

---

**ENSURING THE SECURITY OF TOURISTS IN THE FIELD OF TOURISM. THE IMPORTANCE OF THE  
TOURIST POLICE IN UZBEKISTAN**

Fayzullayeva Marjona  
Student of KarSU

Jo'rayeva Dilafruz  
Student of KarSU

Esonboyev Akobir  
Student of KarSU

**ABSTRACT**

This article is about ensuring the safety of tourists, which is the most important for tourism, regulatory legal documents, as well as the role, importance and main tasks of the Tourist Police in Uzbekistan.

**Keywords:** Tourism Police, Tourist Safety, Tourism Charter, Convention, Hague Declaration, Tourism Statistics, Domestic Tourism Services, Travel Company

In our country, from the first days of independence, tourism services in the field of service provision have been interpreted as a priority direction of economic development, and attention to it has been raised to the level of state policy. Necessary organizational and legal mechanisms for the development of the industry have been created, relevant regulatory documents have been adopted by the government, and work in this direction is still ongoing. Ensuring the safety of a person's life always comes from the feelings of a person's desire to protect his life, preserve his health, and live. A tourist who wants to travel from one country to other countries is certainly interested in the political and social situation in this country, collects information and makes a clear decision due to peace of mind and lack of anxiety. One of the reasons for the development of tourism on an international scale is the decrease in international disputes, the decrease in armaments, the interest of the peoples of the world in each other, the desire to see, communicate, the historical and spiritual culture of the peoples, the nature of the countries where the peoples live. In the countries that have accepted the norms of international law in tourism, tourists trust and rely on these legal norms and act freely. At the same time, in the development of tourism, the increase of tourist flows in a particular country or countries will also depend on the activities of international organizations in tourism. It is the most important to organize tourism in every country, as well as internationally. Guaranteeing the safety of tourists' lives and the safety of their belongings requires the provision of legal protection of many complex measures of traffic safety at the international level and in the territories of countries. In order to increase the tourist potential in our country, increase the flow of tourists, as well as create comfortable and safe conditions for them, in accordance with the decision of the Cabinet of Ministers on November 23, 2017 "Ensure the safety of tourists", Bukhara, Samarkand, Khiva and From January 1, 2018, departments for ensuring safe tourism were established in the cities of Shahrisabz and Termiz, employees who can speak several foreign languages fluently, professionally mature and with a high culture of behavior were gathered and the material and technical base was strengthened. Tourism safety is a broad concept, and safety in tourism is understood as the safety of the tourist and his luggage, the protection of the vital interests of

the participants of the tourist environment from internal and external risks, and the protection of the environment from negative factors in the development of tourism. Safety in tourism is a set of measures aimed at protecting the life and health of tourists and minimizing harm to them and the environment (community, society, state, nature). The events taking place in the world show how important the issue of security is, and not only the internal order of the country, but coordination at the international level is required here. Decisions on ensuring safety in tourism are the main component of laws in the field of tourist activity. Currently, the issue of security in tourism is provided on the basis of the following principles. The very concept of security is defined as the state of protection of the vital interests of the individual, society and the state from internal and external threats. Life interests mean a set of needs, the satisfaction of which reliably ensures the existence and opportunities for the consistent development of the individual, society and the state. Tourist travel safety includes the personal safety of tourists, the safety of their property, as well as non-damage to the natural environment during travel. Tour operators and travel agents are obliged to provide tourists with all the complete information and health regulations. These requirements must be communicated to customers prior to travel. The travel company must inform the client in advance about the mental or physical stress that may threaten the safety of tourists during the trip. Provide information on what to do in an emergency and provide all contact information for emergency assistance in a specific country region. Vehicles, accommodations and all tourist equipment must meet the requirements set forth in the applicable regulations for safety measures or specific types of equipment. All tourist staff involved in accompanying tour participants during the trip must be prepared for an emergency and be aware of how to act in an emergency. The World Tourism Organization (WTO) researches the international experience in the international security of tourism and presents the recommendations developed on the basis of the research results as a guide to the countries that have adopted the law and legal-regulatory documents on international tourism. The Tourism Charter on Travel Safety was adopted in 1985 at the VI session of the General Assembly of the BTT. The charter consists of 9 articles and the tourist code. In the 4th article of the Charter, it is recommended to all countries of the world to ensure the safety of health and life of tourists, to keep their belongings, and to freely move in the territories of each country. We, students and professionals who are studying in the field of tourism, should master the articles of the Law "On Tourism" of the Republic of Uzbekistan and know them well.

Article 18 of this law: "Guarantee of tourism safety". The safety of tourism in the territory of the Republic of Uzbekistan is guaranteed by the state. Article 19: Measures to ensure the safety of tourism  
Subjects of tourist activity in order to ensure the safety of tourism:

- Ensuring the safety of travel, excursion, excursion routes, and the place where competitions are held is a condition for tourists to be safe on the trip;
- To teach tourists how to avoid injuries and accidents and prevent accidents, to provide guidance on providing primary medical aid, as well as to inform tourists about the sources of danger that may arise depending on the nature of the designated route and the behavior of tourists;
- To supervise the preparation of tourists for trips, trips, competitions, other tourist events;
- They must provide quick assistance to tourists who have suffered a disaster.

The President signed the decision "On additional measures for diversification of domestic tourism services".

In order to diversify the tourism services of the Ministry of Tourism and Cultural Heritage, the Ministry of Economic Development and Poverty Alleviation, the Ministry of Internal Affairs, the Ministry of

Emergency Situations, the National Guard, the Association of Private Tourism Organizations and the Association of Restaurateurs and Hoteliers of Uzbekistan, at night time (from 18:00 until 06:00) proposals for the introduction and development of mechanisms that apply were approved:

1. Unimpeded operation of catering establishments, entertainment and trade facilities, cultural organizations located on specially organized "Tourism Streets" while ensuring public safety and peace of the population;
2. To further improve the necessary infrastructure and engineering - communications system to ensure continuous operation of tourism demonstration objects;
3. Creation of necessary conditions for organizing and conducting cultural - entertainment and concert viewing events;
4. Establishment of special buses (shuttle-bus);
5. To introduce a unified procedure for permitting the operation of tourism demonstration objects and to create a support system for tourism demonstration objects.

A procedure shall be established according to which:

a) In order to ensure the continuous operation of night-time tourism demonstration objects, the following shall be implemented by the state:

continuous lighting of the surroundings of the tourism demonstration objects in operation is ensured, including the equipment of these areas with energy-saving technologies and renewable energy sources; tourism demonstration objects will be integrated into the "Safe City" concept;

"Security call buttons" will be installed and "Wi-Fi" zones will be established in "Tourism Streets" within the framework of public safety norms and requirements;

b) To objects of tourism demonstration operating at night:

installation of a video surveillance system that allows storing data for at least thirty days in the interior of facilities, service rooms, entrances and exits, including movement in case of emergencies and evacuation of citizens, and integration into the "Safe City" concept;

illumination of the surroundings of buildings, parking lot and other areas related to them at a distance of at least 10 meters;

complete soundproofing of objects. In this case, music and sound amplifier equipment are used at night without disturbing the peace of the population;

Provision of facilities with fire extinguishers, medical aid boxes with a set of medicines and medical supplies necessary for first aid; in the event of a fire and other emergency situations, the requirement to display information showing the map of movement and evacuation of citizens, as well as the telephone numbers of emergency and rescue services in the places of the building that are visible to all.

It is forbidden for state bodies to interfere without reason in the activities of business entities operating at night, and to put bureaucratic obstacles in their activities. The Ministry of Tourism and Cultural Heritage, the Ministry of Economic Development and Poverty Alleviation, the Ministry of Internal Affairs, the Ministry of Emergency Situations, the National Guard and the Council of Ministers of the Republic of Karakalpakstan, together with the regions and Tashkent city governments, depending on the need, in each region, according to the President's Decree of January 27, 2022 - establishes special "Tourism Streets" on certain streets included in the list of central streets to be transformed into Special Service Streets, approved by Resolution No. 104, and ensures the operation of tourism display objects on these streets at night.

Uzbekistan is a country of safe tourism. This is reflected in the statistics. In 2019, Uzbekistan was among the five safest countries in the world for solo tourists. This information is presented in the annual report of the online travel service Wegoplace. In June 2019, the Department of Tourism Safety was established in the IIBB of Tashkent city, and now more than 40 employees are working. In parallel with Tashkent, safe tourism departments were established in Samarkand, Bukhara and other cities this year. The task of the tourism police is to create safe conditions for foreign tourists who sincerely want to get to know the best aspects of our unique country. Without the help of translators and guides, the friendly staff of the tourism police will always help you find the right object and go in the right direction. If an unexpected situation arises, they will immediately contact the law enforcement authorities. The offices of the Tourist Police Department are located directly in the tourist information centers. Every day, the places where tourists gather the most - large tourist facilities, railway stations, airports - are controlled by operational teams of the tourism police. Today, the tourism police is the face of the country. That's why the appearance of police officers takes a special place. The main task of tourism police departments is to ensure the rights, freedoms and legal interests of tourists, to protect their lives, health and property from various criminal attacks.

Today, every tourist town or resort has a special police unit. They provide comprehensive assistance to tourists in difficult situations. As a rule, tourist police officers must know several foreign languages. They will have to help foreign tourists in any situation. Tourist police officers need to solve problems related to beaches as soon as possible. At the same time, it is recognized that tourist police officers do not always work as expected. It cannot be overlooked that in some cases they protect representatives of the local population, not tourists.

Tourist police officers have been on duty in the capital of Latvia for a long time. Their task is to provide all kinds of assistance to foreign tourists, including explaining the rules of public order in Riga, acting as interpreters when communicating with law enforcement officers. At the moment, one chief and 14 inspectors work in the department. 10 of them are patrolling the streets, and four are monitoring the telephone network day and night.

In Thailand, the tourist police work 24 hours a day. In this country, the tourist police is contacted when traffic accidents occur, theft is reported, and various problems occur in hotels and shops.

In addition to regular police officers, there is also a tourist police on the island of Phuket. At the same time, tourists can contact both ordinary police representatives and tourist police officers. The advantage of the tourist police is that they know the language.

Tourists vacationing in Egypt often have to contact the police. This is caused by incidents such as theft, fraud, discrimination, and damage to health. Police representatives have a great reputation in the "Land of Ehrams". Because of this, local residents avoid confrontation with the police. The interests of tourists are protected by the tourist police. Since the budget depends on the arrival of tourists, the state seeks to protect foreigners who come to rest. In Egypt, serving in the police ranks is considered prestigious. According to the Law "On Tourism", the Tourist Police was established in Bulgaria. This, in turn, indicates that the Ministry of Tourism has been given great powers. This department also took on the issues of whether the hotels meet the requirements of the times or not.

In the United Arab Emirates, the tourist police protect the citizens of the country from tourists. In fact, they were supposed to protect tourists from the local population. A few years ago, the United Emirates was considered the country with the lowest crime rate in the world. However, due to the increase in tourists and the widespread involvement of foreigners in the service sector, crime has increased.

Tourist police in the United Arab Emirates do not wear special uniforms. They walk the streets of the city like ordinary citizens, engaging foreigners in conversation and learning from their thoughts. they will know.

In cities with developed tourism, including Venice, they attach great importance to it. In this city, you cannot gather a group of people and take them for a walk around the city. For this, of course, it is necessary to obtain a license.

Israel, Spain, Latvia, Turkey, United Arab Emirates and Sri Lanka have similar police structures. Tourist police officers in these countries patrol tourist areas and provide all kinds of assistance to foreign visitors. In some countries, the tourist police also monitor how the country's laws are being followed. In a number of countries, it is also recognized that tourist police are more of a headache for visitors than local law breakers. The main purpose of the tourist police is to help tourists. At the same time, the tourist police performs other tasks. That is, from time to time, they also check whether the lines have a license or not.

Another important document adopted in the Hague Declaration was that terrorism was recognized as a real threat to the development of tourism and tourism. It was recognized that the cases of the countries of the world giving shelter to terrorists for various political reasons are condemned on a global scale.

The conference of BTT on ensuring the safety of international tourism and life of tourists, held in Japan (Osaka Declaration) on September 30 - October 1, 2001, "Cooperation in the field of tourism" of the CIS countries - Ashgabat, December 23, 1993, On October 29, 1994, on November 4, 1994, the Osaka Declaration, the "European Council for the Organization of Tourism Activities", on November 2, 1981, the "International Hotel Regulations Association" in Nepal made important decisions and developed recommendations. came out and spread it to the countries of the world.

In 21% of tourism countries, a special tourism police has been established, and this police is engaged only in tourism activities. Tourism police are also tasked with protecting tourists, tourism resources and the environment, combating drug addiction, and protecting local ethnic groups.

It is known from the practice of international tourism that the tourism administration of many countries develops clear recommendations about whether tourists should go to countries and regions of the world, the state and levels of security, tourism policy and protection in these countries, and regularly publish them in their media. gives recommendations. In conclusion, police service in tourism and ensuring the safety of tourists has become one of the urgent issues. Certain conventions and documents specifically address Tourist Safety. The Charter of Tourism is no exception.

#### **REFERENCES:**

1. Bobur, R., Parviz, N., & Shoxsanam, B. (2022). O'ZBEKISTONDA GASTRONOMIK TURIZM VA UNING RIVOJLANTIRISH ISTIQBOLLARI. *BARQARORLIK VA YETAKCHI TADQIQOTLAR ONLAYN ILMYIY JURNALI*, 817-824.
2. Gulomkhasanov, E., & Rakhmatova, N. (2022). THE ROLE OF TASHKENT IN THE DEVELOPMENT OF TOURISM. *Scientific progress*, 3(1), 183-188.
3. Mekhruza, V., Malokhat, S., Rustam, T., & Bakhora, R. (2022). PERFORMANCE OF HILTON: HOW HILTON TACKLES THE EPIDEMIC COVID-19 DISEASE. *Thematics Journal of Business Management*, 5(2).

4. Ro'ziyev, B. A. (2022). MARKAZIY OSIYO DAVLATLARIDA TURIZM RIVOJLANISHINING TAHLILI. *Gospodarka i Innovacje.*, 24, 388-389.
5. Ruziyev, B., & Bakhridinova, Y. (2022). LOGISTICS: TYPES OF TRANSPORT. *Scientific progress*, 3(2), 456-462.
6. Mekhruza, V., & Umidjon, J. (2022). INTERNATIONAL TRADE TRENDS IN UZBEKISTAN. *Journal of Academic Leadership*, 21(1).
7. Akmaljon, O., Erkin, G., & Nodira, M. (2022). DIGITAL MARKETING. *Uzbek Scholar Journal*, 10, 112-116.
8. Jakhongir, O. (2022). FINANCIAL POLICY. *Web of Scientist: International Scientific Research Journal*, 3(10), 592-597.
9. Jakhongir, O. (2022). WAYS OF DEVELOPING THE FINANCIAL MARKET. *Web of Scientist: International Scientific Research Journal*, 3(9), 569-574.
10. Nigora, A. (2022). ACCOUNTING STANDARDS AND QUALITIES. *Web of Scientist: International Scientific Research Journal*, 3(9), 533-539.
11. Nigora, A. (2022). MONETARY POLICY. *Web of Scientist: International Scientific Research Journal*, 3(10), 585-591.
12. ALIMKHANOVNA, A. N. Applying Effective Methods to Stabilize Inflation: the Role and Importance of Monetary Policy in Curbing Inflation. *International Journal of Innovations in Engineering Research and Technology*, 7(4), 1-4.
13. Abdullayeva, M. (2019). Clinical efficacy of montelukast (I-montus kid®) in the control of Mild persistent bronchial asthma in children. *Journal of Critical Reviews*, 7(5), 2020.
14. Шамсиева, Э. Р., & Ташматова, Г. А. (2022). *Деструктивно-воспалительная патология суставов у детей до 16 лет* (Doctoral dissertation, England).
15. Шамсиева, Э. Р. (2022). *Клинические проявления семейного нефротического синдрома у детей* (Doctoral dissertation, Россия).
16. Шамсиева, Э. Р. (2022). Клинические особенности течения различных форм ювенильного ревматоидного артрита у детей.
17. Шамсиева, Э. Р. (2004). Клинико-патогенетическое обоснование сочетанного применения кобавита с сернокислой медью и лазерного воздействия в комплексном лечении пневмонии у детей раннего возраста. *Актуальные проблемы современной науки*, (1), 165-166.
18. Файзиева, У. Р., & Сатибалдиева, Н. Р. (2016). Специфика проблемного обучения студентов медицинских вузов по предмету педиатрия. *Современные инновации*, (2 (4)), 21-24.
19. Файзиева, У. Р., Сатибалдиева, Н. Р., & Ахмедова, Г. Х. (2016). Новые инновационные технологии по предмету Сестринское дело по педиатрии. *European science*, 3, 13.
20. Tatochenko, V. K. (2021). Community-acquired pneumonia in children– problems and solutions. *Rossiyskiy Vestnik Perinatologii i Pediatrii (Russian Bulletin of Perinatology and Pediatrics)*, 66(1), 9-21.
21. Файзиева, У. Р., & Худойкулова, Э. А. (2017). Эффективность применения препарата АкваДЗетрима при рахите. *Интерактивная наука*, (12), 75-77.
22. Худойкулов, Э. А., Сатибалдиева, Н. Р., & Файзиева, У. Р. (2016). Эффективность применения метаболитов на фоне комплексной терапии у детей с пневмонией. *Современные инновации*, (3 (5)), 57-59.

23. Халматова, Б. Т., Сотиболдиева, Н. Р., & Абдуллаева, Д. Т. (2010). Отдаленные последствия бронхообструктивного синдрома у детей. *Врач-аспирант*, 43(6), 57-61.
24. Chorieva, Z. Y., Dzhuraev, I. B., Fayzieva, U. R., Satibaldiyeva, N. R., & Ashurova, A. S. (2021). Influence of Environmental Indicators on the Development of Broncho-pulmonary Pathology in Children. *European Journal of Molecular & Clinical Medicine*, 7(11), 4419-4425.
25. Umurov, F. F., Amonova, M. M., & Sultanova, D. B. (2020). Improvement of wastewater treatment sorption-coagulation-flocculation method. *European Journal of Molecular and Clinical Medicine*, 7(8), 1599-1604.
26. Амонова, М. М. (2017). ИЗУЧЕНИЕ РЕОЛОГИЧЕСКИХ СВОЙСТВ ШЛИХТУЮЩЕЙ ПОЛИМЕРНОЙ КОМПОЗИЦИИ НА ОСНОВЕ КРАХМАЛА И ПОЛИАКРИЛАМИДА. *Вестник магистратуры*, (2-1 (65)), 19-20.
27. Amonova, M. M., Ravshanov, K. A., & Amonov, M. R. (2019). Studying the doses of coagulants in the treatment of textile waste water. *Universum: chemistry and biology (electronic scientific journal).- Moscow*, (6), 60.
28. Амонова, М. М., & Мухиддинов, Б. Ф. (2021). ИССЛЕДОВАНИЕ ВЛИЯНИЯ КОНЦЕНТРАЦИИ КОАГУЛЯНТНОВ И АДСОРБЕНТОВ ПРИ ОЧИСТКЕ СТОЧНЫХ ВОД ТЕКСТИЛЬНОГО ПРОИЗВОДСТВА. *Universum: технические науки*, (5-4 (86)), 10-15.
29. Амонова, М. М., & Ахророва, М. А. (2016). Физико-химические и технологические характеристики буровых композиционных растворов. *Учёный XXI века*, (4-4 (17)), 21-23.
30. Амонова, М. М., & Амонова, М. М. (2022). ОСОБЕННОСТИ КОМПЛЕКСНОЙ ОЧИСТКИ СТОЧНЫХ ВОД ТЕКСТИЛЬНЫХ ПРЕДПРИЯТИЙ. *Galaxy International Interdisciplinary Research Journal*, 10(11), 65-71.
31. Топалиди, В. А., & Юсупов, У. Б. (2019). Нормирование ресурса шин грузовых автомобилей в карьерных условиях. *Автомобильная промышленность*, (11), 27-29.
32. Topalidi, V. A., & Yusupov, U. B. (2020). Wear resistance of tires of specialized vehicles depending on the category of strength of quarry roads. *Automotive Industry*, (12), 20-22.
33. Yusupov, U., Kasimov, O., & Anvarjonov, A. (2022, June). Research of the resource of tires of rotary buses in career conditions. In *AIP Conference Proceedings* (Vol. 2432, No. 1, p. 030073). AIP Publishing LLC.