

"O'zsanoatqurilishbank" ATBda 2026 yil 01 oktabr holatiga kelib tushgan manbaalar kesimidagi murojaatlar to'g'risida ma'lumot

№	Hududlar kesimida	2026-yil	Murojaatlarni ko'rib chiqilishi					
			Ijobiy hal qilingan	Tushuntirish berilgan	Rad etilgan	Ko'rmasdan qoldirilgan	Jarayonda	Muddati o'tgan
Jami:		2 583	630	1 143	692	49	69	0
1	Elektron murojaatlar	1781	273	945	482	17	64	0
1.1	O'zbekiston Respublikasi Prezidentining Virtual Qabulxonasi	652	95	358	155	14	30	0
	Kredit ajratish masalasida	174	22	106	35	6	5	0
	Kredit to'lovlari masalasida	235	25	125	68	6	11	0
	ish masalasida	11	3	4	4	0	0	0
	IT va Joyda ilovasi masalasida	3	0	0	3	0	0	0
	Plastik kartochka, terminallar,bankomatlar va omonat masalasida	106	25	65	14	1	1	0
	Bank xodimlarining xatti-harakatlari masalasida	12	1	8	0	0	3	0
	Boshqa masalalarda	111	19	50	31	1	10	0
1.2	O'zbekiston Respublikasi Prezidenti huzuridagi Tadbirkorlik sub'ektlarining xuquqlari va qonuniy manfaatlarini himoya qilish bo'yicha vakil devoni	147	17	104	25	0	1	0
	Kredit ajratish masalasida	25	2	16	7	0	0	0
	Kredit to'lovlari masalasida	53	6	36	11	0	0	0
	ish masalasida	0	0	0	0	0	0	0
	IT va Joyda ilovasi masalasida	3	1	2	0	0	0	0
	Plastik kartochka, terminallar,bankomatlar va omonat masalasida	28	5	19	4	0	0	0
	Bank xodimlarining xatti-harakatlari masalasida	15	1	12	2	0	0	0
	Boshqa masalalarda	23	2	19	1	0	1	0
1.3	O'zbekiston Respublikasi Bosh Prokuratura "Ishonch telefoni"	336	72	86	167	0	11	0
	Kredit ajratish masalasida	28	3	17	8	0	0	0
	Kredit to'lovlari masalasida	203	36	53	111	0	3	0
	ish masalasida	9	3	2	4	0	0	0
	IT va Joyda ilovasi masalasida	1	0	1	0	0	0	0
	Plastik kartochka, terminallar,bankomatlar va omonat masalasida	35	17	4	14	0	0	0
	Bank xodimlarining xatti-harakatlari masalasida	6	3	0	3	0	0	0
	Boshqa masalalarda	54	10	9	27	0	8	0
1.4	O'zbekiston Kasaba uyushmalari Federatsiyasining Xotin-qizlarning murojaatlari bo'yicha ishonch telefoniga kelgan murojaatlar	5	0	3	2	0	0	0
	Kredit ajratish masalasida	1	0	1	0	0	0	0
	Kredit to'lovlari masalasida	2	0	1	1	0	0	0
	ish masalasida	1	0	0	1	0	0	0
	IT va Joyda ilovasi masalasida	0	0	0	0	0	0	0
	Plastik kartochka, terminallar,bankomatlar va omonat masalasida	1	0	1	0	0	0	0
	Bank xodimlarining xatti-harakatlari masalasida	0	0	0	0	0	0	0
	Boshqa masalalarda	0	0	0	0	0	0	0
1.5	O'zbekiston Respublikasi Prezidenti Virtual qabulxonasi orqali Boshqaruv Raisiga kelgan murojaatlar	300	58	175	55	0	12	0
	Kredit ajratish masalasida	78	15	54	8	0	1	0

	Kredit to'lovlari masalasida	54	4	34	12	0	4	0
	ish masalasida	16	2	12	2	0	0	0
	IT va Joyda ilovasi masalasida	1	0	0	1	0	0	0
	Plastik kartochka, terminallar,bankomatlar va omonat masalasida	50	16	30	3	0	1	0
	Bank xodimlarining xatti-harakatlari masalasida	3	0	2	1	0	0	0
	Boshqa masalalarda	97	21	43	28	0	5	0
1.6	Markaziy bank orqali kelib tushgan elektron murojaatlar	79	3	50	19	0	7	0
	Kredit ajratish masalasida	17	0	16	1	0	0	0
	Kredit to'lovlari masalasida	32	0	21	6	0	5	0
	ish masalasida	2	0	0	2	0	0	0
	IT va Joyda ilovasi masalasida	0	0	0	0	0	0	0
	Plastik kartochka, terminallar,bankomatlar va omonat masalasida	7	2	4	1	0	0	0
	Bank xodimlarining xatti-harakatlari masalasida	4	0	3	1	0	0	0
	Boshqa masalalarda	17	1	6	8	0	2	0
1.7	Elektronnaya pochta	221	18	156	42	2	3	0
	Kredit ajratish masalasida	41	3	34	3	1	0	0
	Kredit to'lovlari masalasida	50	3	34	12	1	0	0
	ish masalasida	11	1	6	3	0	1	0
	IT va Joyda ilovasi masalasida	12	0	6	6	0	0	0
	Plastik kartochka, terminallar,bankomatlar va omonat masalasida	64	9	44	11	0	0	0
	Bank xodimlarining xatti-harakatlari masalasida	2	0	2	0	0	0	0
	Boshqa masalalarda	41	2	30	7	0	2	0
1.8	Sayt orqali kelib tushgan murojaatlar	41	10	13	17	1	0	0
	Kredit ajratish masalasida	3	2	1	0	0	0	0
	Kredit to'lovlari masalasida	9	2	3	3	1	0	0
	ish masalasida	1	0	0	1	0	0	0
	IT va Joyda ilovasi masalasida	1	0	0	1	0	0	0
	Plastik kartochka, terminallar,bankomatlar va omonat masalasida	14	4	6	4	0	0	0
	Bank xodimlarining xatti-harakatlari masalasida	0	0	0	0	0	0	0
	Boshqa masalalarda	13	2	3	8	0	0	0
2	Og'zaki murojaatlar	637	329	149	127	30	2	0
2.1	Markaziy bank ishonch telefoni orqali	0	0	0	0	0	0	0
	Kredit ajratish masalasida	0	0	0	0	0	0	0
	Kredit to'lovlari masalasida	0	0	0	0	0	0	0
	ish masalasida	0	0	0	0	0	0	0
	IT va Joyda ilovasi masalasida	0	0	0	0	0	0	0
	Plastik kartochka, terminallar,bankomatlar va omonat masalasida	0	0	0	0	0	0	0
	Bank xodimlarining xatti-harakatlari masalasida	0	0	0	0	0	0	0
	Boshqa masalalarda	0	0	0	0	0	0	0
2.2	Call markazi orqali	205	59	79	62	4	1	0
	Kredit ajratish masalasida	33	2	22	9	0	0	0
	Kredit to'lovlari masalasida	88	30	20	36	1	1	0
	ish masalasida	0	0	0	0	0	0	0
	IT va Joyda ilovasi masalasida	6	0	3	2	1	0	0
	Plastik kartochka, terminallar,bankomatlar va omonat masalasida	31	12	12	7	0	0	0
	Bank xodimlarining xatti-harakatlari masalasida	32	12	14	5	1	0	0
	Boshqa masalalarda	15	3	8	3	1	0	0
2.3	Ishonch telefoni orqali	48	16	9	22	0	1	0
	Kredit ajratish masalasida	8	1	3	4	0	0	0
	Kredit to'lovlari masalasida	10	5	1	3	0	1	0
	ish masalasida	0	0	0	0	0	0	0
	IT va Joyda ilovasi masalasida	1	0	0	1	0	0	0
	Plastik kartochka, terminallar,bankomatlar va omonat masalasida	8	4	1	3	0	0	0

	Bank xodimlarining xatti-harakatlari masalasida	17	5	3	9	0	0	0
	Boshqa masalalarda	4	1	1	2	0	0	0
2.4	Komplaens-nazorati Ishonch telefoni	139	42	34	37	26	0	0
	Kredit ajratish masalasida	28	7	5	12	4	0	0
	Kredit to'lovlari masalasida	14	4	6	2	2	0	0
	ish masalasida	3	0	2	1	0	0	0
	IT va Joyda ilovasi masalasida	14	5	1	3	5	0	0
	Plastik kartochka, terminallar,bankomatlar va omonat masalasida	58	21	11	14	12	0	0
	Bank xodimlarining xatti-harakatlari masalasida	5	1	2	1	1	0	0
	Boshqa masalalarda	17	4	7	4	2	0	0
2.5	Mas'ul xodim qabuli	245	212	27	6	0	0	0
	Kredit ajratish masalasida	230	205	20	5	0	0	0
	Kredit to'lovlari masalasida	9	5	3	1	0	0	0
	ish masalasida	1	0	1	0	0	0	0
	IT va Joyda ilovasi masalasida	0	0	0	0	0	0	0
	Plastik kartochka, terminallar,bankomatlar va omonat masalasida	3	0	3	0	0	0	0
	Bank xodimlarining xatti-harakatlari masalasida	0	0	0	0	0	0	0
	Boshqa masalalarda	2	2	0	0	0	0	0
3	Yozma murojaatlar	165	28	49	83	2	3	0
3.1	Bankka to'g'ridan to'g'ri kelib tushgan yozma murojaatlar	0	0	0	0	0	0	0
	Kredit ajratish masalasida	0	0	0	0	0	0	0
	Kredit to'lovlari masalasida	0	0	0	0	0	0	0
	ish masalasida	0	0	0	0	0	0	0
	IT va Joyda ilovasi masalasida	0	0	0	0	0	0	0
	Plastik kartochka, terminallar,bankomatlar va omonat masalasida	0	0	0	0	0	0	0
	Bank xodimlarining xatti-harakatlari masalasida	0	0	0	0	0	0	0
	Boshqa masalalarda	0	0	0	0	0	0	0
3.2	Markaziy bank tomonidan	165	28	49	83	2	3	0
	Kredit ajratish masalasida	15	0	6	9	0	0	0
	Kredit to'lovlari masalasida	82	11	20	49	2	0	0
	ish masalasida	3	0	1	2	0	0	0
	IT va Joyda ilovasi masalasida	0	0	0	0	0	0	0
	Plastik kartochka, terminallar,bankomatlar va omonat masalasida	37	11	11	15	0	0	0
	Bank xodimlarining xatti-harakatlari masalasida	3	1	0	2	0	0	0
	Boshqa masalalarda	25	5	11	6	0	3	0