

## **TODAY'S STATE OF POSTAL SERVICES**

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**Abstract:** Today, in the rapidly developing age, the prospects for the development of innovative activities in the postal service, like in all areas, are of great importance.

**Key words:** mail, communication, service, accounting, market economy, information and communication technologies.

The development of the service sector in our country has been considered at the level of the main state policy since the first years of independence. In the service market, new promising types of services are improving due to the development of tourism, banking-finance, insurance, information-communication services and others. In this regard, the decision of the President of the Republic of Uzbekistan on the program for the development of the service sector in the Republic of Uzbekistan in 2012-2016, adopted on May 10, 2012, gave impetus to the further development of this sector.

Also, the decision of our President Islam Karimov on July 15, 2008 "On additional measures to encourage the implementation of innovative projects and technologies" is aimed at further accelerating the processes of innovative development in Uzbekistan.

In addition to this, the era itself requires the organization of the postal service at the level of world standards. The main goal of reforms in the field is also aimed at this task. The Republic of Uzbekistan became a member of the Universal Postal Union on February 24, 1994, and based on the decision of the Cabinet of Ministers of the Republic of Uzbekistan dated July 19, 2004 No. 339, the State Joint-Stock Company "Uzbekiston Pochtasi" was transformed into an open joint-stock company "Uzbekiston Pochtasi" and joint-stock companies into branches. . Currently, the postal network of the open joint-stock company "Uzbekiston Pochtasi" consists of three specialized branches - "International Post Office", "Uzbekistan Markasi", the Center for Control of Money Transfers, 177 district and city nodes, 14 regional communication departments consisting of about three thousand communication departments, most of which are located in rural areas. includes branch. Today, mail exchange is being carried out with 105 countries, "Uzbekiston pochta" OJSC launched the local "Electronic money transfer" system in December 2005.

Since 2007, the International electronic money transfer service has been established and "Uzbekistan Post" JSC has been connected to the international electronic money transfer network of the Universal Postal Union under the "IFS Light" system for the modernization and development of international postal money transfer services. Contracts have been signed with the postal administrations of Ukraine and Russia, and they are in force. At the moment, such agreements are being

signed with postal administrations of other CIS countries and foreign countries.

In 2010, "Uzbekiston pochasi" OJSC was awarded the national certificates of the international certification network of DQS and Uzstandart Agency, stating that it has implemented and successfully uses the Quality Management System in accordance with the requirements of the international standards ISO 9001:2008.

JSC "Uzbekiston pochasi" is designated as the national operator of the postal service of the Republic of Uzbekistan. It is responsible for performing a number of main tasks, including meeting the demand in the postal services market, implementing economic reforms in the postal sector, expanding the types of services provided, organizing money transfers by mail, including exchange with foreign countries, ensuring postal security, organization of marketing research, application of information technologies to increase the quality and reliability of postal communication, ensuring a high level of training of specialists in the field of postal communication. In order to fulfill these tasks, the society today has 14 branches, 174 district and city postal networks, more than 2986 postal departments, 30 air, 2 railway, 436 road postal transport routes and 20 mobile postal lines in order to deliver mail on time. departments are operating. 15 postal exchange points of the branches and 150 postal communication networks were connected to the registered mail control system. In the regional branches of the society, services are being provided to the population through 870 (including 45 mobile) plastic card terminals installed in cooperation with JSC "Aloqabank" and other banks. The system of receiving orders for courier service via the Internet has been launched at the "Tashkent pochamti" branch.

Today, computer games, Internet, e-mail and other modern services are being provided to the population through 236 computers installed in 47 (5 located in rural areas) "Internet cafes" opened near postal facilities.

Such a wide network makes it possible to successfully perform the assigned tasks. Terminals for accepting payments by bank plastic cards are installed in department 122 of the postal service. There are Internet access points in 44 facilities. Also, electronic money transfers, payment acceptance systems are operating, 662 operators and supervisors are using separate keys of electronic digital signature. The automated system for accounting and control of the transfer of postal messages at the "International Post Office" and regional branches accelerates the process of working with order messages, improves the quality of application documents, and quickly provides consumers and customers with the necessary information about the delivery of incoming international mail through the website of the joint-stock company. allows to present. Despite the rapid development of the Internet, the flow of letters is not decreasing, but is increasing by 3-5% every year. Now, the system of "Mixed money transfers" has been introduced in all departments of postal communication, and money transfer is initially carried out through an electronic system, and in remote

villages, where such an opportunity is not available, through ordinary mail. This allows to increase the volume of services and reduce the time.

Today, information and communication technologies are widely used in postal communication, and this makes it possible to greatly expand the scope of this service. This helps to raise the quality of the postal service to a new level. It should be noted that "Uzbekistan Post" open joint-stock company is considered a national operator with an inclusive right to provide universal services in all regions of our country and provides international mail exchange.

The new service was launched by the state-controlled UZINFOKOM center in Uzbekistan, and according to the organizers, the number of people opening the e-mail box in Uzbekistan itself is increasing rapidly. "The most important innovation of the new free e-mail service is that its interface is created in Uzbek. Now many people use e-mail in Uzbek, and since the opening of the Yumail.Uz service, the number of people using it is growing rapidly. It is considered as one of the measures to strengthen control over users.

In conclusion, in today's rapidly developing age, the prospects for the development of innovative activities in the postal service, like in all areas, are of great importance. Because improvement of postal service networks, introduction of new network services is the demand of the times.

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