**Итоги работы с обращениями граждан и юридических лиц**

**в Управлении Роскомнадзора по Томской области во II квартале 2020 года**

В Управление Роскомнадзора по Томской области во II квартале 2020 года поступило **229** обращений граждан и юридических лиц.

Сравнительный анализ поступивших в Управление обращений граждан и юридических лиц показывает, что:

7.9 % обращений содержат вопросы административного характера

45.0 % обращений содержат вопросы ограничения доступа к сайтам и деятельности в области информационных технологий;

29.3 % обращений касаются вопросов защиты персональных данных;

16.1 % обращений относятся к сфере связи;

1,7% обращений поступило по вопросам в сфере массовых коммуникаций

**Показатели за II квартал 2020 года (по состоянию на 30.06.2020)**

|  |  |  |
| --- | --- | --- |
| 1 | Поступило обращений, всего | [229](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83) |
|  | из них: |  |
| 1.1 | обращения по основной деятельности | [229](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&category=3&categoryTxt=%D0%BA%D0%B0%D1%82%D0%B5%D0%B3%D0%BE%D1%80%D0%B8%D1%8F%3A+%D0%BE%D0%B1%D1%80%D0%B0%D1%89%D0%B5%D0%BD%D0%B8%D1%8F+%D0%BF%D0%BE+%D0%BE%D1%81%D0%BD%D0%BE%D0%B2%D0%BD%D0%BE%D0%B9+%D0%B4%D0%B5%D1%8F%D1%82%D0%B5%D0%BB%D1%8C%D0%BD%D0%BE%D1%81%D1%82%D0%B8) |
| 2 | Тип доставки: [**[?]**](http://10.0.0.224:8080/ips/df/all_appeals_count.jsp?fromDate=2020-04-01&toDate=2020-06-30&showFwds=1&noDubl=on&rsnPartId=83&subject=00) |  |
| 2.1 | Заказное письмо | [28](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&deliveryType=2&deliveryTypeTxt=%D1%82%D0%B8%D0%BF+%D0%B4%D0%BE%D1%81%D1%82%D0%B0%D0%B2%D0%BA%D0%B8%3A+%D0%97%D0%B0%D0%BA%D0%B0%D0%B7%D0%BD%D0%BE%D0%B5+%D0%BF%D0%B8%D1%81%D1%8C%D0%BC%D0%BE) |
| 2.2 | Заказное письмо с уведомлением о вручении | [3](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&deliveryType=4&deliveryTypeTxt=%D1%82%D0%B8%D0%BF+%D0%B4%D0%BE%D1%81%D1%82%D0%B0%D0%B2%D0%BA%D0%B8%3A+%D0%97%D0%B0%D0%BA%D0%B0%D0%B7%D0%BD%D0%BE%D0%B5+%D0%BF%D0%B8%D1%81%D1%8C%D0%BC%D0%BE+%D1%81+%D1%83%D0%B2%D0%B5%D0%B4%D0%BE%D0%BC%D0%BB%D0%B5%D0%BD%D0%B8%D0%B5%D0%BC+%D0%BE+%D0%B2%D1%80%D1%83%D1%87%D0%B5%D0%BD%D0%B8%D0%B8) |
| 2.3 | Нарочным | [5](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&deliveryType=8&deliveryTypeTxt=%D1%82%D0%B8%D0%BF+%D0%B4%D0%BE%D1%81%D1%82%D0%B0%D0%B2%D0%BA%D0%B8%3A+%D0%9D%D0%B0%D1%80%D0%BE%D1%87%D0%BD%D1%8B%D0%BC) |
| 2.4 | Официальный сайт | [161](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&deliveryType=41&deliveryTypeTxt=%D1%82%D0%B8%D0%BF+%D0%B4%D0%BE%D1%81%D1%82%D0%B0%D0%B2%D0%BA%D0%B8%3A+%D0%9E%D1%84%D0%B8%D1%86%D0%B8%D0%B0%D0%BB%D1%8C%D0%BD%D1%8B%D0%B9+%D1%81%D0%B0%D0%B9%D1%82) |
| 2.5 | Простое письмо | [6](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&deliveryType=10&deliveryTypeTxt=%D1%82%D0%B8%D0%BF+%D0%B4%D0%BE%D1%81%D1%82%D0%B0%D0%B2%D0%BA%D0%B8%3A+%D0%9F%D1%80%D0%BE%D1%81%D1%82%D0%BE%D0%B5+%D0%BF%D0%B8%D1%81%D1%8C%D0%BC%D0%BE) |
| 2.6 | СЭД | [10](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&deliveryType=3&deliveryTypeTxt=%D1%82%D0%B8%D0%BF+%D0%B4%D0%BE%D1%81%D1%82%D0%B0%D0%B2%D0%BA%D0%B8%3A+%D0%A1%D0%AD%D0%94) |
| 2.7 | Электронная почта | [16](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&deliveryType=18&deliveryTypeTxt=%D1%82%D0%B8%D0%BF+%D0%B4%D0%BE%D1%81%D1%82%D0%B0%D0%B2%D0%BA%D0%B8%3A+%D0%AD%D0%BB%D0%B5%D0%BA%D1%82%D1%80%D0%BE%D0%BD%D0%BD%D0%B0%D1%8F+%D0%BF%D0%BE%D1%87%D1%82%D0%B0) |
| 3 | Тематика поступивших обращений: [**[?]**](http://10.0.0.224:8080/ips/df/all_appeals_count.jsp?fromDate=2020-04-01&toDate=2020-06-30&showFwds=1&noDubl=on&rsnPartId=83&subject=00) |  |
| 3.1 | |  |  |  | | --- | --- | --- | |  |  | Обращения граждан по основной деятельности | | [229](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&docSubject=3&docSubjectTxt=%D1%82%D0%B5%D0%BC%D0%B0%D1%82%D0%B8%D0%BA%D0%B0%3A+%D0%9E%D0%B1%D1%80%D0%B0%D1%89%D0%B5%D0%BD%D0%B8%D1%8F+%D0%B3%D1%80%D0%B0%D0%B6%D0%B4%D0%B0%D0%BD+%D0%BF%D0%BE+%D0%BE%D1%81%D0%BD%D0%BE%D0%B2%D0%BD%D0%BE%D0%B9+%D0%B4%D0%B5%D1%8F%D1%82%D0%B5%D0%BB%D1%8C%D0%BD%D0%BE%D1%81%D1%82%D0%B8) |
| 3.2 | |  |  |  | | --- | --- | --- | |  | – | Вопросы административного характера | | [**18**](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&docSubject=83&docSubjectTxt=%D1%82%D0%B5%D0%BC%D0%B0%D1%82%D0%B8%D0%BA%D0%B0%3A+%D0%92%D0%BE%D0%BF%D1%80%D0%BE%D1%81%D1%8B+%D0%B0%D0%B4%D0%BC%D0%B8%D0%BD%D0%B8%D1%81%D1%82%D1%80%D0%B0%D1%82%D0%B8%D0%B2%D0%BD%D0%BE%D0%B3%D0%BE+%D1%85%D0%B0%D1%80%D0%B0%D0%BA%D1%82%D0%B5%D1%80%D0%B0) |
| 3.3 | |  |  |  | | --- | --- | --- | |  | • | Вопросы не относящиеся к деятельности Роскомнадзора | | [13](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&docSubject=27&docSubjectTxt=%D1%82%D0%B5%D0%BC%D0%B0%D1%82%D0%B8%D0%BA%D0%B0%3A+%D0%92%D0%BE%D0%BF%D1%80%D0%BE%D1%81%D1%8B+%D0%BD%D0%B5+%D0%BE%D1%82%D0%BD%D0%BE%D1%81%D1%8F%D1%89%D0%B8%D0%B5%D1%81%D1%8F+%D0%BA+%D0%B4%D0%B5%D1%8F%D1%82%D0%B5%D0%BB%D1%8C%D0%BD%D0%BE%D1%81%D1%82%D0%B8+%D0%A0%D0%BE%D1%81%D0%BA%D0%BE%D0%BC%D0%BD%D0%B0%D0%B4%D0%B7%D0%BE%D1%80%D0%B0) |
| 3.4 | |  |  |  | | --- | --- | --- | |  | • | Вопросы правового характера | | [1](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&docSubject=26&docSubjectTxt=%D1%82%D0%B5%D0%BC%D0%B0%D1%82%D0%B8%D0%BA%D0%B0%3A+%D0%92%D0%BE%D0%BF%D1%80%D0%BE%D1%81%D1%8B+%D0%BF%D1%80%D0%B0%D0%B2%D0%BE%D0%B2%D0%BE%D0%B3%D0%BE+%D1%85%D0%B0%D1%80%D0%B0%D0%BA%D1%82%D0%B5%D1%80%D0%B0) |
| 3.5 | |  |  |  | | --- | --- | --- | |  | • | Обращение, не содержащее сути | | [1](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&docSubject=122&docSubjectTxt=%D1%82%D0%B5%D0%BC%D0%B0%D1%82%D0%B8%D0%BA%D0%B0%3A+%D0%9E%D0%B1%D1%80%D0%B0%D1%89%D0%B5%D0%BD%D0%B8%D0%B5%2C+%D0%BD%D0%B5+%D1%81%D0%BE%D0%B4%D0%B5%D1%80%D0%B6%D0%B0%D1%89%D0%B5%D0%B5+%D1%81%D1%83%D1%82%D0%B8) |
| 3.6 | |  |  |  | | --- | --- | --- | |  | • | Отзыв обращения, заявления, жалобы | | [3](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&docSubject=25&docSubjectTxt=%D1%82%D0%B5%D0%BC%D0%B0%D1%82%D0%B8%D0%BA%D0%B0%3A+%D0%9E%D1%82%D0%B7%D1%8B%D0%B2+%D0%BE%D0%B1%D1%80%D0%B0%D1%89%D0%B5%D0%BD%D0%B8%D1%8F%2C+%D0%B7%D0%B0%D1%8F%D0%B2%D0%BB%D0%B5%D0%BD%D0%B8%D1%8F%2C+%D0%B6%D0%B0%D0%BB%D0%BE%D0%B1%D1%8B) |
| 3.7 | |  |  |  | | --- | --- | --- | |  | – | Интернет и информационные технологии | | [**103**](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&docSubject=104&docSubjectTxt=%D1%82%D0%B5%D0%BC%D0%B0%D1%82%D0%B8%D0%BA%D0%B0%3A+%D0%98%D0%BD%D1%82%D0%B5%D1%80%D0%BD%D0%B5%D1%82+%D0%B8+%D0%B8%D0%BD%D1%84%D0%BE%D1%80%D0%BC%D0%B0%D1%86%D0%B8%D0%BE%D0%BD%D0%BD%D1%8B%D0%B5+%D1%82%D0%B5%D1%85%D0%BD%D0%BE%D0%BB%D0%BE%D0%B3%D0%B8%D0%B8) |
| 3.8 | |  |  |  | | --- | --- | --- | |  | • | Вопросы организации деятельности сайтов (другие нарушения в социальных сетях, игровых серверах, сайтах и т.д.) | | [103](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&docSubject=16&docSubjectTxt=%D1%82%D0%B5%D0%BC%D0%B0%D1%82%D0%B8%D0%BA%D0%B0%3A+%D0%92%D0%BE%D0%BF%D1%80%D0%BE%D1%81%D1%8B+%D0%BE%D1%80%D0%B3%D0%B0%D0%BD%D0%B8%D0%B7%D0%B0%D1%86%D0%B8%D0%B8+%D0%B4%D0%B5%D1%8F%D1%82%D0%B5%D0%BB%D1%8C%D0%BD%D0%BE%D1%81%D1%82%D0%B8+%D1%81%D0%B0%D0%B9%D1%82%D0%BE%D0%B2+%28%D0%B4%D1%80%D1%83%D0%B3%D0%B8%D0%B5+%D0%BD%D0%B0%D1%80%D1%83%D1%88%D0%B5%D0%BD%D0%B8%D1%8F+%D0%B2+%D1%81%D0%BE%D1%86%D0%B8%D0%B0%D0%BB%D1%8C%D0%BD%D1%8B%D1%85+%D1%81%D0%B5%D1%82%D1%8F%D1%85%2C+%D0%B8%D0%B3%D1%80%D0%BE%D0%B2%D1%8B%D1%85+%D1%81%D0%B5%D1%80%D0%B2%D0%B5%D1%80%D0%B0%D1%85%2C+%D1%81%D0%B0%D0%B9%D1%82%D0%B0%D1%85+%D0%B8+%D1%82.%D0%B4.%29) |
| 3.9 | |  |  |  | | --- | --- | --- | |  | – | Персональные данные | | [**67**](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&docSubject=64&docSubjectTxt=%D1%82%D0%B5%D0%BC%D0%B0%D1%82%D0%B8%D0%BA%D0%B0%3A+%D0%9F%D0%B5%D1%80%D1%81%D0%BE%D0%BD%D0%B0%D0%BB%D1%8C%D0%BD%D1%8B%D0%B5+%D0%B4%D0%B0%D0%BD%D0%BD%D1%8B%D0%B5) |
| 3.10 | |  |  |  | | --- | --- | --- | |  | • | Досыл документов по запросу | | [8](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&docSubject=115&docSubjectTxt=%D1%82%D0%B5%D0%BC%D0%B0%D1%82%D0%B8%D0%BA%D0%B0%3A+%D0%94%D0%BE%D1%81%D1%8B%D0%BB+%D0%B4%D0%BE%D0%BA%D1%83%D0%BC%D0%B5%D0%BD%D1%82%D0%BE%D0%B2+%D0%BF%D0%BE+%D0%B7%D0%B0%D0%BF%D1%80%D0%BE%D1%81%D1%83) |
| 3.11 | |  |  |  | | --- | --- | --- | |  | • | Вопросы защиты персональных данных | | [58](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&docSubject=13&docSubjectTxt=%D1%82%D0%B5%D0%BC%D0%B0%D1%82%D0%B8%D0%BA%D0%B0%3A+%D0%92%D0%BE%D0%BF%D1%80%D0%BE%D1%81%D1%8B+%D0%B7%D0%B0%D1%89%D0%B8%D1%82%D1%8B+%D0%BF%D0%B5%D1%80%D1%81%D0%BE%D0%BD%D0%B0%D0%BB%D1%8C%D0%BD%D1%8B%D1%85+%D0%B4%D0%B0%D0%BD%D0%BD%D1%8B%D1%85) |
| 3.12 | |  |  |  | | --- | --- | --- | |  | • | Разъяснение вопросов по применению 152-ФЗ | | [1](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&docSubject=79&docSubjectTxt=%D1%82%D0%B5%D0%BC%D0%B0%D1%82%D0%B8%D0%BA%D0%B0%3A+%D0%A0%D0%B0%D0%B7%D1%8A%D1%8F%D1%81%D0%BD%D0%B5%D0%BD%D0%B8%D0%B5+%D0%B2%D0%BE%D0%BF%D1%80%D0%BE%D1%81%D0%BE%D0%B2+%D0%BF%D0%BE+%D0%BF%D1%80%D0%B8%D0%BC%D0%B5%D0%BD%D0%B5%D0%BD%D0%B8%D1%8E+152-%D0%A4%D0%97) |
| 3.13 | |  |  |  | | --- | --- | --- | |  | – | Связь | | [**37**](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&docSubject=63&docSubjectTxt=%D1%82%D0%B5%D0%BC%D0%B0%D1%82%D0%B8%D0%BA%D0%B0%3A+%D0%A1%D0%B2%D1%8F%D0%B7%D1%8C) |
| 3.14 | |  |  |  | | --- | --- | --- | |  | • | Вопросы по пересылке, доставке и розыску почтовых отправлений | | [7](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&docSubject=7&docSubjectTxt=%D1%82%D0%B5%D0%BC%D0%B0%D1%82%D0%B8%D0%BA%D0%B0%3A+%D0%92%D0%BE%D0%BF%D1%80%D0%BE%D1%81%D1%8B+%D0%BF%D0%BE+%D0%BF%D0%B5%D1%80%D0%B5%D1%81%D1%8B%D0%BB%D0%BA%D0%B5%2C+%D0%B4%D0%BE%D1%81%D1%82%D0%B0%D0%B2%D0%BA%D0%B5+%D0%B8+%D1%80%D0%BE%D0%B7%D1%8B%D1%81%D0%BA%D1%83+%D0%BF%D0%BE%D1%87%D1%82%D0%BE%D0%B2%D1%8B%D1%85+%D0%BE%D1%82%D0%BF%D1%80%D0%B0%D0%B2%D0%BB%D0%B5%D0%BD%D0%B8%D0%B9) |
| 3.15 | |  |  |  | | --- | --- | --- | |  | • | Вопросы организации работы почтовых отделений и их сотрудников | | [2](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&docSubject=8&docSubjectTxt=%D1%82%D0%B5%D0%BC%D0%B0%D1%82%D0%B8%D0%BA%D0%B0%3A+%D0%92%D0%BE%D0%BF%D1%80%D0%BE%D1%81%D1%8B+%D0%BE%D1%80%D0%B3%D0%B0%D0%BD%D0%B8%D0%B7%D0%B0%D1%86%D0%B8%D0%B8+%D1%80%D0%B0%D0%B1%D0%BE%D1%82%D1%8B+%D0%BF%D0%BE%D1%87%D1%82%D0%BE%D0%B2%D1%8B%D1%85+%D0%BE%D1%82%D0%B4%D0%B5%D0%BB%D0%B5%D0%BD%D0%B8%D0%B9+%D0%B8+%D0%B8%D1%85+%D1%81%D0%BE%D1%82%D1%80%D1%83%D0%B4%D0%BD%D0%B8%D0%BA%D0%BE%D0%B2) |
| 3.16 | |  |  |  | | --- | --- | --- | |  | • | Вопросы эксплуатации оборудования связи | | [2](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&docSubject=9&docSubjectTxt=%D1%82%D0%B5%D0%BC%D0%B0%D1%82%D0%B8%D0%BA%D0%B0%3A+%D0%92%D0%BE%D0%BF%D1%80%D0%BE%D1%81%D1%8B+%D1%8D%D0%BA%D1%81%D0%BF%D0%BB%D1%83%D0%B0%D1%82%D0%B0%D1%86%D0%B8%D0%B8+%D0%BE%D0%B1%D0%BE%D1%80%D1%83%D0%B4%D0%BE%D0%B2%D0%B0%D0%BD%D0%B8%D1%8F+%D1%81%D0%B2%D1%8F%D0%B7%D0%B8) |
| 3.17 | |  |  |  | | --- | --- | --- | |  | • | Разъяснение вопросов по разрешительной деятельности и лицензированию | | [3](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&docSubject=19&docSubjectTxt=%D1%82%D0%B5%D0%BC%D0%B0%D1%82%D0%B8%D0%BA%D0%B0%3A+%D0%A0%D0%B0%D0%B7%D1%8A%D1%8F%D1%81%D0%BD%D0%B5%D0%BD%D0%B8%D0%B5+%D0%B2%D0%BE%D0%BF%D1%80%D0%BE%D1%81%D0%BE%D0%B2+%D0%BF%D0%BE+%D1%80%D0%B0%D0%B7%D1%80%D0%B5%D1%88%D0%B8%D1%82%D0%B5%D0%BB%D1%8C%D0%BD%D0%BE%D0%B9+%D0%B4%D0%B5%D1%8F%D1%82%D0%B5%D0%BB%D1%8C%D0%BD%D0%BE%D1%81%D1%82%D0%B8+%D0%B8+%D0%BB%D0%B8%D1%86%D0%B5%D0%BD%D0%B7%D0%B8%D1%80%D0%BE%D0%B2%D0%B0%D0%BD%D0%B8%D1%8E) |
| 3.18 | |  |  |  | | --- | --- | --- | |  | • | Вопросы качества оказания услуг связи | | [14](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&docSubject=69&docSubjectTxt=%D1%82%D0%B5%D0%BC%D0%B0%D1%82%D0%B8%D0%BA%D0%B0%3A+%D0%92%D0%BE%D0%BF%D1%80%D0%BE%D1%81%D1%8B+%D0%BA%D0%B0%D1%87%D0%B5%D1%81%D1%82%D0%B2%D0%B0+%D0%BE%D0%BA%D0%B0%D0%B7%D0%B0%D0%BD%D0%B8%D1%8F+%D1%83%D1%81%D0%BB%D1%83%D0%B3+%D1%81%D0%B2%D1%8F%D0%B7%D0%B8) |
| 3.19 | |  |  |  | | --- | --- | --- | |  | — | Вопросы предоставления услуг связи | | [*5*](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&docSubject=71&docSubjectTxt=%D1%82%D0%B5%D0%BC%D0%B0%D1%82%D0%B8%D0%BA%D0%B0%3A+%D0%92%D0%BE%D0%BF%D1%80%D0%BE%D1%81%D1%8B+%D0%BF%D1%80%D0%B5%D0%B4%D0%BE%D1%81%D1%82%D0%B0%D0%B2%D0%BB%D0%B5%D0%BD%D0%B8%D1%8F+%D1%83%D1%81%D0%BB%D1%83%D0%B3+%D1%81%D0%B2%D1%8F%D0%B7%D0%B8) |
| 3.20 | |  |  |  | | --- | --- | --- | |  | — | Жалобы на операторов: Вымпелком (Билайн), МТС, Мегафон | | [*9*](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&docSubject=70&docSubjectTxt=%D1%82%D0%B5%D0%BC%D0%B0%D1%82%D0%B8%D0%BA%D0%B0%3A+%D0%96%D0%B0%D0%BB%D0%BE%D0%B1%D1%8B+%D0%BD%D0%B0+%D0%BE%D0%BF%D0%B5%D1%80%D0%B0%D1%82%D0%BE%D1%80%D0%BE%D0%B2%3A++%D0%92%D1%8B%D0%BC%D0%BF%D0%B5%D0%BB%D0%BA%D0%BE%D0%BC+%28%D0%91%D0%B8%D0%BB%D0%B0%D0%B9%D0%BD%29%2C+%D0%9C%D0%A2%D0%A1%2C+%D0%9C%D0%B5%D0%B3%D0%B0%D1%84%D0%BE%D0%BD) |
| 3.21 | |  |  |  | | --- | --- | --- | |  | > | Несогласие абонентов с суммой выставленного счета (несогласие с указанным в счете объемом и видами услуг) | | [*1*](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&docSubject=75&docSubjectTxt=%D1%82%D0%B5%D0%BC%D0%B0%D1%82%D0%B8%D0%BA%D0%B0%3A+%D0%9D%D0%B5%D1%81%D0%BE%D0%B3%D0%BB%D0%B0%D1%81%D0%B8%D0%B5+%D0%B0%D0%B1%D0%BE%D0%BD%D0%B5%D0%BD%D1%82%D0%BE%D0%B2+%D1%81+%D1%81%D1%83%D0%BC%D0%BC%D0%BE%D0%B9+%D0%B2%D1%8B%D1%81%D1%82%D0%B0%D0%B2%D0%BB%D0%B5%D0%BD%D0%BD%D0%BE%D0%B3%D0%BE+%D1%81%D1%87%D0%B5%D1%82%D0%B0+%28%D0%BD%D0%B5%D1%81%D0%BE%D0%B3%D0%BB%D0%B0%D1%81%D0%B8%D0%B5+%D1%81+%D1%83%D0%BA%D0%B0%D0%B7%D0%B0%D0%BD%D0%BD%D1%8B%D0%BC+%D0%B2+%D1%81%D1%87%D0%B5%D1%82%D0%B5+%D0%BE%D0%B1%D1%8A%D0%B5%D0%BC%D0%BE%D0%BC+%D0%B8+%D0%B2%D0%B8%D0%B4%D0%B0%D0%BC%D0%B8+%D1%83%D1%81%D0%BB%D1%83%D0%B3%29) |
| 3.22 | |  |  |  | | --- | --- | --- | |  | > | Оказание дополнительных платных услуг без согласия абонента (подключение без согласия абонента услуг мобильный Интернет и т.д.) | | [*3*](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&docSubject=74&docSubjectTxt=%D1%82%D0%B5%D0%BC%D0%B0%D1%82%D0%B8%D0%BA%D0%B0%3A+%D0%9E%D0%BA%D0%B0%D0%B7%D0%B0%D0%BD%D0%B8%D0%B5+%D0%B4%D0%BE%D0%BF%D0%BE%D0%BB%D0%BD%D0%B8%D1%82%D0%B5%D0%BB%D1%8C%D0%BD%D1%8B%D1%85+%D0%BF%D0%BB%D0%B0%D1%82%D0%BD%D1%8B%D1%85+%D1%83%D1%81%D0%BB%D1%83%D0%B3+%D0%B1%D0%B5%D0%B7+%D1%81%D0%BE%D0%B3%D0%BB%D0%B0%D1%81%D0%B8%D1%8F+%D0%B0%D0%B1%D0%BE%D0%BD%D0%B5%D0%BD%D1%82%D0%B0+%28%D0%BF%D0%BE%D0%B4%D0%BA%D0%BB%D1%8E%D1%87%D0%B5%D0%BD%D0%B8%D0%B5+%D0%B1%D0%B5%D0%B7+%D1%81%D0%BE%D0%B3%D0%BB%D0%B0%D1%81%D0%B8%D1%8F+%D0%B0%D0%B1%D0%BE%D0%BD%D0%B5%D0%BD%D1%82%D0%B0+%D1%83%D1%81%D0%BB%D1%83%D0%B3+%D0%BC%D0%BE%D0%B1%D0%B8%D0%BB%D1%8C%D0%BD%D1%8B%D0%B9+%D0%98%D0%BD%D1%82%D0%B5%D1%80%D0%BD%D0%B5%D1%82+%D0%B8+%D1%82.%D0%B4.%29) |
| 3.23 | |  |  |  | | --- | --- | --- | |  | > | Функционирование сети связи (несоответствие скорости мобильного Интернета заявленной, шум, треск, неразборчивость речи, пропадание слогов и слов при переговорах, невозможность дозвона по отдельным направлениям и т.д.) | | [*5*](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&docSubject=72&docSubjectTxt=%D1%82%D0%B5%D0%BC%D0%B0%D1%82%D0%B8%D0%BA%D0%B0%3A+%D0%A4%D1%83%D0%BD%D0%BA%D1%86%D0%B8%D0%BE%D0%BD%D0%B8%D1%80%D0%BE%D0%B2%D0%B0%D0%BD%D0%B8%D0%B5+%D1%81%D0%B5%D1%82%D0%B8+%D1%81%D0%B2%D1%8F%D0%B7%D0%B8+%28%D0%BD%D0%B5%D1%81%D0%BE%D0%BE%D1%82%D0%B2%D0%B5%D1%82%D1%81%D1%82%D0%B2%D0%B8%D0%B5+%D1%81%D0%BA%D0%BE%D1%80%D0%BE%D1%81%D1%82%D0%B8+%D0%BC%D0%BE%D0%B1%D0%B8%D0%BB%D1%8C%D0%BD%D0%BE%D0%B3%D0%BE+%D0%98%D0%BD%D1%82%D0%B5%D1%80%D0%BD%D0%B5%D1%82%D0%B0+%D0%B7%D0%B0%D1%8F%D0%B2%D0%BB%D0%B5%D0%BD%D0%BD%D0%BE%D0%B9%2C+%D1%88%D1%83%D0%BC%2C+%D1%82%D1%80%D0%B5%D1%81%D0%BA%2C+%D0%BD%D0%B5%D1%80%D0%B0%D0%B7%D0%B1%D0%BE%D1%80%D1%87%D0%B8%D0%B2%D0%BE%D1%81%D1%82%D1%8C+%D1%80%D0%B5%D1%87%D0%B8%2C+%D0%BF%D1%80%D0%BE%D0%BF%D0%B0%D0%B4%D0%B0%D0%BD%D0%B8%D0%B5+%D1%81%D0%BB%D0%BE%D0%B3%D0%BE%D0%B2+%D0%B8+%D1%81%D0%BB%D0%BE%D0%B2+%D0%BF%D1%80%D0%B8+%D0%BF%D0%B5%D1%80%D0%B5%D0%B3%D0%BE%D0%B2%D0%BE%D1%80%D0%B0%D1%85%2C+%D0%BD%D0%B5%D0%B2%D0%BE%D0%B7%D0%BC%D0%BE%D0%B6%D0%BD%D0%BE%D1%81%D1%82%D1%8C+%D0%B4%D0%BE%D0%B7%D0%B2%D0%BE%D0%BD%D0%B0+%D0%BF%D0%BE+%D0%BE%D1%82%D0%B4%D0%B5%D0%BB%D1%8C%D0%BD%D1%8B%D0%BC+%D0%BD%D0%B0%D0%BF%D1%80%D0%B0%D0%B2%D0%BB%D0%B5%D0%BD%D0%B8%D1%8F%D0%BC+%D0%B8+%D1%82.%D0%B4.%29) |
| 3.24 | |  |  |  | | --- | --- | --- | |  | • | Досыл документов по запросу | | [3](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&docSubject=114&docSubjectTxt=%D1%82%D0%B5%D0%BC%D0%B0%D1%82%D0%B8%D0%BA%D0%B0%3A+%D0%94%D0%BE%D1%81%D1%8B%D0%BB+%D0%B4%D0%BE%D0%BA%D1%83%D0%BC%D0%B5%D0%BD%D1%82%D0%BE%D0%B2+%D0%BF%D0%BE+%D0%B7%D0%B0%D0%BF%D1%80%D0%BE%D1%81%D1%83) |
| 3.25 | |  |  |  | | --- | --- | --- | |  | • | Другие вопросы в сфере связи | | [6](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&docSubject=84&docSubjectTxt=%D1%82%D0%B5%D0%BC%D0%B0%D1%82%D0%B8%D0%BA%D0%B0%3A+%D0%94%D1%80%D1%83%D0%B3%D0%B8%D0%B5+%D0%B2%D0%BE%D0%BF%D1%80%D0%BE%D1%81%D1%8B+%D0%B2+%D1%81%D1%84%D0%B5%D1%80%D0%B5+%D1%81%D0%B2%D1%8F%D0%B7%D0%B8) |
| 3.26 | |  |  |  | | --- | --- | --- | |  | – | СМИ | | [**4**](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&docSubject=67&docSubjectTxt=%D1%82%D0%B5%D0%BC%D0%B0%D1%82%D0%B8%D0%BA%D0%B0%3A+%D0%A1%D0%9C%D0%98) |
| 3.27 | |  |  |  | | --- | --- | --- | |  | • | Вопросы организации деятельности редакций СМИ | | [1](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&docSubject=18&docSubjectTxt=%D1%82%D0%B5%D0%BC%D0%B0%D1%82%D0%B8%D0%BA%D0%B0%3A+%D0%92%D0%BE%D0%BF%D1%80%D0%BE%D1%81%D1%8B+%D0%BE%D1%80%D0%B3%D0%B0%D0%BD%D0%B8%D0%B7%D0%B0%D1%86%D0%B8%D0%B8+%D0%B4%D0%B5%D1%8F%D1%82%D0%B5%D0%BB%D1%8C%D0%BD%D0%BE%D1%81%D1%82%D0%B8+%D1%80%D0%B5%D0%B4%D0%B0%D0%BA%D1%86%D0%B8%D0%B9+%D0%A1%D0%9C%D0%98) |
| 3.28 | |  |  |  | | --- | --- | --- | |  | • | Вопросы по содержанию материалов, публикуемых в СМИ, в т.ч. телевизионных передач | | [3](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&docSubject=17&docSubjectTxt=%D1%82%D0%B5%D0%BC%D0%B0%D1%82%D0%B8%D0%BA%D0%B0%3A+%D0%92%D0%BE%D0%BF%D1%80%D0%BE%D1%81%D1%8B+%D0%BF%D0%BE+%D1%81%D0%BE%D0%B4%D0%B5%D1%80%D0%B6%D0%B0%D0%BD%D0%B8%D1%8E+%D0%BC%D0%B0%D1%82%D0%B5%D1%80%D0%B8%D0%B0%D0%BB%D0%BE%D0%B2%2C+%D0%BF%D1%83%D0%B1%D0%BB%D0%B8%D0%BA%D1%83%D0%B5%D0%BC%D1%8B%D1%85+%D0%B2+%D0%A1%D0%9C%D0%98%2C+%D0%B2+%D1%82.%D1%87.+%D1%82%D0%B5%D0%BB%D0%B5%D0%B2%D0%B8%D0%B7%D0%B8%D0%BE%D0%BD%D0%BD%D1%8B%D1%85+%D0%BF%D0%B5%D1%80%D0%B5%D0%B4%D0%B0%D1%87) |
| 4 | Переслано, всего [**[?]**](http://10.0.0.224:8080/ips/df/all_appeals_count.jsp?fromDate=2020-04-01&toDate=2020-06-30&showFwds=1&noDubl=on&rsnPartId=83&subject=00) | [44](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&hasForwarder=1&hasForwarderTxt=%D0%BF%D0%B5%D1%80%D0%B5%D1%81%D0%BB%D0%B0%D0%BD%D0%BD%D1%8B%D0%B5) |
| 5 | Количество исполненных обращений [**[?]**](http://10.0.0.224:8080/ips/df/all_appeals_count.jsp?fromDate=2020-04-01&toDate=2020-06-30&showFwds=1&noDubl=on&rsnPartId=83&subject=00) | [186](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&executed=1&executedTxt=%D0%B8%D1%81%D0%BF%D0%BE%D0%BB%D0%BD%D0%B5%D0%BD%D0%BD%D1%8B%D0%B5) |
|  | из них: |  |
| 5.1 | Поддержан | [5](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&executed=1&reviewResult=1&reviewResultTxt=%D1%80%D0%B5%D0%B7%D1%83%D0%BB%D1%8C%D1%82%D0%B0%D1%82+%D1%80%D0%B0%D1%81%D1%81%D0%BC%D0%BE%D1%82%D1%80%D0%B5%D0%BD%D0%B8%D1%8F%3A+%D0%9F%D0%BE%D0%B4%D0%B4%D0%B5%D1%80%D0%B6%D0%B0%D0%BD) |
| 5.2 | Не поддержан | [4](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&executed=1&reviewResult=2&reviewResultTxt=%D1%80%D0%B5%D0%B7%D1%83%D0%BB%D1%8C%D1%82%D0%B0%D1%82+%D1%80%D0%B0%D1%81%D1%81%D0%BC%D0%BE%D1%82%D1%80%D0%B5%D0%BD%D0%B8%D1%8F%3A+%D0%9D%D0%B5+%D0%BF%D0%BE%D0%B4%D0%B4%D0%B5%D1%80%D0%B6%D0%B0%D0%BD) |
| 5.3 | Разъяснено | [155](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&executed=1&reviewResult=3&reviewResultTxt=%D1%80%D0%B5%D0%B7%D1%83%D0%BB%D1%8C%D1%82%D0%B0%D1%82+%D1%80%D0%B0%D1%81%D1%81%D0%BC%D0%BE%D1%82%D1%80%D0%B5%D0%BD%D0%B8%D1%8F%3A+%D0%A0%D0%B0%D0%B7%D1%8A%D1%8F%D1%81%D0%BD%D0%B5%D0%BD%D0%BE) |
| 5.4 | Переслано по принадлежности | [14](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&executed=1&reviewResult=4&reviewResultTxt=%D1%80%D0%B5%D0%B7%D1%83%D0%BB%D1%8C%D1%82%D0%B0%D1%82+%D1%80%D0%B0%D1%81%D1%81%D0%BC%D0%BE%D1%82%D1%80%D0%B5%D0%BD%D0%B8%D1%8F%3A+%D0%9F%D0%B5%D1%80%D0%B5%D1%81%D0%BB%D0%B0%D0%BD%D0%BE+%D0%BF%D0%BE+%D0%BF%D1%80%D0%B8%D0%BD%D0%B0%D0%B4%D0%BB%D0%B5%D0%B6%D0%BD%D0%BE%D1%81%D1%82%D0%B8) |
| 5.5 | Направлено в ТО | [2](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&executed=1&reviewResult=5&reviewResultTxt=%D1%80%D0%B5%D0%B7%D1%83%D0%BB%D1%8C%D1%82%D0%B0%D1%82+%D1%80%D0%B0%D1%81%D1%81%D0%BC%D0%BE%D1%82%D1%80%D0%B5%D0%BD%D0%B8%D1%8F%3A+%D0%9D%D0%B0%D0%BF%D1%80%D0%B0%D0%B2%D0%BB%D0%B5%D0%BD%D0%BE+%D0%B2+%D0%A2%D0%9E) |
| 5.6 | Направлено в ЦА | [4](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&executed=1&reviewResult=6&reviewResultTxt=%D1%80%D0%B5%D0%B7%D1%83%D0%BB%D1%8C%D1%82%D0%B0%D1%82+%D1%80%D0%B0%D1%81%D1%81%D0%BC%D0%BE%D1%82%D1%80%D0%B5%D0%BD%D0%B8%D1%8F%3A+%D0%9D%D0%B0%D0%BF%D1%80%D0%B0%D0%B2%D0%BB%D0%B5%D0%BD%D0%BE+%D0%B2+%D0%A6%D0%90) |
| 5.7 | Обращение отозвано гражданином | [1](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&executed=1&reviewResult=7&reviewResultTxt=%D1%80%D0%B5%D0%B7%D1%83%D0%BB%D1%8C%D1%82%D0%B0%D1%82+%D1%80%D0%B0%D1%81%D1%81%D0%BC%D0%BE%D1%82%D1%80%D0%B5%D0%BD%D0%B8%D1%8F%3A+%D0%9E%D0%B1%D1%80%D0%B0%D1%89%D0%B5%D0%BD%D0%B8%D0%B5+%D0%BE%D1%82%D0%BE%D0%B7%D0%B2%D0%B0%D0%BD%D0%BE+%D0%B3%D1%80%D0%B0%D0%B6%D0%B4%D0%B0%D0%BD%D0%B8%D0%BD%D0%BE%D0%BC) |
| 5.8 | Переписка прекращена | [1](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&executed=1&reviewResult=9&reviewResultTxt=%D1%80%D0%B5%D0%B7%D1%83%D0%BB%D1%8C%D1%82%D0%B0%D1%82+%D1%80%D0%B0%D1%81%D1%81%D0%BC%D0%BE%D1%82%D1%80%D0%B5%D0%BD%D0%B8%D1%8F%3A+%D0%9F%D0%B5%D1%80%D0%B5%D0%BF%D0%B8%D1%81%D0%BA%D0%B0+%D0%BF%D1%80%D0%B5%D0%BA%D1%80%D0%B0%D1%89%D0%B5%D0%BD%D0%B0) |
| 6 | Количество обращений на рассмотрении [**[?]**](http://10.0.0.224:8080/ips/df/all_appeals_count.jsp?fromDate=2020-04-01&toDate=2020-06-30&showFwds=1&noDubl=on&rsnPartId=83&subject=00) | [43](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2020-04-01&toDate=2020-06-30&noDubl=on&rsnPartId=83&notExecuted=1&notExecutedTxt=%D0%BD%D0%B0+%D0%B8%D1%81%D0%BF%D0%BE%D0%BB%D0%BD%D0%B5%D0%BD%D0%B8%D0%B8) |
| 7 | Количество обращений с истекшим сроком исполнения [**[?]**](http://10.0.0.224:8080/ips/df/all_appeals_count.jsp?fromDate=2020-04-01&toDate=2020-06-30&showFwds=1&noDubl=on&rsnPartId=83&subject=00) | 0 |
| 8 | Повторно [**[?]**](http://10.0.0.224:8080/ips/df/all_appeals_count.jsp?fromDate=2020-04-01&toDate=2020-06-30&showFwds=1&noDubl=on&rsnPartId=83&subject=00) | 0 |
| 9 | Количество обращений, перенаправленных с нарушением срока [**[?]**](http://10.0.0.224:8080/ips/df/all_appeals_count.jsp?fromDate=2020-04-01&toDate=2020-06-30&showFwds=1&noDubl=on&rsnPartId=83&subject=00) | 0 |

За отчетный период судебных исков по жалобам о нарушении прав граждан при рассмотрении их обращений не было.

Типичные вопросы, поднимаемые гражданами в своих обращениях в отчетном периоде:

* вопросы организации деятельности сайтов (другие нарушения в социальных сетях, игровых серверах, сайтах и т.д.);
* вопросы защиты персональных данных;
* о качестве и оплате оказываемых услуг электросвязи и почтовой связи (своевременность доставки почтовых отправлений, розыск отправлений), вопросы эксплуатации сооружений связи, а так же ограничения доступа к сетевым ресурсам.

Количественный анализ поступивших в Управление обращений граждан показал, что за II квартал 2020 года, по сравнению с аналогичным периодом прошлого года, имеет место снижение (-17%) количества поступивших обращений.

**Динамика поступления обращений граждан в Управление Роскомнадзора по Томской области за II квартал 2019 г. и за II квартал 2020 г.**