

**"InFinbank" AJga jismoniy va yuridik shaxslardan 2025-yil davomida kelib tushgan murojaatlar to'g'risida**

**MA'LUMOT**

01.01.2026-yil holatiga

| №  | Mintaqaviy filiallar nomi     | Jami murojaatlar | shundan,         |                   | Shu jumladan,                 |                  |                    |                  |               |                |                          |               |           |
|----|-------------------------------|------------------|------------------|-------------------|-------------------------------|------------------|--------------------|------------------|---------------|----------------|--------------------------|---------------|-----------|
|    |                               |                  | Yuridik shaxslar | Jismoniy shaxslar | Prezident virtual qabulxonasi | Xalq qabulxonasi | Vazirlar Mahkamasi | Bosh Prokuratura | Markaziy bank | Kasaba uyushma | Rais virtual qabulxonasi | Shaxsiy qabul | Boshqalar |
|    | <b>Jami</b>                   | <b>1 018</b>     | <b>97</b>        | <b>921</b>        | <b>578</b>                    | <b>7</b>         | <b>10</b>          | <b>38</b>        | <b>178</b>    | <b>0</b>       | <b>46</b>                | <b>111</b>    | <b>50</b> |
| 1  | Qoraqalpog'iston Respublikasi | 57               | 1                | 56                | 38                            |                  |                    | 4                | 12            |                |                          | 3             |           |
| 2  | Andijon viloyati              | 42               | 1                | 41                | 29                            |                  |                    | 4                | 6             |                |                          | 2             | 1         |
| 3  | Buxoro viloyati               | 37               | 13               | 24                | 27                            |                  |                    | 4                | 4             |                |                          |               | 2         |
| 4  | Jizzax viloyati               |                  |                  |                   |                               |                  |                    |                  |               |                |                          |               |           |
| 5  | Qashqadaryo viloyati          | 74               | 3                | 71                | 56                            | 2                |                    |                  | 7             |                | 2                        | 4             | 3         |
| 6  | Navoiy viloyati               | 29               |                  | 29                | 24                            |                  |                    | 1                | 1             |                |                          | 2             | 1         |
| 7  | Namangan viloyati             | 26               | 2                | 24                | 18                            |                  |                    | 3                | 3             |                | 1                        |               | 1         |
| 8  | Samarqand viloyati            | 81               | 5                | 76                | 67                            |                  |                    | 5                | 2             |                | 2                        | 3             | 2         |
| 9  | Sirdaryo viloyati             |                  |                  |                   |                               |                  |                    |                  |               |                |                          |               |           |
| 10 | Surxondaryo viloyati          |                  |                  |                   |                               |                  |                    |                  |               |                |                          |               |           |
| 11 | Toshkent viloyati             | 77               | 6                | 71                | 49                            |                  |                    | 4                | 14            |                | 1                        | 7             | 2         |
| 12 | Toshkent shahri               | 468              | 30               | 438               | 184                           | 2                | 7                  | 9                | 106           |                | 37                       | 86            | 37        |
| 13 | Farg'ona viloyati             | 46               | 5                | 41                | 33                            |                  | 1                  | 4                | 5             |                | 2                        |               | 1         |
| 14 | Xorazm viloyati               | 42               | 6                | 36                | 27                            | 3                | 2                  |                  | 6             |                | 1                        | 3             |           |
| 15 | Qo'qon shahar                 | 39               | 25               | 14                | 26                            |                  |                    |                  | 12            |                |                          | 1             |           |

**Boshqaruv Raisi**

**B.S.Djurayev**

**Kotibiyat departamenti direktori**

**N.B.Atamirzayeva**

"InFinbank" AJga jismoniy va yuridik shaxslardan 2025-yil davomida kelib tushgan murojaatlar to‘g‘risida

MA ‘ L U M O T

01.01.2026-yil holatiga

| №  | Mintaqaviy filiallar   | Kelib tushgan murojaat | Shu jumladan,                 |                  |                    |                  |               |                |                          |                                                    |           | Ko‘rib chiqilgan murojaatlar | Jumladan           |                  |                      |            |       | Qanoatlantirish darajasi | Muddatidan kechiktirib ko‘rib chiqilgan | Takroriy murojaatlar |
|----|------------------------|------------------------|-------------------------------|------------------|--------------------|------------------|---------------|----------------|--------------------------|----------------------------------------------------|-----------|------------------------------|--------------------|------------------|----------------------|------------|-------|--------------------------|-----------------------------------------|----------------------|
|    |                        |                        | Prezident virtual qabulxonasi | Xalq qabulxonasi | Vazirlar Mahkamasi | Bosh Prokuratura | Markaziy bank | Kasaba uyushma | Rais virtual qabulxonasi | To‘g‘ridan-to‘g‘ri kelib tushgan murojaat (Shaxsiy | Boshqalar |                              | Ijobiy hal qilindi | Shundan,         |                      | Rad etildi |       |                          |                                         |                      |
|    |                        |                        |                               |                  |                    |                  |               |                |                          |                                                    |           |                              |                    | Qanoatlantirildi | Tushuntirish berildi |            |       |                          |                                         |                      |
|    | Жами                   | 1 018                  | 578                           | 7                | 10                 | 38               | 178           | 0              | 46                       | 111                                                | 50        | 1 018                        | 944                | 221              | 723                  | 74         | 92,7% | 0                        | 70                                      |                      |
| 1  | Qoraqalpog‘iston Respu | 57                     | 38                            |                  |                    | 4                | 12            |                |                          | 3                                                  |           | 57                           | 51                 | 14               | 37                   | 6          | 89,5% |                          | 3                                       |                      |
| 2  | Andijon viloyati       | 42                     | 29                            |                  |                    | 4                | 6             |                |                          | 2                                                  | 1         | 42                           | 39                 | 8                | 31                   | 3          | 92,9% |                          | 2                                       |                      |
| 3  | Buxoro viloyati        | 37                     | 27                            |                  |                    | 4                | 4             |                |                          |                                                    | 2         | 37                           | 35                 | 7                | 28                   | 2          | 94,6% |                          | 5                                       |                      |
| 4  | Jizzax viloyati        |                        |                               |                  |                    |                  |               |                |                          |                                                    |           |                              |                    |                  |                      |            |       |                          |                                         |                      |
| 5  | Qashqadaryo viloyati   | 74                     | 56                            | 2                |                    |                  | 7             |                | 2                        | 4                                                  | 3         | 74                           | 71                 | 8                | 63                   | 3          | 95,9% |                          | 5                                       |                      |
| 6  | Navoiy viloyati        | 29                     | 24                            |                  |                    | 1                | 1             |                |                          | 2                                                  | 1         | 29                           | 26                 | 9                | 17                   | 3          | 89,7% |                          | 1                                       |                      |
| 7  | Namangan viloyati      | 26                     | 18                            |                  |                    | 3                | 3             |                | 1                        |                                                    | 1         | 26                           | 25                 | 4                | 21                   | 1          | 96,2% |                          |                                         |                      |
| 8  | Samarqand viloyati     | 81                     | 67                            |                  |                    | 5                | 2             |                | 2                        | 3                                                  | 2         | 81                           | 68                 | 15               | 53                   | 13         | 84,0% |                          | 4                                       |                      |
| 9  | Sirdaryo viloyati      |                        |                               |                  |                    |                  |               |                |                          |                                                    |           |                              |                    |                  |                      |            |       |                          |                                         |                      |
| 10 | Surxondaryo viloyati   |                        |                               |                  |                    |                  |               |                |                          |                                                    |           |                              |                    |                  |                      |            |       |                          |                                         |                      |
| 11 | Toshkent viloyati      | 77                     | 49                            |                  |                    | 4                | 14            |                | 1                        | 7                                                  | 2         | 77                           | 68                 | 13               | 55                   | 9          | 88,3% |                          | 6                                       |                      |
| 12 | Toshkent shahri        | 468                    | 184                           | 2                | 7                  | 9                | 106           |                | 37                       | 86                                                 | 37        | 468                          | 449                | 123              | 326                  | 19         | 95,9% |                          | 29                                      |                      |
| 13 | Farg‘ona viloyati      | 46                     | 33                            |                  | 1                  | 4                | 5             |                | 2                        |                                                    | 1         | 46                           | 42                 | 11               | 31                   | 4          | 91,3% |                          | 3                                       |                      |
| 14 | Xorazm viloyati        | 42                     | 27                            | 3                | 2                  |                  | 6             |                | 1                        | 3                                                  |           | 42                           | 36                 | 6                | 30                   | 6          | 85,7% |                          | 2                                       |                      |
| 15 | Qo‘qon shahar          | 39                     | 26                            |                  |                    |                  | 12            |                |                          | 1                                                  |           | 39                           | 34                 | 3                | 31                   | 5          | 87,2% |                          | 10                                      |                      |

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**MA'LUMOT**

01.01.2026-yil holatiga

| №  | Mintaqaviy filiallar          | Jami murojaat soni | Shu jumladan,            |                 |                |                                |           |                   |                        |                  |           |                                            |                               |
|----|-------------------------------|--------------------|--------------------------|-----------------|----------------|--------------------------------|-----------|-------------------|------------------------|------------------|-----------|--------------------------------------------|-------------------------------|
|    |                               |                    | Uy joy (ipoteka) krediti | Tijorat krediti | Ta'lim krediti | Plastik va terminal masalasida | Omonat    | Kredit to'lovlari | Taqiq masalasi (garov) | Imtiyozli kredit | Boshqalar | Bank xodimlari hatti-harakatlari yuzasidan | Bank xizmat turlari yuzasidan |
|    | <b>Jami</b>                   | <b>1 018</b>       | <b>11</b>                | <b>99</b>       | <b>0</b>       | <b>256</b>                     | <b>66</b> | <b>327</b>        | <b>52</b>              | <b>29</b>        | <b>73</b> | <b>22</b>                                  | <b>83</b>                     |
| 1  | Qoraqalpog'iston Respublikasi | 57                 |                          | 11              |                | 15                             | 3         | 19                | 1                      | 1                | 6         |                                            | 1                             |
| 2  | Andijon viloyati              | 42                 | 1                        | 12              |                | 7                              | 1         | 9                 | 7                      |                  |           | 1                                          | 4                             |
| 3  | Buxoro viloyati               | 37                 |                          | 2               |                | 10                             | 1         | 15                | 1                      | 7                |           |                                            | 1                             |
| 4  | Jizzax viloyati               |                    |                          |                 |                |                                |           |                   |                        |                  |           |                                            |                               |
| 5  | Qashqadaryo viloyati          | 74                 |                          | 4               |                | 11                             | 1         | 48                |                        | 2                | 3         |                                            | 5                             |
| 6  | Navoiy viloyati               | 29                 |                          | 2               |                | 9                              | 1         | 9                 | 1                      |                  | 4         | 1                                          | 2                             |
| 7  | Namangan viloyati             | 26                 |                          | 2               |                | 4                              |           | 14                |                        | 3                | 3         |                                            |                               |
| 8  | Samarqand viloyati            | 81                 | 2                        | 19              |                | 7                              | 2         | 25                | 4                      | 10               | 1         | 3                                          | 8                             |
| 9  | Sirdaryo viloyati             |                    |                          |                 |                |                                |           |                   |                        |                  |           |                                            |                               |
| 10 | Surxondaryo viloyati          |                    |                          |                 |                |                                |           |                   |                        |                  |           |                                            |                               |
| 11 | Toshkent viloyati             | 77                 | 6                        | 4               |                | 15                             | 2         | 33                | 12                     | 1                | 1         |                                            | 3                             |
| 12 | Toshkent shahri               | 468                | 1                        | 27              |                | 154                            | 46        | 116               | 8                      | 2                | 49        | 15                                         | 50                            |
| 13 | Farg'ona viloyati             | 46                 | 1                        | 7               |                | 10                             | 1         | 19                | 1                      | 3                |           | 1                                          | 3                             |
| 14 | Xorazm viloyati               | 42                 |                          | 6               |                | 11                             | 4         | 11                | 6                      |                  | 2         |                                            | 2                             |
| 15 | Qo'qon shahar                 | 39                 |                          | 3               |                | 3                              | 4         | 9                 | 11                     |                  | 4         | 1                                          | 4                             |

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