

AUTOMATION OF MAINTENANCE PROCESSING SYSTEM IN UZBEKISTAN

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ABSTRACT:

The article focuses on the development of an automated system of processing and delivery of postal items by the Uzbek Post. Proposals and recommendations for the introduction of self-service automated complexes for the delivery of mail to the address have also been developed. The author scientifically substantiated his views on these issues by analyzing the services of foreign postal enterprises in resolving various conflicts.

KEY WORDS:

Process automation, automated information system, automation of postal networks.

I. INTRODUCTION

The Republic of Uzbekistan includes postal facilities and postal routes that are continuously interconnected in the postal service, receiving, processing and delivery of periodicals. The postal service employs thousands of correspondents, remittances, parcels, and newspapers and magazines to millions of subscribers. There are also services for receiving payments for utilities, telephone payment, insurance policies, sale of lottery tickets, e-mail and Internet services. Uzbekistan Post is the national operator of the Republic of Uzbekistan, which exchanges postal items with all countries of the world at low prices and fulfills the obligations of the Republic to the Universal Postal Union.

If we analyze the postal services of developed countries today, their activities are fully automated. In particular, users have free access to postal services, have the necessary technological equipment to provide postal services, and their activities are fully automated. Through the introduction of new information and communication technologies by the Uzbek Post, jobs will be automated and they will be connected to the corporate network of the Uzbek Post. This will speed up the service delivery process. This will improve the quality of services provided to the population. Automated workplaces should operate not only in urban and district centers, but also in rural post offices. Only then would the speed and quality of Uzbek postal services increase.

II. MATERIALS AND METHODS

Particular attention is paid to expanding the system of automated services based on today's requirements. Currently, a number of works are being carried out in the regions to establish automated services. However, today the Uzbek Post has not developed a single automated system of services. Therefore, President Shavkat Mirziyoyev held a meeting on October 5, 2020 to reform the national postal system, noting that ensuring the stability of the postal system through specialization in the delivery of letters, parcels and goods, banking, finance and public services is an important issue.

The system of JSC "Uzbekiston Pochtasi" has more than 2,000 branches and 7,000 employees covering all regions of the country. But over the years, the role of the postal service has declined as a result of neglect. In particular, 1,300 post offices have been closed in the last fifteen years. Last year, only 10 percent of the 6,000 tons of shipments from abroad and 30 percent of courier services accounted for national mail.

Emphasizing the need to turn the postal system into a profitable sector for the development of the postal system, the head of state said that it was possible to increase the income of post offices by establishing cooperation with private operators and providing additional services.

Delivery of goods purchased over the Internet to the owner, the organization of mailings and delivery of products to the final destination gives good results. The system of delivery to the final destination has been tested in the districts, and a plan has been set to introduce it in the regional centers from March 1 next year, and from July 1 across the country.

This requires the launch of an automated information system that allows you to receive, sort and track shipments online.

Over the past four years, the volume of press distribution by the joint-stock company "Uzbekistan Pochtasi" has decreased by 3 times, and its share in total press distribution is 13% [2].

It was stressed at the meeting that officials should develop a press distribution system to support print publications, and launch an online subscription service for periodicals.

The resolution of the head of state "On measures to radically improve the system of postal services" stipulates that from January 1, 2022, the procedure for licensing postal services in the territory of the Republic of Uzbekistan will be introduced.

From December 1, 2020, the development of modern services, including "Hybrid mail" and courier services, banking, insurance and other services will be launched at all postal facilities in the country;

By the end of 2021, the creation of a "National Online Trading Platform" that will allow "online" sales and delivery of products of local producers to customers, as well as the possibility of exporting goods to them;

Introduction of self-service automated complexes (post offices) designed to receive postal items addressed to customers by the end of 2022;

By the end of 2023, in order to create conditions for local producers to trade through e-commerce, gradually ensure the establishment of "Fulfillment Centers" in Tashkent, the Republic of Karakalpakstan and the regions [3].

The postal services of each country also collided with the negative trends in the development of postal services. In these circumstances, it became clear that the new ways of development of postal services are universal services to the population. In many countries, the postal service has focused on high technology and automation of processes, improving tariff policy based on separate cost accounting, the appropriate level of investment, improving the regulatory framework. However, different countries have developed their own level of development of postal services to address these challenges. In our country, there are a number of problems facing the postal service, namely;

In order to adapt to the new market conditions, the postal operators of Uzbekistan had to solve the following tasks:

- Improving the competitiveness of traditional postal services by improving the quality of postal services and raising tariffs;
- increase profitability and subsidize the development of traditional unprofitable postal services, as well as the introduction and development of new automated mobile services.

In addressing the above tasks, many countries have overcome the existing problems in postal services through the introduction of modern technical means and technologies, reconstruction and modernization of sorting nodes and automation of post offices.

III. RESULTS AND DISCUSSION

In order to improve the quality of postal services, many countries have developed and implemented a single automated system of logistics centers using modern technologies to improve the logistics system through mechanization and technical equipment of sorting centers and nodes, as well as planning and optimization of transportation and delivery processes.

Technological processes in postal communication are not only related to the processing of material flows (written correspondence, parcels), but also carry out the processing of information flows. The paper-based method of processing information used in postal services is inefficient, especially when there is a need to process large flows of information, on the other hand, postal services are composed of

enterprises and new methods and tools of effective centralized management are required. The use of automated information systems is one such tool.

The tasks of the introduction of automated information systems in the postal sector of different countries are:

- prompt response for the purpose of analysis and management decisions, ensuring the effective operation of the enterprise through the timely receipt of various information about the activities of the enterprise;

- Introduction of automated electronic mobile services of postal services;

- automation of technological, financial and management processes.

For example, to automate the processing of information flow RUP "Belpochta" introduced an automated information system for accounting of income and expenses by each postal object. The introduction of another automated payment information system has allowed post offices to make all types of payments online (for utilities, operator services, taxes, etc.) on a "one-stop shop" basis [4]. Further development of this system has allowed to make purchases and deliver to the address by paying for services over the Internet via a payment server and a new technology online money transfer.

It is advisable to introduce the following automated information systems to optimize the process of service in the post office of Uzbekistan.

- Automated registered mail transfer control system;

- Automated goods accounting system;

- Automated services monitoring system;

- Introduction of automated mobile services.

It is important to develop a single automated information system through the use of automated technologies, the development of postal services, the convenience of services provided to the population.

IV. CONCLUSION

In conclusion, in many countries, automated mobile services are highly valued as the most profitable and fastgrowing type of service for national operators.

One of the main tasks is the mechanization and automation of technological processes associated with the processing of mail and its transportation.

In Uzbekistan, postal services must meet the needs of customers today, improve the quality of postal services and increase the competitiveness of traditional postal services by raising tariffs, increase revenue and introduce and

develop new automated services for the development of traditional unprofitable postal services. By automating the processing of postal items in Uzbekistan, it will speed up and improve the quality of services provided.

It is also necessary to increase the competitiveness of traditional postal services by improving the quality of postal services and raising tariffs. Particular attention should be paid to increasing profitability and developing traditional non-profit postal services, the introduction and development of new automated mobile services.

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