

DIGITAL TRANSFORMATION OF THE CONSTITUTIONAL RIGHT OF CITIZENS TO APPEAL

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The subject of the research is the change in the content of the constitutional right to appeal under the influence of digital technologies. The purpose of the article is to establish the stages and features of the change in the content of the constitutional right to appeal in the Russian Federation under the influence of digitalization. When writing the article, the following methods of cognition were used: formal-legal, comparative-legal and historical. It was established that the digital transformation of the constitutional right to appeal began in the early 2000s with the admission of appeals in electronic form. In federal legislation, electronic appeals were allowed only in 2010. The reason for legalization is the introduction in Russia of the institution of state and municipal services that are provided electronically. The initial stage of digitalization of the constitutional right to appeal was liberal. Features of the initial stage of digitalization of the constitutional right to appeal: (1) simplified requirements for electronic appeals (no signature of the applicant); (2) an increase in the types of electronic appeals (the emergence of special pre-trial complaints, reviews of activities, etc.); (3) increasing the number of ways to submit electronic requests (via email, via state electronic portals, via mobile applications, via social networks, etc.). The latest stage of digitalization of the constitutional right to appeal began in 2020. This stage is characterized by a limitation on the number of ways to submit electronic requests. In 2020, pre-trial complaints in the field of control and supervision appeared. Such complaints can only be submitted using a specialized state Internet portal (<https://knd.gov.ru/main>). In 2020, an experiment was launched with submitting messages on the portal “Reshaem vmeste” (“Let’s Decide Together”; <https://pos.gosuslugi.ru/landing/>). This portal is also the only way to submit electronic messages. Subsequently, the results of this experiment were used in 2023. This experiment allowed citizens to submit requests to government bodies through the Unified Portal of State and Municipal Services. Since March 30, 2025, fundamental changes have taken place in the regulation of electronic appeals of citizens: (1) the methods of sending electronic appeals have become part of the concept of a citizen's appeal; (2) only three methods of sending electronic appeals have been established (the Unified Portal of State and Municipal Services, another state Internet portal, the website of an authority on the Internet); (3) e-mail has been abolished as a method of submitting appeals of citizens (e-mail is retained for sending responses to citizens); (4) sending appeals in electronic form requires identification and (or) authentication of applicants. Thus, since 2025, the approach to the digitalization of the constitutional right to appeal has changed, it has become more balanced.

1. Introduction

The right to treatment is one of the oldest and most basic human rights [1, p. 21]. It is not always enshrined in the constitutions of states, and if it is, it is often of a political nature [2, p. 341; 3, p. 120, 4, p. 147] (as in the US Constitution, for example). In the Russian Federation, the right to appeal is a constitutional right that is universal and as broad as possible, both in terms of the subjects (applicants and addressees) and the permissible topics of appeals. This is why the issue of the transformation of the domestic constitutional right to appeal, taking into account the development of digital technologies and their integration into public and state life, is of particular interest. In his publications, the Chairman of the Constitutional Court of the Russian Federation, V.D. Zorkin¹, also notes the need for such an approach to assessing the current state of human rights in the digital age [5, p. 21].

We will make it clear right away that we will not delve into the issue of defining the category of "digital transformation" [5, pp. 109-117; 6, pp. 309-324; 7, p. 137], but will proceed from a simplified understanding of it as the use of electronic computing machines for sending, receiving, and processing requests, as well as providing responses to them.

It is worth noting that the scientific doctrine also focuses on the aspects of digital transformation of the submission of appeals through unified online portals at all levels of government, which, according to a number of authors [8, p. 75; 9, p. 157; 10, p. 273], is an impetus for the formation of a unified system of public administration. Thus, the processes of digital transformation are presented by scientists

as certain technical "attributes" of the mechanism for exercising the right to appeal. At the same time, a number of well-known researchers are already paying attention to the transformation of the content of certain human rights with the introduction of digital tools into the mechanism of their implementation [11; 12]. In this regard, the opinion of D.A. Pashentsev and M.V. Zaloilo is particularly interesting. They believe that "it is necessary for the constituent entities of the Russian Federation to provide for the right of every citizen to digitalization when applying to public authorities" [13, p. 37].

Considering only the technical component of the process of transforming the right to appeal, it should be noted that the methodological component of such studies is controversial [14], as the authors of such works somewhat ignore the formal-legal approach in reflecting the process of transforming the right to appeal, and prefer to describe the technical features of the portals for citizens to express their will (in a broad sense: feedback, "initiatives," etc.), which is certainly interesting, but does not fully reflect the real features and problems of the dynamics of legal regulation in the studied area [15, p. 47].

To date, the question remains understudied: to what extent do the processes of digital transformation affect the content of citizens' rights to appeal, and have they expanded or, on the contrary, narrowed the implementation of this right as a subjective right of a citizen (what can a citizen now demand from the authorities; has digital transformation affected the quality of the rights to appeal) [16, p. 41].

We believe that the study of the deformations of a citizen's rights, when exercising the subjective right to appeal, caused by the processes of digitalization, allows us to

¹ Zorkin V.D. The Right of the Future in the Digital Age. Official website of the National Association of Information Security. URL: <https://namib.online/2020/04/valerij-zorkin-pravo-budushhego-v-jepohu-cifr/> (accessed on 08.04.2025)
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assess the level of its proper objectification [17, p. 34] by the state. Otherwise, the negative trend of the legislator's hasty and unsystematic efforts to regulate the existing practice of introducing digital technologies into the mechanism of addressing appeals will continue, without taking into account the scientific doctrine of a citizen's constitutional right to appeal [18, p. 89-103; 19, p. 45-50].

2. Factors of digital transformation of the right to appeal

It should be noted that chronologically, the first steps towards digitalization of the right to appeal of citizens were carried out by the authorities even before their actual national regulatory consolidation and consisted in the admission into circulation of the electronic method of submitting appeals. It is noteworthy that at the initial stage of digitalization, electronic appeals were approached with great caution, and, for example, the applicant was required to sign the appeal with an electronic digital signature², which effectively nullified the actual practice of sending them to the authorities³ (most likely due to the fact that the vast majority of citizens did not have digital signatures).

In the Federal Law "On the Procedure for Considering Petitions from Citizens of the Russian Federation" (hereinafter referred to as the Federal Law on Working with Petitions), the federal legislator only established the universal right of applicants to submit petitions in electronic form in 2010⁴, two years after the introduction of

the federal regulatory framework for submitting electronic petitions to government agencies. It is noteworthy that these changes were driven not so much by the desire to reform the constitutional right of citizens to appeal, but rather by the administrative reforms being carried out in the country: the introduction of the institution of public and municipal services (the cornerstone of which was the provision of electronic services to citizens) and the implementation of information transparency in government bodies.

Given that the first administrative regulations for the provision of public and municipal services were developed specifically for the procedure of processing citizens' appeals, the mention of the electronic method of submitting appeals in the Federal Law on Working with Appeals was not just logical, but inevitable. However, the approach of considering the consideration of citizens' appeals as a type of public (municipal) services was quickly deemed erroneous (this activity was classified as a type of public (municipal) function rather than a service [20, pp. 574-579]), but the focus on digitalization and information transparency, primarily through digital means, had already been established.

The 2010 amendments to the Federal Law on Working with Appeals had a significant impact on the development of the mechanism for implementing the constitutional right to appeal:

Firstly, they allowed for any option of sending an electronic appeal (at least the law did not specify the methods of sending or restrict them by any conditions). Initially, this led to the emergence of two main channels for

² Law of the Sverdlovsk Region dated March 20, 2006, No. 13-OZ "On appeals from citizens of the Russian Federation, foreign citizens, and stateless persons to state bodies of the Sverdlovsk Region, state organizations of the Sverdlovsk Region, and local self-government bodies of municipalities located in the Sverdlovsk Region"

³ At least, we have not found any statistics on their destinations before 2010 in open sources.

⁴ Federal Law No. 227-FZ of July 27, 2010 "On Amendments to Certain Legislative Acts of the Russian Federation in Connection with the Adoption of the Federal

Law on the Organization of the Provision of Public and Municipal Services". Collection of Legislation of the Russian Federation. August 2, 2010. No. 31. Article 4196.

receiving citizens' appeals: via email or through a special feedback form on the government agency's website (the so-called electronic reception office).

Secondly, the requirements for electronic appeals became simpler than those for traditional written appeals. In particular, electronic appeals did not require a signature or date.

This approach was perceived differently by local authorities. Some authorities followed the federal trend and created as many electronic channels as possible for receiving citizens' appeals (for example, in the Administration of the City of Yekaterinburg, the working email address of each official was considered a valid channel for receiving citizens' appeals; in the Administration of the City of Degtyarsk, citizens could submit appeals through social media⁵, and so on).

Other authorities sought to minimize the flow of electronic appeals. To do this, for example, they set up a single email address for submitting appeals and "hid" it on the authority's website in such a way that it could not be found immediately (including not placing it on the first page of their website). Third, the authorities sought to further regulate and "complicate" the procedure for submitting electronic appeals: they introduced a requirement to confirm the validity of the email address (for sending a response) when submitting appeals through the official website of the authority, or applied "anti-robot protection," which required the submission of a code in the form of letters or symbols from a picture (to prevent automated distribution of appeals).

At the same time, it cannot be said that

those authorities that sought to somehow limit (or regulate) the electronic method of submitting citizens' appeals acted in bad faith. Rather, their actions were motivated by a desire to mitigate the negative consequences of the federal legislator's overly "liberal" approach to electronic appeals. Specifically:

First, the main problem with electronic appeals was their actual anonymity (the legislator did not require a signature as a mandatory requisite for an electronic appeal). Of course, a traditional written appeal can also be submitted under a false name or on behalf of another person. However, this problem was not widespread (before most citizens' appeals were moved to an electronic format).

The second most significant problem was the possibility of sending multiple identical appeals from different recipients (mostly false or fake addresses) in order to destabilize the government agency.

The third problem, which is closely related to the first, multiplied by the lack of a way to identify the recipient of a response to an appeal, was the possibility of receiving responses, and therefore information, by people who were not legally entitled to receive it. This problem becomes particularly acute when the response to an appeal involves the provision of restricted information (not only personal data, but also more significant information, such as medical information).

All of the above-mentioned problems have not been resolved to this day (even after the amendments at the end of 2024), as the authorities do not have any grounds for not sending a response to the address specified in the application (including an electronic one), even if the official reasonably believes that the person who actually made the application is not the one specified in the text of the application.

Realizing the federal legislator's primary

⁵ Item 8 of the Procedure for organizing work on maintaining the pages of the head and Administration of the Degtyarsk city district on social networks, approved by Resolution of the Head of the Degtyarsk city District dated 06/05/2019 No. 25 "On maintaining the official pages of the head and administration of the Degtyarsk city district on social networks". The document was not published. SPS Consultant-Plus.

goal of expanding the use of electronic appeals as a means of interaction with government agencies, and ultimately making the Internet the primary channel for receiving appeals from government bodies, which was ultimately achieved, the higher the proportion of electronic appeals (compared to traditional ones) became, the more apparent the drawbacks of an overly liberal approach to the legal regulation of electronic appeals became, which ultimately led to the abandonment of this approach in 2025 (as will be discussed later).

3. The impact of digital transformation on the emergence of alternative forms of citizens' appeals

The next step taken by the federal legislator in developing the legal framework for the digitalization of the constitutional right to appeal was the amendments to the Federal Law "On the Organization of the Provision of Public and Municipal Services", which established a special institution of pre-trial appeal, accompanied by a fundamentally new way of submitting complaints – the portal of pre-trial appeal (<https://do.gosuslugi.ru>), created on the basis of the Unified Portal of Public and Municipal Services (hereinafter referred to as the Unified Portal)⁶. Despite the existence of a complete regulatory framework and a relatively narrow segment of public relations subject to the new regulation, the creation of a pre-trial appeal portal took three years, and the inclusion of all relevant recipients took many years.

Without going into a detailed analysis of the entire institution of pre-trial appeal of state and municipal services (since this topic may well be the subject of a separate publication), we will only note that, from the point of view of the organization of work with the electronic format of

the complaint, the state has proposed a completely new and "breakthrough" concept:

Firstly, it provided for the submission of an electronic complaint through a single specialized state information system.

Secondly, the submission of an electronic complaint was conditioned by the mandatory identification of the applicant through the Unified System of Identification and Authentication (hereinafter referred to as USIA).

Thirdly, the authorities were required to post a citizen's response in his personal account on the pre-trial appeal platform. Moreover, according to clause 4 of the Regulation on the Federal State Information System, which ensures the Process of pre-trial (out-of-Court) Appeals against Decisions and Actions (Inaction) Committed in the Provision of state and Municipal Services⁷, information about all pre-trial complaints (regardless of the method of sending and receiving them) had to be posted on the portal. In practice, this novel has remained unrealized, but it has not been canceled.

Fourth, it was possible to track the "review" procedure for a complaint in real time.

Fifth, an application for mobile phones was developed, specifically designed for submitting complaints on public and municipal services.

Sixth, it was provided for semi-automatic writing of a complaint (when a

⁶ Federal Law No. 383-FZ dated December 3, 2011, "On Amendments to Certain Legislative Acts of the Russian Federation". Official Internet Portal of Legal Information <http://www.pravo.gov.ru>, December 5, 2011.

⁷ Approved by the Decree of the Government of the Russian Federation dated November 20, 2012, No. 1198 (as amended on November 20, 2018), "On the Federal State Information System that Ensures the Pre-Trial (Extrajudicial) Appeal of Decisions and Actions (Inaction) Committed in the Provision of Public and Municipal Services" (together with the "Regulations on the Federal State Information System that Ensures the Pre-Trial (Extrajudicial) Appeal of Decisions and Actions (Inaction) Committed in the Provision of Public and Municipal Services").

citizen, submitting a complaint through the portal, does not so much write it, as chooses the most appropriate answers from the options available in the menu).

Seventh, the pre-trial appeal portal automatically generates and places statistics on the number of complaints submitted. Today, all this looks quite natural and even ordinary, but at the time of the introduction of such solutions – these were unconditional innovations.

An alternative digital form of exercising the constitutional right to appeal was the introduction of the institution of messages on the “Solving Together” Feedback Platform (hereinafter referred to as the “Platform”) in 2020⁸. According to the Russian Government’s plan, exclusively electronic messages were intended to serve as an experimental alternative to traditional appeals, and for this purpose, they were “artificially” excluded from the scope of the Federal Law on Appeals (despite their clear similarity to existing electronic appeals).

Without going into too much detail, the features of the messaging institution include: 1) exclusively electronic submission⁹; 2) the only

channel for submitting messages is the POS; 3) a single digital space for processing messages (from registration to signing responses and sending them to applicants), eliminating the need for paper documents; 4) reduced processing times for messages (sometimes measured in hours); 5) an atypical calculation of internal processing times for messages (as a percentage of the total processing time); 6) the possibility of not specifying the recipient of a message; 7) the ability to publicly inform about the results of a message's processing, and more.

The establishment of the POS and the introduction of the message institution as an alternative to electronic appeals was perhaps the most “breakthrough” step in the digitalization of the right to appeal (although it caused a mixed reaction among officials working with the POS). However, as with the feedback, the experiment with messages is not complete, and their fate has not been definitively resolved. Despite their widespread use and the use of the POS's capabilities to receive traditional electronic appeals since the end of 2023, messages have not yet been legally recognized. Moreover, in practice, there is a regular confusion between appeals and messages, because today both are submitted through the digital shell of the POS.

We would like to draw the reader's attention to the fact that all of the above-mentioned milestones in the digitalization of the right to appeal were achieved within the framework of a liberal approach to legislation on the implementation of the constitutional right to appeal, with the goal of expanding the channels for submitting appeals, making them more convenient for citizens, and introducing new types of appeals (including those

artificial intelligence, it will allow users to enter text messages using their voice.

⁸ Decree of the Government of the Russian Federation No. 1802 dated November 10, 2020, “On conducting an experiment on using the Federal State Information System “Unified Portal of State and Municipal Services (Functions)” for citizens and legal entities to send messages and appeals to state bodies, local self-government bodies, state and municipal institutions, and other organizations that perform publicly significant functions, as well as for such bodies and organizations to send responses to these messages and appeals.”

⁹ For the sake of objectivity, we would like to note that it is also possible to submit messages by calling an operator at a call center, who will convert the citizen's oral speech into a written message and submit it on the “Let's Solve It Together” platform. However, firstly, this practice is not widespread, and secondly, this innovation is not strictly considered to be digitalization. On the contrary, it involves another person who technically fills in the fields of the message submission form on the “Let's Solve It Together” platform. On the other hand, if the public services portal is equipped with speech recognition capabilities or even

previously unknown in domestic practice).

The first "bell" indicating the abandonment of the liberal approach to the digitalization of the right to appeal was sounded during the development and adoption of Federal Law No. 248-FZ of July 31, 2020, "On State Control (Supervision) and Municipal Control in the Russian Federation." This law, as well as the law "On the Organization of the Provision of Public and Municipal Services" mentioned above, introduced a special institution of pre-trial appeal within the scope of its regulation, and this institution differed significantly from the traditional appeal provided for by the Federal Law on Appeals. First of all, there was only one way to submit such pre-trial complaints – through the pre-trial appeal portal (<https://knd.gov.ru/main>), and the submission of complaints was subject to mandatory identification of the applicant using an electronic digital signature (and the requirements for the level of such a signature will only increase over the years).

This trend was continued by amendments to the Federal Law "On the Organization of the Provision of Public and Municipal Services" in late 2023, which related to licensing-related appeals¹⁰. Instead of a wide range of possible types of appeals, the legislators limited them to electronic appeals and restricted the methods of sending them: through the pre-trial appeal portal or another state information system (please note that the law did not provide for the possibility of sending complaints by email).

The introduction of the POS (despite its maximally "pro-user" nature) also contained a significant limitation – the mandatory identification of applicants through the EDSIA.

Thus, within the framework of the newly introduced types of citizens' appeals, two trends of legal regulation were clearly outlined, on the one hand, to transform them into electronic ones, and on the other hand, to condition their submission by the identification of the applicant.

The next important step towards abandoning the previous liberal approach to the legal regulation of citizens' appeals was the amendments to the Federal Law on Citizens' Appeals, which established the possibility of sending all types of appeals to all government bodies through the Unified Portal¹¹.

The implementation of this novelty was made possible in two ways: by creating a separate state information system for submitting appeals through the Unified Portal, or by adapting the existing POS to allow not only messages but also appeals to be submitted (especially since the tasks set by the Ministry of Digital Development of the Russian Federation included the possibility of sending appeals). Subsequently, the Ministry of Digital Development of the Russian Federation chose the second option, which in practice caused significant difficulties for government agencies due to the mixing of message and appeal institutions on the same digital platform. Moreover, many government agencies and almost all state and municipal institutions are not connected to the POS, making it impossible to send either messages or appeals.

The presence of problems associated with the reception of appeals through the Unified Portal has already been noted by many researchers [21], however, we believe that in the near future (5-10 years) this method will

¹⁰ Federal Law No. 675-FZ of December 25, 2023 "On Amendments to the Federal Law on the Organization of the Provision of Public and Municipal Services and the Federal Law on Licensing Certain Activities". Official Internet Portal of Legal Information <http://pravo.gov.ru>, December 25, 2023.

¹¹ Federal Law No. 480-FZ of August 4, 2023 "On Amendments to the Federal Law on the Procedure for Considering Applications from Citizens of the Russian Federation". Official Internet Portal of Legal Information <http://pravo.gov.ru>, August 4, 2023.

most likely become the main way for citizens to submit electronic appeals. However, as of today, it is not possible to send appeals through the Unified Portal not only to the vast majority of state and municipal institutions, but also to many government agencies (and surprisingly, including many federal agencies). In combination with the inability of applicants to choose the type of their expression of will on the Unified Portal (application or message), we must state that the current stage of digitalization of the constitutional right to appeal is clearly premature and lacks proper development.

The amendments of the end of 2024 established an absolute rejection of e-mail as a method of sending appeals from citizens and introduced mandatory identification of all applicants submitting e-appeals. Theoretically, an exception can only be made for appeals to certain law enforcement agencies, which can determine the procedure for receiving e-appeals themselves (Part 3 of Article 6 of the Federal Law on Appeals). However, the first (and only at the time of writing) such regulatory act regulating the sending of e-appeals to the Federal Security Service of Russia does not mention e-mail among the methods of sending appeals¹². It establishes the only channel for submitting electronic appeals: the official website of the Federal Security Service of the Russian Federation (www.fsb.ru). Moreover, by allowing electronic mail to be included in the details of an electronic appeal (for sending a response to a citizen), the order of the Federal Security Service of the Russian Federation allows it to be omitted, limiting the response to the postal address of the applicant only.

The reasons for abandoning email as a means of receiving citizens' appeals and

introducing mandatory identification of applicants are strictly formal and unknown. The initial version of the bill, which served as the basis for the adopted changes, only prohibited sending electronic appeals to government agencies from email addresses registered outside Russia¹³, and, according to the explanatory note, was intended to counteract spam mailings from third countries¹⁴. However, during the consideration of the draft law in the State Duma of the Russian Federation, the concept of the draft law was completely changed, but the reasons for this change remained unknown, as no explanatory notes were provided for the draft amendments submitted in the second reading in the system for ensuring the legislative activity of the federal legislative body.

In our subjective opinion, the abandonment of e-mail was a consequence of the negative trends that had accumulated due to the imperfection of the legislation on electronic appeals and the overly liberal approach to them. However, the radical nature of the changes and, most importantly, the timeframe for their implementation (about 3 months) are somewhat surprising, as citizens are increasingly moving their communication with the government to digital formats as a result of the government's systematic efforts. For example, according to statistics from the Presidential Administration of the Russian Federation for December 2024, more than 86% of appeals addressed to the President are made electronically¹⁵. At the same time, the vast

¹² For example, see Order No. 102 of the Federal Security Service of Russia dated March 4, 2025, "On Establishing a Special Procedure for Submitting Electronic Documents to the Federal Security Service and Its Officials, as Well as for Responding to Such Documents and Notifications."

¹³ Bill No. 729732-8 dated 02.10.2024. Legislative Activity Support System
<https://sozd.duma.gov.ru/bill/729732-8>

¹⁴ In the same place.

¹⁵ Official website of the Presidential Administration's Department for Working with Citizens' and Organizations' Appeals. <http://www.letters.kremlin.ru/digests/318> (accessed on 15.02.2025)

majority of applications are submitted via email (which will be considered invalid as of March 31, 2025) or official government websites (which do not have the option to identify the applicant using the EDSIA).

Accordingly, the "good intention of the legislator" to establish the identity of the applicants for electronic appeals will actually lead to the fact that many recipients of citizens' appeals will not be able to accept electronic appeals from citizens for some time¹⁶.

Of course, in a situation where all possible recipients under the Federal Law on Appeals are connected to the Unified Portal, and all their websites have the ability to accept citizens' appeals while complying with the condition of identifying the applicant, it will be possible to state that the channels for submitting electronic appeals are sufficient and that the constitutional right guaranteed by Article 33 of the Constitution of the Russian Federation is fully implemented. However, it is too early to talk about such guarantees, as the latest stage of legislative regulation of the digitalization of the right to appeal has resulted in a partial abandonment of the electronic method of submitting appeals, primarily due to the unpreparedness of the infrastructure to meet the new requirements for submitting electronic appeals.

4. Conclusion

Digital transformation of the right to appeal in the Russian Federation is undoubtedly still at the stage of formation, giving rise to the legislator's search for options to expand the possibilities of submitting an expression of will by an individual or a group of individuals in accordance with the legally established procedure

(law-behavior) [22, p. 118; 23, p. 153]: remotely and in real time (instantaneous receipt of the appeal by the addressee), the possibility of semi-automatic writing of a complaint (when part of the form is already competently filled out by the machine or it is possible to select options for filling out).

Qualitative changes are also taking place in the context of the right to exercise the subjective right to appeal, that is, the ability of an individual or group of individuals to satisfy their material and spiritual needs, to receive necessary social benefits [24, p. 82; 25, p. 20]. Citizens had the opportunity to satisfy the need to evaluate the activities of government authorities or an individual official (albeit, so far, only in matters of the quality of public and municipal services), the opportunity to report a problem for the prompt response of the authorities (message).

Unfortunately, the expansion of the right-of-conduct in the structure of the subjective right to appeal has also led to the emergence of a new form of abuse of this right: the lack of a way to identify the recipient of the response to the appeal.

It is logical to assume that further legislative changes in the structure of the right-of-conduct and the right-of-use should consistently lead to the expansion of the right-of-demand [26] in the structure of the subjective right to appeal: the ability to demand a clearly defined list of forms for submitting appeals from each government agency, reduced processing times, legal consequences for the official who receives negative feedback, etc.

At the same time, in conclusion, we would like to draw attention to two facts that, in our opinion, will shape the future of the legislative and enforcement process in the field of the constitutional right to appeal.

¹⁶ For example, the authors of the study conducted a selective analysis of more than 20 higher education institutions, and none of them had any means of identifying applicants on their websites at the time of writing.

First, the authorities have already begun to implement artificial intelligence to register appeals. On the one hand, it significantly simplifies the work of determining the subject of the appeal and preparing the initial resolution to the head, on the other hand, the practice of using it to prepare direct responses to applicants to the authors of the article is still unknown, but it seems that it is only a matter of time. And as soon as this happens, it will be possible to give a full assessment of the implementation of artificial intelligence in dealing with citizens' appeals, identifying both positive aspects and possible disadvantages.

The second is the introduction of the experience of conducting a personal reception via video conferencing (hereinafter referred to as VCS), including from citizens' devices. This practice has not yet been widely adopted, but by connecting all recipients of appeals to the Unified Portal, this issue can be easily resolved by integrating a regular VCS program into the personal account of the Unified Portal. This represents a new level of digital support for the right to appeal, expanding the capabilities of participants in legal relations, including in terms of the quality and speed of processing citizens' appeals.

The constitutional right to appeal has long been "immersed" in digital reality, but this "immersion" is clearly accompanied by numerous trials and errors, which are inevitable on the one hand, but on the other hand, the constitutional principle of "the supremacy of human rights and freedoms and their guarantee by the state" has not been abolished. This means that any "experiment" or novelty in the implementation of an inalienable human right requires careful consideration, argumentation, and high-quality rule-making, which is not always the case in reality.

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