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

**в Управлении Роскомнадзора по Томской области в III квартале 2019 года**

В Управление Роскомнадзора по Томской области в III квартале 2019 года поступило **186** обращений граждан и юридических лиц.

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

5.4 % обращений содержат вопросы административного характера

53.8 % обращений содержат вопросы ограничения доступа к сайтам и деятельности в области информационных технологий;

23.6 % обращений касаются вопросов защиты персональных данных;

16.7 % обращений относятся к сфере связи;

0.5 % обращений поступило по вопросам в сфере массовых коммуникаций.

**Показатели за III квартал 2019 года (по состоянию на 30.09.2019)**

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| 1 | Поступило обращений, всего | [186](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&noDubl=on&rsnPartId=83) |
|  | из них: |  |
| 1.1 | обращения по основной деятельности | [186](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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=2019-07-01&toDate=2019-09-30&showFwds=1&noDubl=on&rsnPartId=83&subject=00) |  |
| 2.1 | Заказная бандероль | [1](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&noDubl=on&rsnPartId=83&deliveryType=1&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%B0%D1%8F+%D0%B1%D0%B0%D0%BD%D0%B4%D0%B5%D1%80%D0%BE%D0%BB%D1%8C) |
| 2.2 | Заказное письмо | [14](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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) |
| 2.3 | Заказное письмо с уведомлением о вручении | [8](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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) |
| 2.4 | Нарочным | [7](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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) |
| 2.5 | Официальный сайт | [143](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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) |
| 2.6 | Простое письмо | [9](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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) |
| 2.7 | СЭД | [1](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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) |
| 2.8 | Электронная почта | [3](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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=2019-07-01&toDate=2019-09-30&showFwds=1&noDubl=on&rsnPartId=83&subject=00) |  |
| 3.1 |

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|  |  | Обращения граждан по основной деятельности |

 | [186](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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 |

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|  | – | Вопросы административного характера |

 | [10](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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 |

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|  | • | Вопросы не относящиеся к деятельности Роскомнадзора |

 | [5](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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 |

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|  | • | Вопросы правового характера |

 | [1](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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 |

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|  | • | Обращение, не содержащее сути |

 | [3](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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 |

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|  | • | Получение информации по ранее поданным обращениям/документам |

 | [1](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&noDubl=on&rsnPartId=83&docSubject=103&docSubjectTxt=%D1%82%D0%B5%D0%BC%D0%B0%D1%82%D0%B8%D0%BA%D0%B0%3A+%D0%9F%D0%BE%D0%BB%D1%83%D1%87%D0%B5%D0%BD%D0%B8%D0%B5+%D0%B8%D0%BD%D1%84%D0%BE%D1%80%D0%BC%D0%B0%D1%86%D0%B8%D0%B8+%D0%BF%D0%BE+%D1%80%D0%B0%D0%BD%D0%B5%D0%B5+%D0%BF%D0%BE%D0%B4%D0%B0%D0%BD%D0%BD%D1%8B%D0%BC+%D0%BE%D0%B1%D1%80%D0%B0%D1%89%D0%B5%D0%BD%D0%B8%D1%8F%D0%BC%2F%D0%B4%D0%BE%D0%BA%D1%83%D0%BC%D0%B5%D0%BD%D1%82%D0%B0%D0%BC) |
| 3.7 |

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|  | – | Интернет и информационные технологии |

 | [100](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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 |

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|  | • | Вопросы организации деятельности сайтов (другие нарушения в социальных сетях, игровых серверах, сайтах и т.д.) |

 | [99](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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 |

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|  | • | Сообщения о нарушении положений 436-ФЗ (порнография, наркотики, суицид, пропаганда нетрадиционных сексуальных отношений) |

 | [1](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&noDubl=on&rsnPartId=83&docSubject=34&docSubjectTxt=%D1%82%D0%B5%D0%BC%D0%B0%D1%82%D0%B8%D0%BA%D0%B0%3A+%D0%A1%D0%BE%D0%BE%D0%B1%D1%89%D0%B5%D0%BD%D0%B8%D1%8F+%D0%BE+%D0%BD%D0%B0%D1%80%D1%83%D1%88%D0%B5%D0%BD%D0%B8%D0%B8+%D0%BF%D0%BE%D0%BB%D0%BE%D0%B6%D0%B5%D0%BD%D0%B8%D0%B9+436-%D0%A4%D0%97+%28%D0%BF%D0%BE%D1%80%D0%BD%D0%BE%D0%B3%D1%80%D0%B0%D1%84%D0%B8%D1%8F%2C+%D0%BD%D0%B0%D1%80%D0%BA%D0%BE%D1%82%D0%B8%D0%BA%D0%B8%2C+%D1%81%D1%83%D0%B8%D1%86%D0%B8%D0%B4%2C+%D0%BF%D1%80%D0%BE%D0%BF%D0%B0%D0%B3%D0%B0%D0%BD%D0%B4%D0%B0+%D0%BD%D0%B5%D1%82%D1%80%D0%B0%D0%B4%D0%B8%D1%86%D0%B8%D0%BE%D0%BD%D0%BD%D1%8B%D1%85+%D1%81%D0%B5%D0%BA%D1%81%D1%83%D0%B0%D0%BB%D1%8C%D0%BD%D1%8B%D1%85+%D0%BE%D1%82%D0%BD%D0%BE%D1%88%D0%B5%D0%BD%D0%B8%D0%B9%29) |
| 3.10 |

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| --- | --- | --- |
|  | – | Персональные данные |

 | [44](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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) |
| 3.11 |

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| --- | --- | --- |
|  | • | Досыл документов по запросу |

 | [4](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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) |
| 3.12 |

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|  | • | Вопросы защиты персональных данных |

 | [39](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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) |
| 3.13 |

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|  | • | Разъяснение вопросов по применению 152-ФЗ |

 | [1](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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) |
| 3.14 |

|  |  |  |
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|  | – | Связь |

 | [31](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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) |
| 3.15 |

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| --- | --- | --- |
|  | • | Вопросы по пересылке, доставке и розыску почтовых отправлений |

 | [9](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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) |
| 3.16 |

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|  | • | Вопросы организации работы почтовых отделений и их сотрудников |

 | [5](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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) |
| 3.17 |

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| --- | --- | --- |
|  | • | Вопросы эксплуатации оборудования связи |

 | [1](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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) |
| 3.18 |

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|  | • | Вопросы качества оказания услуг связи |

 | [9](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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 |

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|  | — | Вопросы предоставления услуг связи |

 | [2](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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 |

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|  | — | Жалобы на операторов: Вымпелком (Билайн), МТС, Мегафон |

 | [7](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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 |

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| --- | --- | --- |
|  | > | Несогласие абонентов с суммой выставленного счета (несогласие с указанным в счете объемом и видами услуг) |

 | [3](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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 |

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|  | > | Оказание дополнительных платных услуг без согласия абонента (подключение без согласия абонента услуг мобильный Интернет и т.д.) |

 | [2](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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 |

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| --- | --- | --- |
|  | > | 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.) |

 | [2](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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 |

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| --- | --- | --- |
|  | • | Обжалование в ТО ранее данных ответов |

 | [2](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&noDubl=on&rsnPartId=83&docSubject=105&docSubjectTxt=%D1%82%D0%B5%D0%BC%D0%B0%D1%82%D0%B8%D0%BA%D0%B0%3A+%D0%9E%D0%B1%D0%B6%D0%B0%D0%BB%D0%BE%D0%B2%D0%B0%D0%BD%D0%B8%D0%B5+%D0%B2+%D0%A2%D0%9E+%D1%80%D0%B0%D0%BD%D0%B5%D0%B5+%D0%B4%D0%B0%D0%BD%D0%BD%D1%8B%D1%85+%D0%BE%D1%82%D0%B2%D0%B5%D1%82%D0%BE%D0%B2) |
| 3.25 |

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| --- | --- | --- |
|  | • | Досыл документов по запросу |

 | [1](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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) |
| 3.26 |

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|  | • | Другие вопросы в сфере связи |

 | [4](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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) |
| 3.27 |

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|  | – | СМИ |

 | [1](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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) |
| 3.28 |

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| --- | --- | --- |
|  | • | Вопросы организации деятельности редакций СМИ |

 | [1](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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) |
| 4 | Переслано, всего [[?]](http://10.0.0.224:8080/ips/df/all_appeals_count.jsp?fromDate=2019-07-01&toDate=2019-09-30&showFwds=1&noDubl=on&rsnPartId=83&subject=00) | [28](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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=2019-07-01&toDate=2019-09-30&showFwds=1&noDubl=on&rsnPartId=83&subject=00) | [142](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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 | [1](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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=2019-07-01&toDate=2019-09-30&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 | [119](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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 | [17](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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 | [1](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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) |
| 6 | Количество обращений на рассмотрении [[?]](http://10.0.0.224:8080/ips/df/all_appeals_count.jsp?fromDate=2019-07-01&toDate=2019-09-30&showFwds=1&noDubl=on&rsnPartId=83&subject=00) | [44](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&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=2019-07-01&toDate=2019-09-30&showFwds=1&noDubl=on&rsnPartId=83&subject=00) | [1](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&noDubl=on&rsnPartId=83&isTermViol=1&isTermViolTxt=%D0%BF%D1%80%D0%BE%D1%81%D1%80%D0%BE%D1%87%D0%B5%D0%BD%D0%BD%D1%8B%D0%B5+%D0%BE%D0%B1%D1%80%D0%B0%D1%89%D0%B5%D0%BD%D0%B8%D1%8F) |
|  | из них: |  |
| 7.1 | исполненные | 0 |
| 7.2 | не исполненные | [1](http://10.0.0.224:8080/ips/df/df_all_appeals_list.jsp?fromDate=2019-07-01&toDate=2019-09-30&noDubl=on&rsnPartId=83&notExecuted=1&isTermViol=1&isTermViolTxt=%D0%BD%D0%B5+%D0%B8%D1%81%D0%BF%D0%BE%D0%BB%D0%BD%D0%B5%D0%BD%D0%BD%D1%8B%D0%B5+%D0%BF%D1%80%D0%BE%D1%81%D1%80%D0%BE%D1%87%D0%B5%D0%BD%D0%BD%D1%8B%D0%B5+%D0%BE%D0%B1%D1%80%D0%B0%D1%89%D0%B5%D0%BD%D0%B8%D1%8F) |
| 8 | Повторно [[?]](http://10.0.0.224:8080/ips/df/all_appeals_count.jsp?fromDate=2019-07-01&toDate=2019-09-30&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=2019-07-01&toDate=2019-09-30&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 III квартал 2019 года, по сравнению с аналогичным периодом прошлого года, имеет место снижение (-16,6%) количества поступивших обращений.

**Динамика поступления обращений граждан в Управление Роскомнадзора по Томской области за III квартал 2018 г. и за III квартал 2019 г.**