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Organization of work with the citizen' appeals at the municipal level of management

In the article the authors consider theoretical and practical problems of organization of work with the citizens' appeals as one of the sources of information on the socio-economic status of different groups of people in their place of residence (district, city, village), people's moods and needs. Timely and qualitative resolution of the problems contained in appeals contributes significantly to meeting the needs and demands of citizens, relieving tension in the local community, increasing the authority of government and government, and strengthening their connection with the population. In the opinion of the authors, the practice of working with citizens' appeals shows that the local executive power remains the main guarantor of the solution of problems of life activity. Based on the analysis of the activities of the administration of the Bikin municipal district of the Khabarovsk region, the article analyzes the main directions of organization of work with citizens' appeals, identifies problems that have a negative impact and suggests ways of solving them.

Keywords: *citizens' appeals, administration of the Bikin municipal district, social sphere, the Khabarovsk region, social tension, effectiveness of the local self-government bodies.*

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