

Summary

Subject matter: The improvement of the practice of the regulation of rendering public services as one of the directions of the administrative reform in the Russian Federation (on the example of the state institution Branch of the Pension Fund of Russia with Karachai-Circassia Republic).

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Customer organization: state institution “Branch of the Pension Fund of Russia with Karachai-Circassia Republic”

Topicality of the research. The improvement of the approaches to the regulation of rendering public services and the development on this basis of the scientific and practical recommendations on the improvement of the effectiveness of the reglamentation of rendering public services.

Objective of the research: public services and the participants of the process of their rendering (executive bodies, representative organizations, citizens, organizations).

Subject: the aggregate of management relations emerging in the process of the regulation of rendering public services.

Tasks:

1. examine the notion and principles of rendering public services;
2. to analyze the process of the development of administrative regulations, their structure, demands made on them;
3. to concretize the role of the regulation of public service in the realized administrative reform;
4. to detalize the system of rendering public services in the organization under study;
5. to analyze the regulation of the rendering of public services in the organization under study;

6. to develop the main directions of the improvement of the practice of the regulation of rendering public services in the SI BPFR with K-C R.

Results of the research. We have achieved a complex of the results of the theoretical principles of the regulation of rendering public services as one of the directions of the administrative reform and the improvement of its practice on the example of the given organization, which enabled us to formulate a number of generalizations and conclusions and also to propose recommendations on the improvement of this type of management activity.

Recommendations:

1. to improve the structure of the administrative regulations;
2. to create the system of conducting public anti-corruption examination of administrative regulations;
3. to consolidate in the administrative regulations the system of the research and analysis of the quality of rendering public services;

The paper in our view will promote the real improvement of the practice of the regulation of rendering public services.