bankomatlar va omonat masalasida</i>	0	0	0	0	0	0	0	0
	<i>Bank xodimlarining xatti-harakatlari masalasida</i>	10	3	0	7	0	0	0	0
	<i>Boshqa masalalarda</i>	1	0	0	1	0	0	0	0