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**Krai Union of Consumer Societies "Kraipotrebsoyuz"**

**Private professional educational institution**

**"Krasnoyarsk Cooperative College of Economics, Commerce and Law"**

Training interdisciplinary project on the disciplines "MDK 01.05 Record keeping and secrecy regime" and "English language".

Interdisciplinary educational project on the disciplines "MDK 01.05 Paperwork and secrecy regime" and "English language"

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Abstract

The topic “The procedure for receiving and processing written appeals of citizens received by internal affairs bodies. Reception and processing of anonymous letters in internal affairs bodies. “ is devoted to the study of the order of registration and approval of documents developed and adopted by collegial bodies in the system of state and law enforcement activity. The paper reveals theoretical and legal foundations of the functioning of collegial bodies, considers the types and specifics of their documents, analyzes the stages of office work - from the preparation of projects to their approval. Special attention is paid to normative-legal regulation, as well as practical aspects of record keeping on the example of a particular body. On the basis of the analysis the main problems related to the execution of documents are revealed and the ways of their elimination are offered.

Keywords (10)

Collegial bodies, normative-legal regulation, registration, documents, reception, record keeping, protocol, decision, state power, law enforcement.

Hypothesis

There is an assumption that the effectiveness of internal affairs bodies in receiving and processing written appeals of citizens is directly related to the quality of organizational processes and the introduction of modern technologies. In addition, anonymous appeals, despite their low legal force and potential difficulties in processing, can contribute to the detection of crimes and inappropriate behavior of employees, if systematic approaches to their analysis and accounting are developed.

**Introduction**

In modern society, the interaction of citizens with the authorities is becoming increasingly relevant and an important aspect of the democratic process. One of the key forms of such interaction is written appeals of citizens, which serve not only as a channel for the transfer of information, but also as a tool for the realization of the rights and freedoms of citizens. In a dynamically changing social and legal environment, internal affairs bodies (IAB) play an important role in ensuring public safety and law and order, which makes effective processing of citizens' appeals particularly important.

The relevance of the topic of this course work is due to the need to study the procedure for receiving and processing of written appeals, including anonymous letters, in the internal affairs bodies. Anonymous appeals represent a special category, as they may contain important information about offenses and threats to public safety, but their anonymity creates certain difficulties in processing and responding to them.

In modern society, ensuring the civil rights of citizens to freely express their opinions and to appeal on issues concerning their interests is an important component of the effective activity of state structures. Internal affairs systems play a key role in maintaining public order, protecting the rights and freedoms of citizens, and responding to their appeals. The procedure for receiving and processing written appeals from citizens, including anonymous letters, is an important element of the work of these bodies, contributing to a timely response to appeals from the public and ensuring the rights of citizens to receive information and protect their interests.

The object of this study is the procedure for receiving and processing written appeals of citizens received by internal affairs bodies, as well as the peculiarities of receiving and processing anonymous letters in internal affairs bodies.

The subject of the research is normative acts, internal instructions, as well as practical aspects of working with citizens' appeals and anonymous letters.

The purpose of the study is to analyze the procedure for receiving and processing written appeals of citizens received by internal affairs bodies, as well as the specifics of dealing with anonymous letters.

The objective can be achieved by accomplishing the following tasks:

- to define the concept, general classification, purpose and functions of the order of reception and processing of written appeals of citizens coming to the internal affairs bodies;

- To define the concept, general classification of reception and processing of anonymous letters in internal affairs bodies;

- analyze the regulatory and legal basis for the application of the procedure for receiving and processing written appeals of citizens received by internal affairs bodies;

- to consider the organization of the procedure for receiving and processing written appeals of citizens to internal affairs bodies received by internal affairs bodies;

- To highlight the problems arising in the sphere of receiving and processing of written appeals of citizens received by the internal affairs bodies;

- to identify ways of solving emerging problems in the sphere of receiving and processing written appeals of citizens received by the internal affairs bodies.

When writing the work were used Russian legislation, academic literature, scientific articles, on the basis of which were made appropriate conclusions and practical recommendations for solving this problem.

**1 Theoretical aspects of the procedure for receiving and processing written appeals from citizens to internal affairs bodies**

**1.1 Concept, general classification, purpose and functions of the procedure for receiving and processing written appeals of citizens received by internal affairs bodies**

The order of reception and processing of written appeals of citizens is a system of procedures, rules and mechanisms established by normative acts that ensure timely, qualitative and effective consideration of written appeals of citizens received by internal affairs bodies (IAB). This procedure is aimed at organizing the interaction of citizens with law enforcement agencies, ensuring their rights and legitimate interests, as well as increasing the level of confidence in the law enforcement system [7. p. 26].

The concept of the procedure for receiving and processing written appeals of citizens to internal affairs bodies covers a system of actions and procedures aimed at effective interaction of citizens with law enforcement agencies. This procedure includes both the reception of appeals and their further processing, which allows to ensure a timely response to requests and complaints of citizens.

The procedure for receiving and processing written appeals from citizens to internal affairs bodies (IAB) is an established process that includes all stages of interaction between citizens and law enforcement agencies through letters, statements, complaints and other written forms of communication. This procedure is aimed at ensuring the rights of citizens to appeal to the authorities and receive answers to their requests, as well as at improving interaction between the population and law enforcement agencies.

Written appeals of citizens to internal affairs bodies can be classified according to various features:

1. Content:

- Complaints and statements about violations of the rights and freedoms of citizens, criminal and administrative offenses;

- Proposals and recommendations to improve the activities of internal affairs bodies;

- Acknowledgements for assistance or interaction provided.

2. By form of submission:

- Written appeals (on paper);

- Official appeals (written on letterheads, with all necessary details);

- Electronic appeals (via official websites, e-mail);

- Anonymous letters (containing no author data).

3. In terms of urgency and importance:

- Urgent appeals (requiring an immediate response);

- Emergency;

- Routine appeals (those that do not require a quick response).

4. By level of consideration:

- Local;

- Regional;

- Central Internal Affairs.

Assignment

The main purpose of the order of reception and processing of written appeals of citizens is to create conditions for effective interaction between citizens and internal affairs bodies, to ensure the legal rights and interests of citizens, as well as to control the activities of law enforcement structures, to increase their responsibility and level of service to the population [9. p. 109].

The purpose of the procedure for receiving and processing written appeals is to ensure the rights of citizens to access information, to protect their legitimate interests and rights, and to create an effective mechanism for identifying and eliminating shortcomings in the work of internal affairs bodies. This procedure contributes to increasing citizens' confidence in the law enforcement agencies and improving public safety.

The main purpose of the procedure for receiving and processing written appeals is to ensure the rights of citizens to appeal to the authorities, as well as to create an effective mechanism for solving their problems and issues. It allows:

- Strengthen citizens' trust in law enforcement.

- To ensure the protection of the rights and legitimate interests of citizens.

- Gather information on the state of law enforcement and public safety.

Functions of the order of receiving and processing letters

The main functions of the order of reception and processing of written appeals of citizens include [11. p. 141]:

1. Receipt and registration of appeals:

- Ensuring access of citizens to internal affairs bodies;

- Accurate and timely entry of each referral into accounting systems;

- Formal recording of all incoming appeals for further analysis and processing.

2. assessment and classification of received appeals:

- Determining the type of treatment;

- Prioritization of consideration.

3. Consideration and response:

- Carrying out verification activities on appeals;

- Preparing response letters or other forms of response.

4. Enforcement Control:

- Tracking the implementation of decisions made;

- Providing citizens with information on the procedure and methods of contacting internal affairs bodies;

- Assessment of the effectiveness of the work of internal affairs bodies based on the analysis of citizens' appeals and complaints;

- Informing citizens of the results.

5. Providing feedback:

- Informing citizens about the progress of consideration of the appeal;

- Providing reasonable and timely responses to citizens' appeals;

- Establishing a dialog between citizens and internal affairs authorities to increase trust and cooperation;

- Providing guidance and counseling.

6. Analyzing and summarizing information:

- Studying the content of appeals to identify trends, problems and needs of the population;

- Identifying recurring problems and trends;

- Development of measures to address identified deficiencies.

Written appeals of citizens for internal affairs bodies (IAB) are of great importance and are one of the main ways of interaction between citizens and law enforcement agencies.

First, written appeals of citizens allow them to express their indignation, problems or complaints about the actions or inaction of IAB officers. This is important because it allows citizens to draw attention to specific cases that require intervention and resolution.

Second, written appeals allow citizens to familiarize themselves with the rules and procedures for dealing with internal affairs bodies. They can learn how to properly submit an application, what documents should be attached, how to formalize a complaint, etc. This is especially useful for those citizens who are not familiar with the process of applying to internal affairs bodies and need advice [8. p. 19].

Thirdly, written appeals of citizens are documentary evidence of the fact of appeal and evidence that the citizen has applied for help or information to the internal affairs bodies. This allows to have evidence and follow the process of consideration of the appeal.

Fourth, written appeals of citizens to IABs contribute to the efficiency of law enforcement agencies. After all, on the basis of such appeals it is possible to identify systemic problems, errors and shortcomings in the work of employees and take measures to eliminate them. In addition, they make it possible to collect information on crimes and violations, which helps in carrying out operational and investigative activities.

Thus, written appeals of citizens are of great importance for internal affairs bodies. They allow citizens to express their problems and demands, provide an opportunity to familiarize themselves with the rules of appeal, serve as evidence of the fact of appeal and help to improve the efficiency of IAB.

Thus, the procedure for receiving and processing written appeals of citizens is an important tool in the system of interaction between society and law enforcement agencies, contributing to ensuring law and order and security.

The procedure for receiving and processing written appeals of citizens to internal affairs bodies plays an important role in ensuring transparency, accountability and efficiency of law enforcement agencies. It contributes to strengthening citizens' confidence in the system of law enforcement agencies, allows timely responding to appeals and taking measures to eliminate violations of citizens' rights.

**1.2 Concept, general classification of reception and processing of anonymous letters in internal affairs bodies**

Anonymous letters are appeals, reports or statements sent to internal affairs bodies without attribution or using fictitious data. Such letters may contain information about illegal actions, threats, crimes or other events that require a response from law enforcement agencies.

Reception and processing of anonymous letters in internal affairs bodies is a system of actions aimed at receiving, registering, analyzing and responding to citizens' appeals that do not contain an indication of the identity of the sender. Anonymous letters may contain information about offenses, corruption, security threats and other important issues that require the attention of law enforcement agencies [12. p. 190].

Anonymous letters usually do not contain information about the identity of the sender, which makes them unique in comparison to ordinary letters from citizens. However, this does not diminish their importance, as they can be a source of useful information for investigating crimes or preventing offenses.

A special place is occupied by anonymous communications, i.e. communications received from persons who did not wish to provide information about themselves. Specific features of anonymous reports are that, while there is a substantial part reflecting the essence of the report itself, it lacks mandatory attributes (surname, name, patronymic and address of the applicant) or contains fictitious ones. In this regard, the procedure for dealing with anonymous reports of citizens received by the internal affairs bodies through various channels differs somewhat from the generally accepted one.

Consideration of anonymous letters of citizens in the system of the Ministry of Internal Affairs of Russia is carried out by subdivisions of the central apparatus of the Ministry of Internal Affairs of Russia, territorial bodies of the Ministry of Internal Affairs of Russia, educational, scientific, medical and sanitary and health resort organizations, district departments of logistics, institutions, as well as other organizations and subdivisions created to perform the tasks and exercise the powers assigned to the Ministry of Internal Affairs of Russia [6].

Consideration of anonymous letters in the system of the Ministry of Internal Affairs of Russia includes the following stages:

- reception and initial processing of anonymous letters: oral reception (e.g. by phone, in person); written reception (postal letters, e-mails, faxes).

- Registration and accounting of anonymous letters: entering data into a special log or information system; determining the level of importance and nature of the message;

- making organizational decisions on the order of consideration of appeals;

- Analysis and pre-assessment - verifying the reliability and completeness of information; assessing the risk to public safety;

- storage of anonymous letters and materials on their consideration - carrying out checks (operational and investigative measures, inquiries, etc.); making decisions on the need for further action; informing the relevant departments;

- classification by type - information on possible crimes; reports on threats or blackmail; complaints and appeals of citizens; information on corrupt practices;

- Documentation and control - keeping a record of all anonymous reports; controlling the execution of assignments and the results of verification.

The purpose of processing anonymous letters is to identify and respond to potential threats in a timely manner, to ensure public safety and to maintain citizens' trust in internal affairs bodies. Special importance is attached to confidentiality and protection of the authors of messages in order to encourage citizens to handle important information without fearing for their safety.

The processing of anonymous letters is important for internal affairs agencies because it allows:

- Identify crimes: Anonymous letters may contain information about crimes that might otherwise go undetected.

- Protecting citizens: Processing anonymous complaints helps protect citizens' rights by allowing them to report concerns without fear of reprisal.

- Improve the work of agencies: Analyzing anonymous letters helps to identify shortcomings in law enforcement and make necessary changes.

The main purpose of processing anonymous letters is to detect and investigate offenses, as well as to ensure the protection of the rights and freedoms of citizens. The functions performed by internal affairs bodies in processing anonymous appeals include [17. p. 20]:

1. Reception and registration: anonymous letters should be registered in accordance with the established procedure for further analysis and processing.

2. analyzing information: IAB officers assess the information received, determining its significance and risk level.

3. Fact-checking: on the basis of an anonymous appeal, checks may be initiated to confirm or refute the facts stated.

4. Response: when a threat or need for intervention is identified, the internal affairs authorities take appropriate measures to protect citizens and ensure law and order.

5. Documentation: All activities related to the handling of anonymous letters should be documented to ensure transparency and accountability of the IAB's work.

Thus, receiving and processing anonymous letters in internal affairs agencies plays a key role in maintaining public safety and law and order, allowing law enforcement agencies to respond effectively to potential threats and violations.

Thus, receiving and processing anonymous letters in internal affairs bodies is an important tool for ensuring public safety and increasing citizens' trust in law enforcement agencies.

**1.3 Regulatory and legal basis for the application of the procedure for receiving and processing written appeals from citizens to internal affairs bodies**

In accordance with the legislation, police officers are obliged to receive, register, verify statements and reports on crimes, administrative offenses, incidents and take appropriate action on them (paras. 1 ч. 1 part 1 of article 12 of the Federal Law "On Police" from 07.02.2011 (as amended on December 28, 2024) (version in force since March 1, 2025)). [2].

The regulatory and legal basis for the application of the procedure for receiving and processing written appeals of citizens received by internal affairs bodies is determined by a number of federal laws, regulations and instructional documents. The main ones include:

1. Federal Law of May 2, 2006 № 59-FZ "On the procedure for consideration of appeals of citizens of the Russian Federation" (ed. from 04.08.2023) is the main normative act that establishes the procedure for submission, registration, consideration and response to citizens' appeals. It enshrines the principles of openness, accessibility and timeliness of consideration of appeals [6].

2. Decree of the President of the Russian Federation No. 1100 of July 27, 2012 "On Ensuring Access to Information on the Activities of State Bodies" (ed. of 13.01.2023) - regulates the issues of informing citizens and increasing the transparency of the work of government bodies, including internal affairs bodies.

3. Resolution of the Government of the Russian Federation No. 1189 of November 16, 2012 "On Approval of the Rules for Organizing Work with Citizens' Appeals in State Bodies" - establishes the procedure for organizing work with appeals, the duties of officials to receive, register, consider and take action on them.

4. Order of the Ministry of Internal Affairs of Russia No. 278 of April 6, 2016 "On Approval of the Procedure for Receipt, Registration, Processing and Control of Execution of Written Appeals of Citizens in the Bodies of Internal Affairs" - specifies the procedures for processing appeals in the system of the Ministry of Internal Affairs, as well as the standards of interaction with citizens.

5. Internal local acts and instructions of the Ministry of Internal Affairs of the Russian Federation regulating the work with citizens' appeals in specific subdivisions and territorial bodies.

Key regulatory principles include:

- compulsory reception and registration of each appeal of a citizen;

- timely and objective consideration of appeals;

- ensuring confidentiality and protection of personal data;

- informing the applicant about the progress of the review and the measures taken;

- Ensuring that the procedure is accessible to all citizens.

These normative acts form the legal basis for effective interaction between internal affairs bodies and citizens, ensuring their rights to appeal and receive answers on issues of interest to them.

The procedure for dealing with citizens' appeals in the internal affairs agencies, including anonymous appeals, is regulated by the Administrative Regulations of the Ministry of Internal Affairs of the Russian Federation for the provision of the state service of receiving, registering and resolving in the territorial bodies of the Ministry of Internal Affairs of the Russian Federation statements, reports and other information on crimes, administrative offences and incidents, and by the Instruction on the organization of consideration of citizens' appeals in the system of the Ministry of Internal Affairs of the Russian Federation.

In accordance with part 1 of article 145 of the Criminal Procedure Code of the Russian Federation from December 18, 2001 № 174-FZ (ed. from 24.04.2020) authorized officials carry out reception, registration and resolution of crime reports (statements), establish sufficient data indicating the presence or absence of signs of crime, and make appropriate decisions) [4].

Article 144 of the Criminal Procedure Code of the Russian Federation defines the persons obliged to receive and resolve crime reports as: an inquirer, an inquiry body, an investigator and the head of an investigative body. Until September 6, 2007, this list included the prosecutor, but after the amendments to the Code of Criminal Procedure, the prosecutor lost this function.

According to the Decree of the Ministry of Internal Affairs No. 736 of 29.08.2014 (ed. 09.10.2019), p. 9,26, round-the-clock reception and registration of crime reports in the CUSP at the IAB is carried out by the duty officer. The duty officer means, according to footnote 1 of item 9, "Head of the duty unit, head of the duty shift, senior operational duty officer, operational duty officer, duty officer, assistant operational duty officer".

Paragraph 26 states that the officer on duty shall immediately register the received reports in the CPSS. For the sake of clarity, it is suggested that para. 9 as footnote 2, specifying who can receive and record reports in the CPCM. Earlier orders stated that the duty officer on duty should keep the CUSP, but subsequent entries could be made by the duty shift supervisor, the senior operational officer on duty, the operational officer on duty.

Thus, in this case we can see the evolution of the attitude towards the subject was as follows: "any employees", "any authorized employees", "authorized employees".

**2 Analysis of the application of the procedure for receiving and processing written appeals of citizens received by internal affairs bodies**

**2.1 Organization of the procedure for receiving and processing written appeals of citizens to internal affairs bodies received by internal affairs bodies**

Work with appeals (proposals, statements and complaints) of citizens is an important independent area of activity of the Ministry of Internal Affairs of the Russian Federation, designed to ensure the observance, protection, defense and, where necessary, restoration of violated constitutional rights and legitimate interests of citizens. The work with citizens' appeals in the Ministry of Internal Affairs of the Russian Federation is conducted in full compliance with the legislation of the Russian Federation.

Received reports of incidents, regardless of the place and time of occurrence, as well as the completeness of the information contained in them and the form of presentation, must be received in any internal affairs body on a 24-hour basis.

Incident reports are registered in the duty units of IAB 24 hours a day in the incident report books.

The CUSP is subject to registration:

- written statements about crimes;

- protocols for taking an oral statement about a crime;

- protocols of confession;

- of a missing persons report;

- IAB officers' reports on detection of signs of crime;

- Procurator's instructions to conduct checks on reports of crimes disseminated in the media;

- reports and written statements about events that threaten personal or public safety, including accidents, accidents, traffic accidents, disasters, emergencies, mass riots, mass poisoning of people, natural disasters and other events that require verification to detect possible signs of a crime or administrative offense;

- other incident information.

When registering incident reports received by the duty unit, a registration stamp shall be affixed to the documents registered in the CUSP, the duty officer shall enter the registration number of the record in the CUSP, the date of registration, the name of the IAB, his/her initials and surname and certify the above information with his/her signature.

If an application is received by the IAB duty unit at the applicant's personal address, the applicant shall be issued a notification slip after registration. The coupons shall be stapled and numbered.

After registering an incident report in the CPMS, the duty officer shall take response measures provided for by the legislation and and other regulatory legal acts of the Russian Federation. It is prohibited to transfer to the executor an incident report not registered in the CPMS.

Based on the results of consideration of incident reports by the body of inquiry or investigator, one of the following decisions shall be taken: