

PROVISION OF BANKING SERVICES TO THE POPULATION

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Abstract. This article presents opinions on the activity of banks in our country today, its unique opportunities, content and theoretical foundations of banking activity. In addition, the author has developed scientific and practical proposals and recommendations on ways to eliminate problems in providing banking services to the population.

Key words: bank, economic structure, banking activity, market relations.

ПРЕДОСТАВЛЕНИЕ БАНКОВСКИХ УСЛУГ НАСЕЛЕНИЮ

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Аннотация. В данной статье представлены взгляды на деятельность банков в нашей стране сегодня, ее уникальные возможности, содержание и теоретические основы банковской деятельности. Кроме того, автором разработаны научно-практические предложения и рекомендации по путям устранения проблем в предоставлении банковских услуг населению.

Ключевые слова: банк, экономическая структура, банковская деятельность, рыночные отношения.

We all know that any economic reforms should be implemented on the basis of tested and reliable experiences, and for this, the experiences of developed countries require careful study.

Today, when the global economic crisis continues, a number of developed countries prefer to reduce the amount of cash in circulation and make payments through electronic money.

The results of the conducted analyzes show the existence of a number of actual problems in increasing the efficiency and development of the services rendered by the commercial banks of our republic to the population and legal entities. Among them, we can point out the following problems as the main ones:

1. Existence of disruptions in providing customers with cash by commercial banks of our republic;

Failure of banks to provide clients with cash on time, firstly, weakens clients' confidence in banks; secondly, it negatively affects the production and financial activities of customers.

In order to solve this problem, contracts between banks and customers on cash service should be concluded, and in the terms of this contract, the costs of bank cash service (acceptance, sorting, counting, wrapping and storage of money) should be covered by a certain amount of service fee, and the client bank should receive cash on time. In case of failure to provide, it should be provided that a certain amount of fine will be paid. These conditions should be determined by mutual agreement between the bank and the client.

It is desirable to implement the process of improving the bank's activity in connection with the construction of housing and the purchase of cars or admission to higher educational institutions. Let's explain the situation in the consumer sector with numbers. The monetary income of the population of our country is 20 billion US dollars per year. The sources of this have the following proportions - about 50% of funds given by banks in the form of wages, pensions, allowances and scholarships, and the other half equally sent by labor migrants from abroad and the income earned by farmers from the sale of agricultural products. So, how does the crisis affect these sources of income and the income of the general population? According to social networks and banks, funds sent from abroad have gradually started to decrease, and it is not difficult to understand this.

In the Russian Federation, Kazakhstan and other countries where our compatriots work, most of the enterprises have been suspended for three months

due to the quarantine. The fact that the prices of oil in the world market have decreased by half is also the reason for the decrease in business activity. For example, about 4 billion US dollars have been sent from Russia to Uzbekistan by migrant workers over the last 2-3 years. In a best-case scenario, these remittances could decline by about a billion dollars this year. It is highly likely that incomes from production and service sector, that is, from activities in the real sector, will decrease by the same amount. Only the income from the sale of agricultural products may not decrease. No one can accurately predict how long the mentioned process will last and in which direction it will change. Therefore, a natural question arises as to how banking and monetary policy should be improved. Of course, banking activity is closely related to general economic activity, and based on this, it is not possible to improve financial relations separately.

Both legal entities and residents will be forced to take funds from the deposit and spend them on solving their problems. However, there has always been and will continue to be the opportunity to replenish bank deposits. For example, a certain part of families have been saving up certain funds for a wedding, but in quarantine conditions, they have to postpone such things. So, the bank has to think about how to take advantage of this opportunity.

Credit status for the education sector depends on the amount of contract payments. The good thing is that starting in the 2020-2021 academic year, university students can opt out of receiving scholarships, which will reduce the need for loans somewhat. ATB "People's Bank" provides educational loans to its clients for up to 10 years for future bachelors and up to 5 years for masters.

The problem is that the loan is allocated with interest at a level not lower than the refinancing rate of the Central Bank. Allocation of funds for human capital is primarily the task of the state, why can't the ambitious goals of increasing the competitive economy and its efficiency be achieved without having enough qualified personnel. My proposal is that students who graduate with good grades and then start college with good grades should have their interest rates

lowered to pay off the contract money. There are also big problems in housing construction in our republic, and it is natural that such a situation is reflected in the activity of commercial banks. The fact is that most of the families have low income and they cannot afford to make the first mortgage loan payment. For example, the price of one square meter of high-rise buildings being built in cities is not less than 4 million soums, which means that a 2-room apartment has a price of around 220-240 thousand soums.

The first payment in the city is set at 20 percent, which means 44-48 million soums. If this condition is not changed, the sale of houses under construction will slow down, which will not only put construction organizations in a difficult situation, but also have a negative impact on the solution of the employment issue. Taking this into account, the state made a decision on the allocation of mortgage loans for the construction of private houses in an experimental manner, but this decision applies only to individual regions and the city of Tashkent.

In my opinion, it is appropriate to create such conditions equally in all regions of the republic. The work being done to reduce the cost of housing cannot be said to be the same today. Construction organizations are not technically well-equipped, there is a lack of young professionals who offer innovative ideas, the share of manual labor and traditional materials in housing construction remains high. It is necessary to find ways to use credit from foreign banks to reduce the percentage of mortgage loan. The problem is that this approach may not work well where inflation is high. In the demographic conditions of Uzbekistan, the possibility of increasing the population's income is very limited, but if attention is paid to controlling inflation, all the problems in the banking sector can be solved easily.

As for the example of AT "Khalq Bank", there are also a number of problems in allocating consumer credit. The prices of household appliances necessary for the population, especially young families, are high, and the main reason for this is the lack of competitive environment in the production sector. In

the creation of a competitive environment in the production of technically complex elevators, small enterprises have started to operate in the cities of Gulistan and Tashkent of the republic. A monopoly in the production of household appliances serving the needs of the population remains. It is necessary to launch new enterprises that serve to expand the range of cheap, convenient equipment suitable for the conditions of young families. Bank interest rates in this regard should also be revised and reduced as much as possible.

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