ABSTRACT

Objectives: The first section of this discussion focuses on outlining the primary objectives that guide the exploration of the gender approach. Understanding the significance of addressing gender-related issues in contemporary society sets the stage for a comprehensive examination of economic, social, and peace-related challenges affecting both women and men.

Methods: In this segment, the methods employed to investigate and analyze the gender approach are elucidated. Whether through qualitative research, statistical analysis, or a combination of methodologies, this section provides insights into the strategies used to gain a deeper understanding of the impact of gender dynamics on various aspects of human life in the 21st century.

Results: The third subsection delves into the outcomes and findings derived from the study of gender-related issues. This could include statistical data, case studies, or empirical evidence that highlights the tangible effects of gender inequality on economic and social realms, as well as its implications for peace and security.

Conclusion: The final part synthesizes the key insights and draws conclusions based on the objectives, methods, and results presented earlier. It reflects on the broader implications of the gender approach, acknowledging its role as an integral component of sustainable development, as endorsed by Goal 5 of the UN's 2030 agenda. This section emphasizes the fundamental human right of gender equality and its crucial contribution to fostering a peaceful and sustainable global existence. [1]"

Keywords: education, healthcare, gender equality, interests, key problems, concepts, women’s business enterprises, international law, united nations general assembly.

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RESUMO

Objetivos: a primeira seção desta discussão concentra-se em delinear os principais objetivos que norteiam a exploração da abordagem de gênero. Compreender a importância de abordar as questões relacionadas com o gênero na sociedade contemporânea cria as condições para uma análise abrangente dos desafios econômicos, sociais e de paz que afetam tanto as mulheres como os homens.

Métodos: Neste segmento, os métodos empregados para investigar e analisar a abordagem de gênero são elucidados. Seja através de pesquisa qualitativa, análise estatística ou uma combinação de metodologias, esta seção fornece insights sobre as estratégias usadas para obter uma compreensão mais profunda do impacto da dinâmica de gênero em vários aspectos da vida humana no século 21.

Resultados: A terceira subseção aprofunda os resultados e descobertas derivadas do estudo de questões relacionadas ao gênero. Isso pode incluir dados estatísticos, estudos de caso, ou provas empíricas que salientem os efeitos tangíveis da desigualdade de gênero nos domínios econômico e social, bem como as suas implicações para a paz e a segurança.

Conclusão: A parte final sintetiza as principais percepções e tira conclusões com base nos objetivos, métodos e resultados apresentados anteriormente. Reflete sobre as implicações mais amplas da abordagem de gênero, reconhecendo o seu papel como componente integrante do desenvolvimento sustentável, conforme aprovado pelo objetivo 5 da agenda das Nações Unidas para 2030. Esta seção enfatiza o direito humano fundamental da igualdade de gênero e sua contribuição crucial para a promoção de uma existência global pacífica e sustentável. [1]

Palavras-chave: educação, saúde, igualdade de gênero, interesses, principais problemas, conceitos, empresas de negócios femininas, direito internacional, assembleia geral das nações unidas.

1 INTRODUCTION

Uzbekistan, which has acceded to many international documents and recognized the supremacy of international law, pays great attention to issues of gender equality and increasing the role of women in social and state construction.

The Republic has committed itself to implementing the Sustainable Development Goals until 2030 at the national level. Resolution of the Cabinet of Ministers of the Republic of Uzbekistan dated October 20, 2018 No. 841, in accordance with the resolution of the United Nations General Assembly No. 70 adopted at the UN Summit on Sustainable Development in September 2015, as well as in order to organize systematic work for the consistent implementation of the Goals sustainable development of the UN Global Agenda until 2030, National goals and objectives in the field of sustainable
development for the period up to 2030 were approved. Goal No. 5 is dedicated to ensuring gender equality and empowering all women and girls in Uzbekistan.

2 THEORETICAL FRAMEWORK

By improving the mechanisms for providing public services, a joint project of the Public Services Agency under the Ministry of Justice, UNDP and the European Union “Improving the provision of public services and increasing the level of governance in rural areas of Uzbekistan” was developed, which helps improve the quality of life of vulnerable populations in rural areas - women, youth and children, the elderly and people with disabilities – by expanding access to services and improving the quality of their provision.

In connection with the above, the project was set the goal of developing practical recommendations for the creation of women’s advisory groups (WAG or WAG (in English) at public service centers, which will serve to empower women by creating favorable conditions for receiving public services, especially in the countryside.

Based on the goal, the following tasks were set:

- study the world experience in the formation and functioning of housing and communal services;
- study the current legislative framework for the functioning of housing and communal services in Uzbekistan;
- study the activities of functioning non-governmental organizations in the field of gender issues;
- study the most popular issues and problems on which women need support, and justify the feasibility of creating housing and communal services;
- develop recommendations for the formation of housing and communal services in public service centers.

3 METHODOLOGY

Review of the experience of foreign countries in the field of creating women’s advisory groups in local authorities

EU states (in particular the Scandinavian countries) have made significant positive progress in ensuring gender equality. Therefore, today they do not focus on the problems of discrimination and oppression in various spheres of life. As the practice of EU
countries regarding the activities of housing and communal services shows, they differ in goals, focus of interests, key problems, concepts, etc. For example, some housing and communal services function as women’s clubs that organize various trainings, holidays and other events; others as groups providing help and support to victims of violence and the sex industry; others - as communities of women leaders or women entrepreneurs, which are a platform for meetings and exchange of information and experience; the fourth ones work within public service agencies and deal with a wide range of social and everyday issues.

Advisory groups or councils specializing in gender issues are divided into international and national ones. National – divided into covering all regions of the country and local, operating within one city/district (sometimes even an enterprise).

Below is the studied experience of housing and communal services operating in different countries and lobbying the interests of women on various issues.

Young Women’s Advisory Group (YWAG) [2] – young women’s advisory group for the equal rights alliance ERA (Equal Rights Alliance). The advisory group is made up of ten women (aged 30 and under) from across Australia, working together to engage young women and girls in ERA’s advocacy work and research and advocacy projects. The work of this organization is focused mainly on sex education. Staff conduct surveys to find out how young women understand sex education. Such surveys help identify problems existing in educational institutions regarding sex education, as well as the information needs of young women - what they would like to hear in lectures on sex education, what current topics need coverage.

Housing and communal services at Project Respect was created in 2017 today it has 5 active participants. Project Respect is an Australian social services accredited community organization that provides support and referral services for women victims of sexual exploitation and involvement in the sex industry [3]. Project Respect helps women access education, healthcare and legal representation, file police reports, obtain child custody, apply for jobs in new industries, etc. The organization provides a wide range of services. Their main goal is to assist in the rehabilitation of women involved in the sex industry. Project Respect advocates for women’s rights, against violence, human trafficking and exploitation, helps expose violence against women and works to end violence. Over the past two decades, Project Respect has done much to address the issue of sex trafficking and provide effective support to victims of trafficking, including
providing access to compensation and legal processes to facilitate testimony, and developing world-first guidelines for victim-trafficking practices people through a global network of services [4].

*Status of Women Advisory Group, Central Coast Council* in Australia [5], SWAG provides a discussion and consultation forum for women in Central Coast local government; advises the Council as necessary to ensure effective decision-making on key issues affecting women throughout the Central Coast, promotes capacity building of organizations and groups representing local women to develop relationships and networks; encourages and supports society in organizing events that give women a platform to highlight their problems, needs and achievements; promotes increased representation of women in leadership positions both in local authorities and in society as a whole.

*Women’s Advisory Committee* [6], *operating within the framework of a public organization in the city of Vancouver* (Canada). The Women's Advisory Committee's mission is to provide Vancouver City Council with information on measures to promote the full participation of women and girls in city services and civic life. Vancouver has adopted a Women’s Equality Strategy 2018-2028 and is implementing its program under the slogan “A City for All Women”. This strategy is designed to provide women with unrestricted access to city resources and the opportunity to fully participate in the political, economic, cultural and social life of Vancouver. The strategy addresses the challenges women face in five priority areas:

- application of cross-cutting objectives to enhance women's participation in decision-making;
- security, including violence against women;
- affordable, quality child care;
- safe and affordable housing;
- Women’s leadership and representation in the urban workforce.

The committee aims to increase the representation and leadership of women and girls in all areas of public life (for example, increasing the number of female firefighters); achieving economic equality between women and men; ensuring a high level of city safety for women and girls; encouraging departments, law enforcement agencies, committees, and missions in Vancouver to view their work through a gender lens; encouraging city authorities to adopt participatory gender budgets.
Women’s Sustainability Club (Financially Sound Women (FSW) Club, New York) [7] started its activities in October 2017 to unite like-minded women. The club’s goal is to create a community and platform for women interested in learning more about personal finance and investing. The organization’s core focus is financial education in a safe and supportive environment that helps women become more financially resilient so they can feel confident in making decisions regarding their personal and/or family financial resources. In addition to promoting financial education, the Club participates in many social events and meetings, where connections within the group and mutual assistance are strengthened, and role models are demonstrated to the younger generation.

Women’s Advisory Committee of the Halifax Regional Council in Nova Scotia, Canada. The Committee strives to achieve the full participation of all women in civic and community affairs by ensuring that policies, programs and services do not create barriers to such participation, including raising the level of civic consciousness and public awareness regarding women within the municipality by promoting effective communication, eliminating barriers faced by women and providing equal opportunities for women to express their opinions, as well as monitoring the effectiveness of municipal policies, programs and services. The Committee advises the Council on the following matters:

- reviewing municipal policies, priorities and decisions from a gender perspective, on items referred to the Committee by the Council or the Standing Committee of the Council, or on its own initiative under the guidance of the Standing Executive Committee, and making recommendations;
- consulting on mechanisms for involving women in the political process at the municipal level and expanding their rights and opportunities for full participation in it;
- consulting on mechanisms to promote the development of leadership qualities among women in municipalities;
- providing the Council with information and resources on gender issues, including the use of gender analysis;
- advising and making recommendations on strategies aimed at achieving the goals of the Committee [8].

Women’s Affairs Advisory Committee (WAC) within the CFA Society of New Mexico. Provides support to women in the investment community through networking,
professional and personal development opportunities, and educational programs. The Advisory Committee helps women working in various financial fields (financial consultants, investment managers, accountants, lawyers, etc.) to establish contacts and improve their professional level. This goal is achieved through educational activities under the auspices of the Committee and the CFA Society in New Mexico, including various initiatives involving university students. The committee aims to promote professional networking and career development opportunities through programs [9] and strengthening connections within the investment community, dialogue to improve the status and empowerment of women in the New Mexico investment community, personal leadership development, mentoring, education and philanthropy to benefit women in various areas of investing and provide young women with early exposure to the investment industry, resources and tools for networking during their student years and early careers.

4 RESULTS AND DISCUSSION

In Washington, The Office of Minority and Women’s Business Enterprises OMWBE, the Office advocates for equity and helps increase participation in government contracting and procurement by small businesses owned by minorities, women, and disadvantaged individuals through education and certification. OMWBE’s work supports minority-, women- and veteran-led small businesses that help strengthen economies and families, strengthen communities and improve the quality of life for Washington residents. The advisory committee represents the business interests of minority ethnic and women entrepreneurs throughout Washington State [10].

As can be seen from the goals and activities of the above-mentioned organizations functioning as housing and communal services, they deal with a wide range of issues the focus of their work is different: for some, the key is the problem of violence, for others – the development and support of women’s entrepreneurial qualities, for others – women’s leadership.

From the point of view of modern realities, it is also interesting to analyze the activities of WAG and similar organizations in Eastern countries that have used the successful experience of EU states. Particularly indicative are women’s centers, women’s clubs rehabilitation and adaptation centers in South Korea.

One of them is Suseon Women’s Club, whose goals are:
• Development and monitoring of a women-friendly policy, including elements of a women-friendly society;
• Creating a basis for developing programs to ensure women's equality, safety, well-being and support;
• Creating a gender-equal, women-friendly environment in which they can participate without obstacles in the formation of social security policies for social minorities and in the process of regional development;
• Disseminating information about gender equality, creating a safe, supportive environment, improving the lives of women, promoting the development of a city (can be launched in test mode in several cities) that is favorable to women.
The club also creates new jobs for women, taking into account factors such as:
• Everyday life: creating jobs closer to everyday life, close to the labor market;
• Separate region: creation of jobs based on the needs and problems of the area;
• Balance: preventing career interruptions associated with the birth of a child and creating jobs for women that maintain a balance between work and family;
• Women-friendly: creating jobs for women's participation in regional management of social development.
Suseon Women’s Club carries out several women-friendly projects:
• Creating a women-friendly urban environment, including leisure, education in the field of psychology, coaching for psychological support, art therapy, etc;
• Creation of women’s communities specializing in issues of legal literacy of women, environmental problems and their solutions (actions aimed at improving the city), organizing concerts, festivals, exhibitions (including handicrafts of participants), covering the activities of the Center in the media, etc.
• Ensuring a favorable economic environment for women - organizing training and start-up programs for young girls/women entrepreneurs on favorable terms, providing full-time and part-time jobs, based on the needs of the area and focusing on women with interrupted careers (maternity leave), and etc.;
• Implementation of international projects, programs, grants;
• Launching centers for organizing women’s employment in new models (new types of professions), including consulting, training/training, and providing work within the Center.
Women’s Development Center (North District) for women in Seoul, established under the Korean Association of University Women (KAUW). The center’s mission is to improve the lives of women by supporting their economic empowerment. Goals: building the professional potential of women, improving the quality of employment and start-ups which will lead to an increase in the well-being of local residents. The center offers various courses for women: office (computer literacy); educational (calligraphy); culinary; cutting and sewing courses; salon industry (styling, makeup); Fine arts and crafts; charity courses (baking for the disabled, computer literacy for the elderly); external projects.

Within the framework of the center, there is a project “Support for Business Startups”, the goals of which are to encourage potential entrepreneurs and assist successful startups, facilitate the creation of networks and expand projects related to supporting start-up businesses. As part of the project, women receive free consultations and training. Personnel training for specific industries and microcrediting of enterprises in the Northern District are also provided. The center has helped many women get a specialty and start their own business.

The Korean experience is undoubtedly attractive. Women's centers of this format also operate in China and Japan. Their experience shows that the well-being of a country and the attitude towards women are interconnected and interdependent.

Having examined the activities of each of the above housing and communal services, we can draw the following conclusions.

Based on certain goals and objectives, various WAGs were created in specific areas. In most cases they are non-governmental and non-profit organizations and social enterprises. Therefore, their main characteristic is the involvement of volunteers (for example, YWAG). However, there are also options for integration with existing developed organizations as a substructure - for example, Project Respect (in this case, housing and communal services has similar features and focus to the leading organization). Some WAGs are created under government agencies, within agencies or committees - the initiators are government organizations.

All advisory councils usually function within the framework of the laws of their countries. Their activities are regulated by a charter/regulations developed in compliance with local legislation and international rules.
In the countries reviewed, WAG activities are primarily funded through grants they receive and donations from members/founders or other donors. There is a practice of providing financial support from the state. International organizations play an important role in funding and support. There are cases when non-governmental organizations themselves are donors for other WAGs - they provide various grants for training, consulting, events to fight for women's rights, etc.

The effectiveness of such groups has not been thoroughly studied. Since each has its own goals and objectives, they have different performance indicators. For example, the effectiveness of Project Respect housing and communal services is assessed by the amount of support provided to victims of human trafficking, including payment of compensation to them.

4.1 ANALYSIS OF THE LEGISLATION OF THE REPUBLIC OF UZBEKISTAN REGULATING THE ACTIVITIES OF WOMEN’S ADVISORY GROUPS

The topic of women’s advisory groups is not new to the Republic of Uzbekistan, since the creation and functioning of such organizations within political institutions, state enterprises and institutions have been practiced for many years [11]. All of them are aimed at solving women’s issues, including protecting women’s rights, supporting women’s activism, maintaining gender balance and many others that are the focus of attention of one or another institution. Each such organization has its own charter and rules. However, their activities are limited to the enterprises and institutions in which they were created.

The activity of women’s advisory groups/councils is regulated by the Constitution of the Republic of Uzbekistan, the Laws “On Non-Governmental Non-Profit Organizations”, “On Public Control” and other legal acts.

Recently, significant measures have been implemented to increase the role and importance of non-governmental non-profit organizations and other civil society institutions in implementing democratic changes in all spheres of life, in particular in the field of gender issues. More than 200 regulatory and legal acts have been adopted aimed at increasing the efficiency of the activities of non-governmental non-profit organizations and the necessary institutional framework has been created for their full support. Below we will discuss some of them adopted in recent years.
By Decree of the President of the Republic of Uzbekistan dated May 4, 2018 No. UP-5430, the Advisory Council for the Development of Civil Society under the President of the Republic of Uzbekistan was created. The main tasks of the Advisory Council are determined:

- Establishing a systematic and effective dialogue between the state and civil society institutions at the highest level as a modern, democratic and transparent platform for consolidating their efforts aimed at further rapid and comprehensive development of the country;
- Development of proposals for determining strategic directions and forming a national model for the development of civil society for the medium and long term;
- Discussion of current issues of concern to civil society and the general public, as well as systematically informing the President of the Republic of Uzbekistan about the state and development trends of this sector and others.

By Decree of the President of the Republic of Uzbekistan dated July 4, 2018 No. PP-3837, in order to further deepen democratic reforms in the country, establish an effective and efficient dialogue between the state and society, develop strong mechanisms for exercising public control over the activities of government bodies, ensuring openness and transparency of their activities, effective interaction with civil society institutions, as well as the implementation of the tasks defined in the Action Strategy for the five priority areas of development of the Republic of Uzbekistan in 2017–2021, provides for the creation of a public council under each government body, including law enforcement agencies, the Council of Ministers of the Republic of Karakalpakstan, khokimiyats of regions and the city of Tashkent.

By Decree of the President of the Republic of Uzbekistan dated April 16, 2020 No. UP-5980 in order to put into practice the new idea “The initiator of reforms is society itself,” outlined in the Message of the President of the Republic of Uzbekistan to the Oliy Majlisi dated January 24, 2020, expanding the scope of public participation in the management of state affairs and society, achieving the Sustainable Development Goals of the United Nations, establishing close mutual cooperation between citizens, society and the state, as well as strengthening public control over the activities of government bodies and institutions, the Public Chamber under the President of the Republic of
Uzbekistan and the public chambers of the Republic of Karakalpakstan, regions and the city of Tashkent were created.

On August 14, 2020, the Cabinet of Ministers adopted Resolution No. 486 of the Republic of Uzbekistan “On the creation of public councils of women in the Republic of Karakalpakstan, regions, the city of Tashkent, as well as in districts (cities)” [12]. The document states that, in accordance with Presidential Decree No. UP-5938 dated February 18, 2020 “On measures to improve the socio-spiritual atmosphere in society, further support for the institution of mahalla, as well as raising the system of working with families to a new level and women”, in the Republic of Karakalpakstan, regions, the city of Tashkent, and in districts (cities) public councils of women (hereinafter referred to as women’s councils) are being created. First deputy heads of territorial divisions of the Ministry for Mahalla and Family Support were appointed heads of women’s councils.

The resolution approves: the legal status of women’s public councils; their main tasks and functions, rights and responsibilities; the procedure for forming the structure and organizing activities; the implications of the decisions they make; as well as the organization of interaction and cooperation of women’s councils with primary organizations of women of government agencies and business associations.

The document emphasizes that the women’s council is a permanent advisory body operating on a public basis, and performs the tasks assigned to public organizations to interact with representatives of the state and public organizations participating in the community council, and ensures the performance of relevant functions in the authorities. It was also emphasized that women who are active members of public councils, who perform their duties in a timely and efficient manner, will be encouraged through additional sources of local budgets of districts, cities and funds from the Obod va Khafsiz Mahalla Foundation under the Ministry of Mahalla and Family Support of the Republic of Uzbekistan. The resolution approved the standard Regulations on women’s councils.

Resolution of the Cabinet of Ministers No. 486 is a full-fledged document defining the legal status of public women’s councils, their tasks and functions, rights and responsibilities, as well as the organization of their activities. However, it should be noted that the government organization represented by the Ministry of Mahalla and Family Support manages the activities of women’s councils, which limits their freedom in decision-making.
4.2 ANALYSIS OF THE ACTIVITIES AND PROBLEMS OF WOMEN’S ADVISORY GROUPS IN UZBEKISTAN

Considering the situation in the Republic of Uzbekistan, we must recognize the fact that basically most of the problems that women face today stem from an unstable economic situation and lack of funds, as well as from the presence of stereotypes among the population regarding women. This situation is aggravated by the underdeveloped legal culture of women, insufficient or inaccessible information about the activities of government agencies and government services. It is very difficult for women to become involved in the political and social process. Many existing barriers made them socially excluded and not taking part in the life of the country, hence the isolation, in which other problems arose that aggravated the situation - lack of education, financial dependence, unstable psycho-emotional state, domestic violence and more. All of the above especially concerns rural women, whose life situation is further aggravated by their remoteness from regional centers (this problem is most acute in mountainous areas). A special contribution is made by historically established foundations and religious canons, according to which a woman plays the role of a mother, a keeper of the hearth, which limits her capabilities to the family. For this reason, there is reluctance among women to be active in the political, economic and social life of the state.

Today, there are more than 300 non-governmental non-profit organizations dealing with women's issues in Uzbekistan. However, in terms of the effectiveness of their activities, they are far from modern housing and communal services of the Western model. Moreover, the participation of these organizations in the lives of women who find themselves in difficult situations is almost invisible. Very often they are busy only with holding formal meetings and events. And sometimes women themselves are not ready to voice their problems or simply do not have sufficient information about where to turn for help due to the low level of political and legal culture.

The study of materials and literature about housing and communal services made it possible to draw the conclusion that in the capital at different times several women’s clubs and centers functioned, whose activities mainly consisted of conducting trainings, consultations and various kinds of events. However, today many organizations only maintain a bureaucratic apparatus and exist on paper, but are ineffective in solving any women’s issues or have ceased to exist. The reason for the ineffectiveness or disappearance of such organizations is primarily their lack of demand/irrelevance, due to
incorrectly chosen programs, goals and strategies. In other words, they do not focus on the problems that women most often face in a particular area, village, region or city. The second compelling reason for this state of affairs is the passivity of women themselves, leading to their refusal to participate in any processes and lack of desire to change reality. Often, such passivity is explained by lack of education, lack of awareness, low level of political and legal culture, as well as traditions and stereotypes that prescribe a woman to be only the keeper of the home.

On the territory of Uzbekistan (in particular, in Tashkent) today there are several organizations operating that are similar in their field of activity to housing and communal services. Below we will look at some of them in more detail.

*Women Empowerment Club Tashkent.* Operating since 2015, the Club strives to inspire women in Central Asia to success [13], personal growth and self-realization, mainly organizing meetings during which participants receive useful information on how to master a profession, start their own business, and become successful. Such meetings take place in the format of trainings and conversations. In 2015, the Club conducted trainings on how a woman can find herself, build a career, combine work and family, create her own business, withstand competition with male businessmen, get rid of fear and uncertainty, and much more. The speakers were successful women who shared their experiences and recipes for success. The topic of career guidance (the right choice of profession) and how a hobby can be turned into a source of income was also widely discussed.

In 2019, the Club began to invite male speakers, since the problems that women face in society and at work concern not only them. In addition, the male gaze allows you to expand the perception of the topics discussed. In 2020, more than ever before, blogger activities became popular in Uzbekistan, so the only meeting held at the beginning of the year was devoted to this issue. Women bloggers were invited to express their opinions through social networks and draw people’s attention to the problems existing in society. The speakers talked about how to use a blog for the benefit of society, what needs to be talked about, what is really important today, etc.

Since the fall of 2019, *Women’s Social Networking* [14] has been operating according to the same model - organizing meetings and trainings. At the first meetings, the topics of creating a personal brand, diplomatic etiquette, and career growth were discussed. The speakers were successful women giving inspiring speeches. At the
beginning of this year, another meeting was organized dedicated to the same range of issues.

*Women’s club The Woman* conducts trainings mainly on psychological topics, covering issues of overcoming fears and phobias, self-knowledge, self-confidence, self-acceptance, relationships between men and women, in the family, with children, with other people and much more [15].

It should be noted that women’s clubs also function in higher educational institutions of Uzbekistan.

Thus, Tashkent women’s clubs work on the same principle as in other countries, and cover similar issues - beauty, health, psychology and women's entrepreneurship. Their main activity is organizing trainings, meetings and lunches. Such events, although effective in terms of information content, are often insufficient to solve many of the problems that women face, especially in remote regions of the country. It must be emphasized that women who find themselves in difficult life situations need much more than training or holidays - they need practical help with further effect.

In providing various types of support to women victims of domestic violence, *shelters* - rehabilitation and adaptation centers created at the regional branches of the former Women’s Committee of Uzbekistan (now the Ministry of Mahalla and Family Support) - play a major role.

By 2018, there were more than 130 shelters in Uzbekistan - centers for the rehabilitation of women victims of violence and suicide prevention. The first such center in Tashkent was launched in 2018 in the Yunusabad district. The shelter's work was aimed at providing targeted emergency medical, psychological, social, educational, legal and other assistance to women in difficult social situations, including those facing family problems and domestic violence [16]. In 2019, several more inter-district rehabilitation and adaptation centers for women were opened in Tashkent in the Bektemir and Mirzo-Ulugbek districts, intended for residents of the Bektemir, Mirabad, Yashnabad, Mirzo-Ulugbek and Yunusabad districts [17], and later - in the Chilanzar district for residents of the Uchtepa and Chilanzar districts. Shelters are created to provide timely and targeted assistance to victims of violence, as well as to prevent and early prevent suicides. In them, women can receive medical, psychological and legal assistance from qualified specialists. In addition, as part of the activities of the centers, women are provided with assistance in acquiring a particular profession [18].
In October 2019, there were already 191 such shelters [19]. Also in 2019, the first republican center for the rehabilitation and adaptation of women opened in Tashkent, intended for women and children subjected to domestic violence. Today, their number and effectiveness are growing in connection with correctly set goals and objectives. In such centers, victims receive legal and psychological assistance learns new professions with the subsequent opportunity to get a job [20].

4.3 CREATION OF WOMEN’S ADVISORY COUNCILS IN PUBLIC SERVICE CENTERS

On June 5, 2020, within the framework of the UNDP project, a videoconference was organized between representatives of the ASU and the Central State Administration, during which the issues of creating women’s advisory groups in public service centers were discussed. About 30 representatives of the UNDP project, the central office of the ASU, took part in the discussion.

The following issues were considered:

- Are there any problems in serving women at the Central State University?
- Legal and organizational basis for the creation of housing and communal services in the Central State University?
- Five main problems of women in your area and the opportunity for housing and communal services to participate in solving these problems?
- Based on the activities of the Central State Administration, in what 5 priority areas should housing and communal services function?
- What other organizations involved in women’s affairs should the Housing and Communal Services collaborate with?
- How can you organize the survey process itself?

To the first question about the existing problems in serving women at the Central State Public Administration, all representatives of the Central State Institution and the State Public Administration responded that there are no problems in the provision of services itself, they noted the comfortable conditions created in the public service centers, and that the centers operate in compliance with the standards and requirements of “Electronic Government.” The representative of the Tashkent region especially emphasized the privileges for visitors with children, the disabled, the elderly and pregnant women, for whom services are provided without a queue [21]. A representative of the
Surkhandarya region said that in his region there are no such privileges, but he considers it necessary to introduce them for visitors of the above categories. He also proposed creating special conditions for women who find themselves in difficult life situations and subjected to violence, including providing psychological services. A representative of the Syrdarya region called the biggest problem the lack of women among staff, since the husbands of visitors to the center demand that their wives be served by female clerks. The representative of the Jizzakh region noted that women in remote areas experience a number of problems in the CSU, emphasizing the need to provide them with some privileges. Representatives of the Kashkadarya region also called a problem the lack of women among the employees of the Central State University, which at the same time is a barrier for women in fully receiving services. They also noted the need to improve the legal culture and skills of women themselves in order to overcome various kinds of obstacles that impede the effective provision of public services.

When asked about the legal and organizational basis for the creation of housing and communal services, proposals were made to approve the staff positions of consultants (psychologist and lawyer), to recruit one representative of the Ministry of Family and Mahalla and a woman in a leadership position in the private sector. It was also proposed to conduct consultations on certain days by appointment, and the housing and communal services department itself should be located in the building of the Central State Administration or the Civil Registry Office.

When discussing the question of the conditions for conducting a survey among women, many participants supported a paper questionnaire or a telephone survey. And the online survey was considered the most ineffective in the current conditions. A representative of the Kashkadarya region called questioning a very effective method, since during the survey one can see and identify the key problems of women.

As it became obvious, the effective functioning of housing and communal services will directly depend on the active involvement of women themselves in the process, on how willing they are to express their problems and accept help. The meeting participants noted that in most cases, when women turn to such centers, when they see a male clerk, whose authority includes serving all those who seek help, they often do not discuss problems, and in the worst case scenario, they do not contact such centers at all. Because their husbands do not approve. As a result, their problems or questions remain
unresolved. Thus, women are not ready to share problems with male clerks, so this kind of centers need female employees.

In order to study public opinion (especially the opinions of women) on how housing and communal services should work, a survey questionnaire was prepared (Appendix 2). Unfortunately, due to the introduction of restrictions due to the COVID-19 pandemic, it was not possible to conduct an interview.

**Based on foreign and domestic experience, from existing opportunities, key problems and features of the system of public services in Uzbekistan, the following proposals and recommendations were developed:**

1. It is necessary to create a regulatory framework for regulating the activities of housing and communal services that meets international standards and principles of human rights (in particular, for the development of the national housing and communal services system in Uzbekistan). Existing legal acts generally determine the activities of housing and communal services, but the mechanisms for creating housing and communal services and their rights in decision-making have not been approved.

2. It is necessary to create appropriate conditions for financing housing and communal services within the framework of the state program, not limited to grants only. Organize financial consultations to overcome women’s financial dependence. Such consultations will include information on obtaining and using loans for business activities, which corresponds to the tenets of the “Every Family is an Entrepreneur” program, approved by President Sh. M. Mirziyoyev in 2018. These services should be provided to women in the form of individual consultations and general periodic training.

3. It is necessary to involve specially trained women in the housing and communal services at the ASU and CGU, whose responsibilities will include correctly identifying the problem and making an appointment with the right consultant. Almost every representative of ASU and Central State University spoke about this. Consultations must be provided on certain days of the week, by appointment by telephone or any other means. It is necessary to provide the services of experienced lawyers to provide women with competent advice, which will help increase the level of legal awareness and legal culture. Relevant officials or institutions should also be involved to provide practical assistance.
4. It is necessary to provide the services of experienced psychologists [22], conduct preventive psychological trainings covering various problems that women face (relationships in the family, with children, communication with difficult teenagers, how to develop your potential, how to understand yourself, etc.). Trainings must necessarily teach “positive thinking” skills that help change one’s attitude towards the environment, which helps prevent domestic violence.

5. It is necessary to organize on-site trainings and educational meetings for women living in remote mountainous areas and rural areas and who are unable to use government services due to local isolation and lack of awareness.

6. It is necessary to organize training courses for women, while developing a system of preferential and free training. Courses seem to be relevant:
   - To improve computer literacy and the correct use of social networks (filling out forms, using government services online);
   - To increase general literacy and consciousness (thematic meetings, book discussions, etc.);
   - Language courses (Russian, English, etc.);
   - Courses for young mothers (family planning, proper child care, women’s health care, etc.);
   - “nursing” courses (first aid, information about women’s health, the health of children and other family members, healthy eating and maintaining physical health);
   - Training in new professions (cooking, cutting and sewing, beauty courses: hairdresser, stylist, makeup artist).

Courses must take into account modern requirements and the specifics of a particular area, i.e. it is mandatory to take into account the crafts and professions needed specifically for a given region; For each course it is necessary to prepare a study guide.

7. It is necessary to create a startup program for women who intend to apply their acquired knowledge and skills in entrepreneurial activities. Together with entrepreneurs, a plan should be developed to launch the production of new goods or services (possibly with further export) to employ women in the region. At the initial stages, such a plan involves training and acquiring the necessary skills. These should be women-friendly enterprises, the purpose of which will be to
support and employ women, create favorable conditions and environment for them.

8. The housing and communal services program should include holding, together with partners and sponsors, events to raise awareness, the level of consciousness and culture of women, dedicated to discussing various topics (trainings on career guidance, meetings with experienced lawyers, entrepreneurs, psychologists, gynecologists, teachers, etc.). Every 2-3 months you can organize a thematic meeting at which women can find answers to most of their questions.

9. It is necessary to create libraries for women and spend “bibliophile” weeks/months discussing books. It is better to organize such libraries in women-friendly enterprises or women’s clubs that will function within the framework of the housing and communal services. This will support and implement the initiative of the President of Uzbekistan to increase spirituality and promote reading.

10. It would be advisable to inform women about upcoming trainings and events by covering the activities of housing and communal services in the media.

11. As already noted, incorrect perceptions of gender equality on the part of conservative men are a barrier to women’s access to public services. In this regard, it is worth influencing their perception through the media, television and radio programs, documentaries, as well as through sermons in mosques (to the extent possible), where the exclusive audience is men. It is recommended to use the effects of “flexible power” technology. For example, the “authority effect,” when information is transmitted through an authoritative source with a high degree of influence. You can refer to the speeches of the President in which he praises women and notes the measures taken in the country to solve women's problems. Also one of the effects of perception is the “voice of the prophet effect”, according to which high predictive properties have a psychological impact - based on the psycho-emotional characteristics of a person, he tends to expect what is predicted, therefore, through this effect one can outline the future that is desired or, conversely, which should be avoided. The positive aspects of women's awareness and activity should be highlighted in contrast to the negative consequences of their ignorance and passivity. The “repetition effect” gives very good results in influencing consciousness, when the information that needs to be conveyed to the audience is repeated repeatedly - three times: in a summary, in full and again in
summary. This effect, based on the patterns of human memorization of information, can be conveniently used in commercials broadcast on television [23].

Taking these nuances into account, in the above-mentioned 5 pilot districts in 7 places: Surkhandarya (Sariosiyo, Shurchi), Syrdarya (Khavast, Gulistan), Kashkadarya (Karshi, Dehkanabad), Jizzakh (Bakhmal), Tashkent (Nurafshan, Tashkent) regions, inclusive centers have been implemented today, which also include women's counseling centers. The centers are aimed at all segments of the population, including women with small children, people with disabilities, youth and the elderly. So, to improve access to public services, public service centers are equipped with ramps, handrails, as well as wheelchairs, tactile tiles for visually impaired people, an information desk with a building plan in Braille, a special adapted table for the convenience of receiving public services for people using a wheelchair and specially equipped rooms.

5 CONCLUSION

Based on the research and study of the issue of creating women's advisory groups, the following conclusions were formed.

Based on certain goals and objectives, various housing and communal services were created in specific areas. In most cases they are non-governmental and non-profit organizations and social enterprises. Therefore, their main characteristic is the attraction of volunteers. However, there are also options for integration with existing developed organizations as a substructure (in such cases, housing and communal services have similar features and orientation to the leading organization). Some housing and communal services are created under government agencies, within agencies or committees - the initiators are government organizations.

In the countries reviewed, HCG activities are mainly financed through grants they receive and donations from members/founders or other donors. There is a practice of providing financial support from the state. International organizations play an important role in funding and support. There are cases when non-governmental organizations themselves are donors for other housing and communal services - they provide various grants for training, consulting, events to fight for women’s rights, etc.

Resolution of the Cabinet of Ministers No. 486 is a full-fledged document defining the legal status of public women's councils, their tasks and functions, rights and
responsibilities, as well as the organization of their activities. However, it should be noted that the government organization represented by the Ministry of Mahalla and Family Support manages the activities of women’s councils, which limits their freedom in decision-making.

Based on foreign and domestic experience, as well as existing opportunities, key problems and features of the management system in Uzbekistan, it would be advisable to invite pilot housing and communal services programs to consider proposals and recommendations for increasing women’s awareness in the legal, political, medical, social and other spheres through training, conducting trainings and various events. It should also be noted that it is necessary to conduct a survey among women to find out how aware they are of the activities being carried out to increase their activity and the assistance provided to them in solving various kinds of issues.
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22. The main task of a consulting psychologist is to create conditions for changing a person’s condition and changes in his life. Such a specialist must be able to create conditions in the process of communicating with a client in which he can develop and reveal his potential, overcoming any life obstacles.
