

IMPROVING THE USE OF BANK PLASTIC CARDS IS A FACTOR IN THE DEVELOPMENT OF REMOTE BANKING SERVICES

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The widespread of the world pandemic (Covid-19) has created the need for a radical improvement in the quality of service of the banking system to the population and further increased the importance of remote banking services. The development of new innovative technologies has led to the fact that commercial banks are replacing tradition methods of doing business with remote and retail banking services. As a result, various banking services are offered online by major banks around the world.

Currently, the banking services of commercial banks operating in our country are gradually adapting to the world standards in terms of diversity and quality of Service, and our banks have a strong position in paying attention to their customers. In particular, our country pays great attention to the development of remote banking services, which are equally convenient both for the population and for banks. The rapid development of information technologies and the uniform coverage of all spheres of our society necessitate the expansion of the use of information technologies, in particular, the development of retail services in remote banking, the improvement of remote services in the use of plastic cards, as well as the introduction to the banking system.

The decree of the President of the Republic of Uzbekistan Mirziyoyev No. PF-5992 dated May 12, 2020 "On the strategy of reforming the banking system of the Republic of Uzbekistan for 2020-2025 "noted that" additional measures should be taken to increase the popularity of financial services, expand the penetration of banks in the regions and ensure the provision of similar services in all regions."

Now almost all commercial banks in our country have the opportunity to perform banking services online, sitting at home, in their mobile applications. Individuals have been given the opportunity to use banking services such as online micro-transactions, autocredits and credit cards through their banks ' mobile applications.

In our country, mutual calculations on payments made by means of retail payments, including bank cards, are carried out through the clearing system of the central bank. In particular, the clearing system of the central bank, in addition to working in conjunction with retail payment systems, allows to conduct payments with the Information System of the Treasury of the Ministry of Finance and integrated with the billing systems of service organizations.

In the provision of remote banking services to individuals through the mobile application programs of commercial banks, at the same time, the following banking operations are offered:

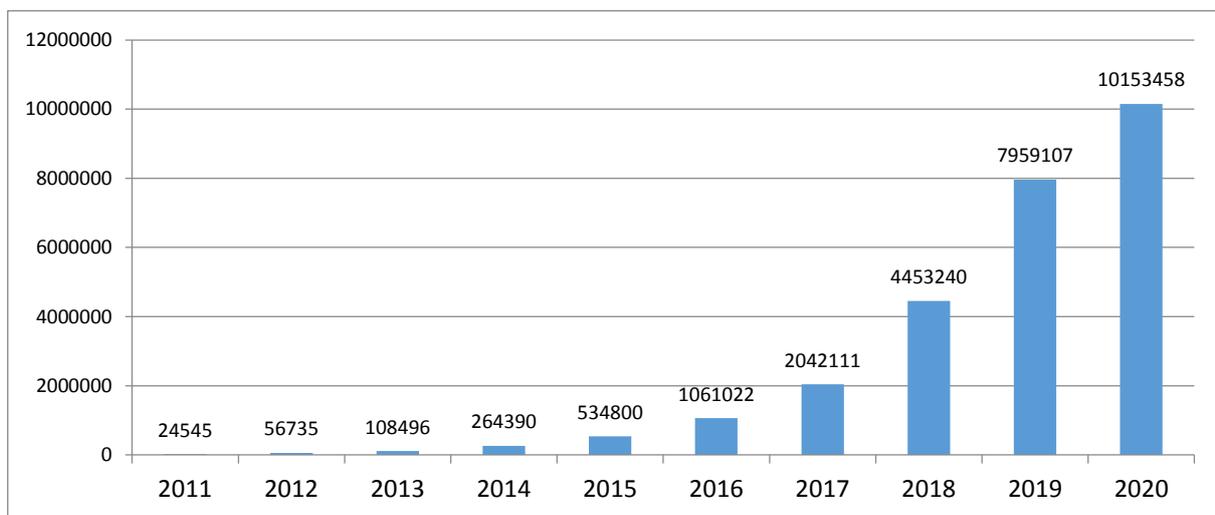
- perform operations of transferring money from card to card;
- payment of taxes, utilities and other payments (for example, for mobile communication and Internet services, payment of State Services, various fines, transfer of funds to charities, for food products and various food delivery services);
- block or unblock a bank card at the request of the client;
- ordering bank cards online;
- obtaining micro-loan and consumer credit for individuals;
- Repayment of loans allocated to individuals;
- opening online deposits and depositing funds;

- perform online conversion operations;
- carry out payments from the international bank card account and monitor the movement of funds;
- Information on banking infrastructure (branches, exchange offices, ATMs) dislocation;
- the inclusion of funds through the international money transfer system in the bank account (deposit) or bank card at the discretion of the client, etc.

Also, economic entities have the opportunity to perform a number of operations using remote systems. Specially:

- the disposal of funds in bank accounts and the implementation of payments (that is, monitoring the movement of accounts);
- to send an order for the purchase of foreign currency (that is, mining) to the bank that provides services in electronic form;
- transfer of electronic account (vedomost) to the bank and other services for the transfer of monthly wages and equivalent payments.

As a result of the improvement of the use of plastic cards of the bank in our country, the comfort created for the population and economic entities allows the use of convenient, fast and reliable payment services without spending too much time and not going to the bank. In particular, we can see from the picture 1 below that in recent years there has been a sharp increase in the rate of use of remote banking services in our country. In particular, in 2020, the number of users of remote banking services exceeded 10 million, an increase of 127,6% compared to the corresponding period of 2019 and an increase of 2194 thousand people, we can certainly estimate this as a positive situation.



Tab -1 Number of users of remote banking services (January 1 case).

Along with these positive circumstances, today there are a number of urgent tasks to improve the provision of remote banking services and the use of bank plastic cards, to further enhance the possibilities of using mobile applications, in particular:

- to improve the knowledge and skills of the population in the use of banking services and payments through mobile applications;
- further development of internet infrastructure in regions and districts to improve the quality of use of remote service systems;
- development of e-wallet system in the use of bank plastic cards;
- Ensuring the mutual integration of Uzcard and Humo plastic cards;

In summary, we can say that the further improvement of the use of bank plastic cards by commercial banks, the development of the system of remote banking services by introducing new ideas into practice, in turn, serves the development of the process of digitizing the country's economy, the reduction of non-bank money turnover.

Reference

1. Decree of the president of the Republic of Uzbekistan on "strategy for reforming the banking system of the Republic of Uzbekistan for 2020-2025" dated May 12, 2020 № PF-5992.
2. Internet site (<http://cbu.uz>).