

**THE MINISTRY FOR DEVELOPMENT INFORMATION
TECHNOLOGIES AND COMMUNICATIONS OF THE REPUBLIC OF
UZBEKISTAN**

TASHKENT UNIVERSITY OF INFORMATION TECHNOLOGIES

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Khushvaktov Jur'at Shuhratovich

**INNOVATIVE TECHNOLOGY MODERNIZATION OF POSTAL
SERVICES IN UZBEKISTAN: CONCEPT AND IMPLEMENTATION
MECHANISM**

5A350301– Faculty of Economics and Management in the fields of ICT's

MASTER'S DISSERTATION WORK

Advisor: Iminov T.K.

Master's student: Khushvaktov J.Sh.

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Faculty: Economy and management in the field of ICT's Master's student: Khushvaktov J.Sh.

Chair: Management and Marketing

Advisor: P.h.d, Iminov T.K.

Studying year: 2014-2016

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management in the field of ICT's

THE ANNOTATION OF MASTER'S DISSERTATION

The actuality of the research topic. Currently, postal service has already taken great role in every country's economic and social sphere by meeting the basic requirements of people as well as demands for enhancement in postal automation. Research in this area provides scientific basis for the development of practical recommendations for the creation of a system of governance and management of post office operations, as well as the concept of improving postal services at regional level, which updates perspective of the research and makes its choice of topics, wording of its goals and objectives.

The object and subject of the research. JSC «O'ZBEKISTON POCHTASI» and brands of postal services are economic instruments, technology and institutions that form organizational and economic mechanism of modernization of the sphere of postal and related services in the regions of Uzbekistan.

The purpose and objectives of the work. Aim of the thesis is the implementation of innovative technologies, development of socio-economic modernization of the mechanisms of providing postal services system, allowing for characteristics of the region, and to ensure formation of infrastructural conditions for economic development and meet the needs of users of postal services. Achieving this goal involves the following interrelated objectives such as determining the place, role and characteristics of postal services.

The scientific novelty degree of the research results. It consists of developing the concept of diversification of postal services. The innovative mechanism of customer service postal service, based on the interaction of postal services branch of JSC «O'ZBEKISTON POCHTASI» through the use of infrastructure capacity in the regional postal services and establishment of an innovation technologies and others;

The working hypothesis of the research. The working hypothesis of the research is to aggregate provisions in accordance with which modernization of the provision of postal services system has its institutional - economic basis of expansion in the field of business by diversifying and restructuring of postal services.

Analysis of literature review. It was formed on the basis of decrees the President of Uzbekistan and the laws on postal service and an official data of JSC «O'ZBEKISTON POCHTASI».

The methodology and methods of the research. The process of carrying out the study abstract sense, monographs, based on a comparison of graphical, analytical capacity and structural analysis methods were used.

The practical importance and implementation of the research results.

- in-depth understanding of the concept, mechanisms of transformation and improving and defining the priority directions of development of postal services;
- analysis and evaluation of performance criteria of postal communication;
- developing a strategy upgrading the scope of postal services that could and others.

The structure and composition of the work. The dissertation consists of 86 pages, that's introduction, three sections, conclusion and the list of literature.

The brief composed description of the conclusion and suggestions. Research that is done in the master dissertation work will help to improve the service which is offering JSC «O'ZBEKISTON POCHTASI» and provide opportunities increasing revenues from services. The strategic goal of developing

national operator of postal services in Uzbekistan is being one of the leading position of postal services sphere, rising efficiencies of services and be comparable in a world market.

Advisor:_____

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Master's student:_____

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**O'ZBEKISTON RESPUBLIKASI AXBOROT TEXNOLOGIYALARI VA
KOMMUNIKATSIYALARINI RIVOJLANTIRISH VAZIRLIGI**

TOSHKENT AXBOROT TEXNOLOGIYALARI UNIVERSITETI

Fakultet: AKT sohasidaiqtisodiyotvamenejmentMagistraturatalabasi: XushvaqtoV.J.Sh.

Kafedra: Menejment and marketing

Ilmiyrahbar: Iminov T.K.

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MAGISTRLIK DISSERTASIYASI ANNOTATSIYASI

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Tadqiqotning asosiy masalalari va farazlari. Tadqiqotda AJ «O‘ZBEKISTON POCHTASI»da mavjud muommolar va ularni kelajakda bartaraf etish yo‘llari kabi masalalar o‘rganilgan. AJ «O‘ZBEKISTON POCHTASI»da hozirgi kunda ko‘rsatilayotgan xizmatlarni rivojlantirish strategiyalari, konsepsiyasi va boshqa jihatlar ko‘rib chiqilgan.

Tadqiqot mavzusibo‘yicha adabiyotlar sharhi. O‘zbekiston pochta xizmatitizimini innovasion texnologiyalarimodernizasiyalash konsepsiyasi va amalga oshirish mexanizmi mavzusidagi yozilgan dissertatsiya ishiga I. Karimov kitoblari, qonun va farmonlari, professor T. Iminovning soharivojida yozilgan kitoblari va maqolalari, AJ «O‘ZBEKISTON POCHTASI»so‘nggi yillardagi yillik hisobotlari, xorijiy adabiyotlar va internet resurslaridan foydalanilgan.

Tadqiqotda qo‘llanilgan metodika ning tavsifi. Tadqiqotolibborishda abstract-mantiqiy, monografik, taqqoslashga asoslangan, grafik, iqtisodiy-tahliliy va tizimlita hlil uslublaridan foydalanildi.

Tadqiqot natijalarining nazariy va amaliy ahamiyati. Tadqiqot natijasining ahamiyati shundaki, unda innovasion texnologiyalarni pochta aloqaxizmatisohasida qo‘llash usullari, ularni modernizasiya qilish va bu jarayonlarni amalga oshirish mexanizmlaribatafsil keltirib o‘tilgan

Ishtuzilmasining tavsifi. Dissertatsiya kirish qismidan, uch bob, xulosahamda foydalanilgan adabiyotlar to‘yxatidan iborat. Umumiy hajmi 75 bet.

Ilmiy ishning hulosa va tavsiyalari. Ushbu magistratura dissertatsiyasida yoritilgan tadqiqot ishi AJ “O‘zbekiston pochta” xizmatlarining yanada takomillashtirish hamda aholiga xizmatlar ko‘rsatishdan olinadigan foydani oshirish imkoniyatini beradi.

Ilmiy rahbar: _____

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Magistratura talabasi: _____

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INTRODUCTION

The actuality of the research topic. The postal service is an integral part of economic and social infrastructure of any country and functions as an interconnected production facility designed to meet the needs of the population, economic entities of the republic, as in the postal services, and services, resulting from the introduction of new technologies in the field of postal automation. Services provided by postal communication objects of Uzbekistan, is one of the most common services, so as to encompass all social strata, all the links and structure of the government and have a maximum availability for cost performance.

The problem of improving the postal service as a whole and the individual on the issues of improving the quality of postal services (administrative, technological, informational, financial and economic), is insufficiently investigated.

Proposals for improvement of the existing order, public service post offices are not systematic. Success in this area depends on the coherence of the system in several ways. An example of developed foreign countries suggests that effective functioning is impossible without the use of modern innovative technologies.

Relevance of the topic of research is at this stage, information systems and technical equipment of the post offices of JSC «O'ZBEKISTON POCHTASI» are at a lower level compared to other countries, which highlights the issue of improving them. It must be done on the basis of the analysis of the scope of postal services. In addition, it is necessary to develop the effectiveness of the latest evaluation criteria and create an innovative mechanism for improving postal service system. The totality of the circumstances set out determines the relevance of the scientific analysis, synthesis of theoretical and practical material on the issue

of postal services system and formulating main conceptual directions of its perfection.

Research in this area provides scientific basis for the development of practical recommendations for the creation of a system of governance and management of post office operations, as well as the concept of improving postal services at regional level, which updates perspective of the research and makes its choice of topics, wording of its goals and objectives.

The purpose and objectives of the work. Aim of the thesis is the implementation of innovative technologies, development of socio-economic modernization of the mechanisms of providing postal services system, allowing for characteristics of the region, and to ensure formation of infrastructural conditions for economic development and meet the needs of users of postal services.

Achieving this goal involves the following interrelated objectives:

- to determine the place, role and characteristics of postal services;
- identify main trends and directions of development of postal services in the regions of Uzbekistan, given the potential of modern information technologies;
- to analyze factors positively affecting the efficiency of the postal service;
- explore the features of the system of information and communication services to a wide range of consumers;
- develop mechanisms for implementation of the service in the field of postal services policies;
- identify opportunities to strategically oriented diversification of postal services system through interaction with financial institutions;
- propose innovative mechanisms of systems development by providing information services in the field of postal services.

The object and subject of the research. JSC «O'ZBEKISTON POCHTASI» and brands of postal services are economic instruments, technology and institutions that form organizational and economic mechanism of

modernization of the sphere of postal and related services in the regions of Uzbekistan.

The working hypothesis of the research. The working hypothesis of the research is to aggregate provisions in accordance with which modernization of the provision of postal services system has its institutional - economic basis of expansion in the field of business by diversifying and restructuring of postal services, expanding their range, as well as formation of competitive service in the field of postal policy communication.

Analysis of used references. It was formed on the basis of decrees the President of Uzbekistan and the laws on postal service and an official data of JSC «O'ZBEKISTON POCHTASI».

The methodology and methods of the research. The process of carrying out the study abstract sense, monographs, based on a comparison of graphical, analytical capacity and structural analysis methods were used.

The scientific novelty degree of the research results. It consists of developing the concept of diversification of postal services. The innovative mechanism of customer service postal service, based on the interaction of postal services branch of JSC «O'ZBEKISTON POCHTASI» through the use of infrastructure capacity in the regional postal services and establishment of an information system and others;

The practical importance and implementation of the research results.

- in-depth understanding of the concept, mechanisms of transformation and improving and defining the priority directions of development of postal services;
- analysis and evaluation of performance criteria of postal communication;
- developing a strategy upgrading the scope of postal services that could and others.

The structure and composition of the work. The dissertation consists of 86 pages, that's introduction, three sections, conclusion and the list of literature.

The important results of the finished work are presented. The methodological basis is scientific method of analysis and synthesis of information, conceptual provisions of modern control theory, statistical and structural analysis, concept acceptance of queuing solutions, methods of cost and comparative analysis presented in the works of local scientists, including communications professionals, as well as foreign researchers in the economic and organizational and process improvement of the postal service.

The brief composed description of the conclusion and suggestions.

Research that is done in the master dissertation work will help to improve the service which is offering JSC «O'ZBEKISTON POCHTASI» and provide opportunities increasing revenues from services.

For increasing financial features in postal services it's necessary to gain a new ways of taking profits, which is including financial services, providing postal services. Formation of postal bank which is connecting all brands around of Republic, giving priorities for developing new ways of having profits.

Nowadays, one of the most important functions of postal services is to using innovation technologies and increasing quality of services for customers.

The strategic goal of developing national operator of postal services in Uzbekistan is be one of the leading position of postal services sphere, rising efficiencies of services and be comparable in a world market.

I. POSTAL SERVICE IN THE NATIONAL ECONOMY THE ESSENCE, FEATURES AND FUNCTIONS

1.1. Economic, social and innovative development of postal services in Uzbekistan

Postal services in the Republic of Uzbekistan is an extensive network of post offices and postal routes for receiving, processing and delivery of mail, cash, as well as for the provision of contractual services for the delivery state pensions and allowances, distribution of periodicals and reception various types of payments.

The Company is one of the key elements of the national infrastructure, has a great influence on the development of other industries, providing services for the delivery of goods, supporting the exchange of corporate documentation, providing direct marketing services. The Company also has a high social burden, ensuring information exchange between the regions of the republic, and being one of the largest employers.

The national network of postal Republic organized a public company JSC «O'ZBEKISTON POCHTASI» on a geographical basis. It includes 14 regional branches, consisting in turn of the 177 district and municipal assemblies, 12 production sites, 3006 post offices (of which 20 mobile post offices, 2,296 in rural areas), a specialized branch "Halkaropochtamp", branch "Halkarotezkorpochna", production sites "O'zbekistonmarkasi", as well as 34 air, 1 rail, road 485 postal routes, providing regular transport of mail.

On postal communication facilities 6537 organized haul regions, including in the cities - 2442, in rural areas - 4095. In the service area established 5264 mailboxes for collection of written correspondence, including - 3431 in rural areas.

On postal communication facilities employ about 14,000 people, which process thousands of emails every day, telegrams, money orders, packages,

parcels, small packages are delivered to millions of subscribers to newspapers and magazines, pensions and benefits.

Provides services on receiving payments for public utilities, telephone, insurance, property insurance, courier service, e-mail, Internet, etc.

Each year, in the Society serves several million customers across the country, providing a wide range of postal and financial services, taking and delivering: 28,9 million letters.;

- 212,7 thousand parcels.;
- 28,7 thousand express mail.;
- 88,6 million copies of newspapers and magazines.;
- 1,8mln. money transfer units;
- 10 million units of utility and other payments.;
- 24,8 million units payments of pensions and benefits.

Analysis of the revenue structure shows that a dominant position in the structure of income was income derived from shipping of pensions and benefits 51.3% for other types of income share of services is as follows: from the reception of all types of payments 14.6%, from the distribution of periodicals publications 14.1%, from the remittances of 5.9%, from 4.6 letter-post items, parcels of 3.7% from other services 5.7%. On the increase of profitability of the Company operations adversely affected by:

- losses from the provision of universal service, including sending letters to the military, which annually amount to 2513.2 million sum;
- low profitability of services for the delivery of pensions and benefits.

The Company is the national operator of postal service of Uzbekistan exchanges with all countries on all types of mail, and performs the obligations of the republic before the Universal Postal Union. One of the factors that have a significant impact on the development of postal services in an era of globalization, international cooperation is in the field. Currently, the international postal network provides an information link between the people speaking 6800 languages and 190 postal administrations of the member states of the Universal Postal Union

constitute a single postal area and the largest network of delivery of mail worldwide. This value of the acquired e-mail immediately, the path of its development took more than one millennium.

In 2015, the exchange of international mail was carried out with 98 countries of the world. The largest of them upstream mail exchange are: Russia, Ukraine, USA, Germany, Turkey, United Arab Emirates, Kazakhstan, China, and United Kingdom.

The main direction of development of the postal services of the Republic of Uzbekistan is the provision of services to the level of organization of production, corresponding to modern requirements to meet the growing needs of customers and providing quality processing of mail by the Universal Postal Union standards.

Main directions - is the gradual establishment of the corporate data network, computer equipment and information technologies, the introduction of advanced services in the postal communication objects.

Bodies of the company's management:

- general meeting of shareholders
- supervisory board
- executive body

Company management is in strict accordance with the principles of corporate governance. Corporate governance objectives are:

- protection of the rights and interests of shareholders;
- increasing the investment attractiveness of the Company;
- accumulation of long-term economic value of the Company by increasing the value of the shares;
- determining the Company's development strategy and the monitoring of its implementation;
- approve and monitor the implementation of the Company's business plans.

The foregoing allows the Company to attract financial and human resources to operate effectively and thus ensure its continued existence through the production

of long-term economic value for its shareholders, while respecting the interests of shareholders, other stakeholders and society in general.

The history of the development of postal services

An important condition for the emergence of mail was the development of written language. The great powers of antiquity, Assyria, Egypt, Persia, Rome, the Inca state had a well-developed, well-organized messaging system. Actually, the word "mail" is derived from «mansiopozita ...» Latin expression - "Station in paragraph". 2500 years ago, it has already used a relay method of transmitting messages from messenger to messenger.

In the 1st century BC Greek historians referred to the transmission of messages among the peoples that lived in Central Asia - the Scythians and Massagetas. Since the beginning of the 1990s, after the collapse of the Soviet Union and the declaration of independence, self-Commonwealth countries exercise their sovereign right to regulate national telecommunications services. All of them are members of the Universal Postal Union. Guide by mail to the national territories provide regional management, which operate through the post offices, city and district assemblies and post offices.

In accordance Law of the Republic of Uzbekistan "On Postal Communication" (new edition), postal services are:

- transmission and delivery (delivery) of postal items, including international ones;
 - transmission and delivery (delivery) of postal money transfers, including international ones;
 - transmission and delivery (delivery) of postal items, including international ones, in the mode of express mail.
- March 1, 1992 group was created on the basis of postal communication "O'zbekistanPochtasi", formed by bringing together the territorial (regional) state enterprise of postal communication and press distribution, the state enterprise of postal communication and propagation of press in Tashkent, Tashkent train at the post office, the Republican center of press distribution ;

- In 1997, the concern of public enterprises of postal communication "O'zbekistonPochtasi" Decree of the President of the Republic of Uzbekistan and the subsequent decision of the Cabinet of Ministers transformed into State Joint Stock Company "O'zbekistonPochtasi".
- Resolution of the Cabinet of Ministers of the Republic of Uzbekistan "On improvement of activities in the field of postal services" from 19.07.2004, the number 339 in order to improve the management structure and improve the efficiency of postal services, as well as pursuant to the Law "On Postal Communication" and adopted the Program denationalization and privatization of the 2003-2004 State Joint-Stock company "O'zbekistonPochtasi" and joint-stock companies included in its composition transformed into an open joint-stock company "O'zbekistonPochtasi" and joint-stock companies, join the open Joint Stock Company ""O'zbekistonPochtasi" with the creation of "O'zbekistonPochtasi" on their base of open joint-stock company branches.
- By decree of the Ministry of Finance and the State Committee for Communication, Information and Telecommunication Technologies of the Republic of Uzbekistan from November 19, 2014 № 76, 89 in the name of the MX and paragraph 1 of the Decree of the "O'zbekistonPochtasi" is replaced by JSC "O'ZBEKISTON POCHTASI" .

- state share - 76.4%;
- the share of other shareholders - 23.6%.

JSC «O'ZBEKISTON POCHTASI» is the national operator of postal service of Uzbekistan exchanges with all countries on all types of mail, and perform the obligations of the Republic of Uzbekistan to the Universal Postal Union.

National postal operator of the Republic of Uzbekistan JSC«O'ZBEKISTON POCHTASI» affordably exchanges with all countries of the world with all kinds of mailings. Objects postal service- postal service operators separate units (post offices, units, branches, points of postal services, as well as other units). The procedure for providing postal services in Uzbekistan provided the Rules of Postal Services.

Postal service unit provides all types of postal services and other services related to business activities, provides processing and transportation of mail for fixed and mail routes and manages subordinates post offices. Node postal service is located at the intersection point or joint postal routes, ensures that interrelated functions of delivery and delivery of postal and courier shipments, money transfer, processing and exchange of mail in the territory assigned to him.

Postal exchange point is the postal service facility, organized for the purpose of temporary storage, processing and exchange of mail between postal facilities and transport. Post Office is a postal service facility is located in the central part of the city, managing the slave nodes, or post offices, and provides shipment and delivery of mail, express parcels and remittances.

Weight and dimensions are key indicators that define the interaction of the postal item to the physical elements of machines and mechanisms in the course of its processing. For applications hardware processing are important characteristics of material strength postal package because they are subject to significant processing overload. Standardization of mail greatly improves the automation issues treat different types of mail.

For the most common type of mail - written correspondence following sizes are provided: 114 x 162 mm, mm 110h220, 162h229 mm 229h324 mm (for emails), 105h148 mm (for postcards). The maximum weight of letters is - 2 kg. In developing the standards, first of all, take into account the needs of consumers.

As a standard sheet has a size of 210x297 mm, then its packaging without inflection used envelopes size 229h324 mm (when sending technical documentation enterprises, organizations and institutions). Two other types of envelopes sizes provide a package of written investment drawn twice or four times.

Most of the letters (90%) today sent in envelopes size 110h220 mm, with the majority of postcards and sent in an envelope, which helps to preserve their artistic appearance. The sending of letters of this format facilitates the possibility to use the sender mailbox. Since the bulk of written correspondence make it such a letter, the mechanization and automation of their processing is the most important.

This situation has a negative impact on the financial condition of the Company, as well as on the content of the postal network (particularly in rural areas), which consequently affects the availability (network density, operating mode, delivery frequency and seizure of letters from mailboxes) and compensation of employees postal service.

In October 2012 in Doha (Qatar) at the 25 Congress of the Universal Postal Union (UPU) adopted the Doha Postal Strategy (DPS). DPS defines a number of objectives and programs that are aimed at the further development of the postal sector and a strategy for the UPU, and also serves as a guide to determine the priorities for regional unions and UPU member countries in the development of the national postal strategy and policy.

Findings of the study of the development of electronic services carried out by the UPU, which was attended by 93 member countries of the UPU, were decisive in the process of drawing up the measures to be taken in accordance with the above objectives. The study showed that 72% of designated operators of UPU member countries consider e-services strategically important for their development.

1.2 Analysis and evaluation of the legal framework in the field of postal services in Uzbekistan

Today in Uzbekistan 16 laws and 236 3 Code of regulations, one way or another, related to the issues of providing postal services. This is - the minimum list of documents received in the country and affecting the activities of postal communication.

Legal framework:

- Constitution
- Codes
- Laws
- PCM - 6
- Legal acts - 26
- State standards - 7
- Regulatory documents - 236

- Acts of the Universal Postal Union

Since JSC «O'ZBEKISTON POCHTASI» is a joint-stock company, that its activities, in addition to the above, affect regulations related to the activities of joint-stock companies, in particular, the Law "On joint-stock companies and protection of shareholders' rights" and other documents - a total of more than 300.

The number of legal acts by categories is as follows:

- according to the provision of services - 46;
- as for the issue of postage stamps - 4;
- according to press distribution - 4;
- by mail security - 12;
- on the financial - economic activities - 9;
- by mail transportation - 11;
- other - 24.

Prospects for the development of the legal framework

Improving the regulatory framework:

- the introduction of licensing of postal services (for state regulation of the market of postal services);
- on the interaction with the customs authorities and operators postal service providers (e-commerce development of the market);
- exemption national operator from obtaining a license for the carriage of goods by road (Article 9, of the Law "On licensing certain types of activities).

Of course, the Law "On Postal Communication" is the main document, the basis for the formation of the regulatory framework. A special place in this series takes the presidential decree "On further development of computerization and introduction of information and communication technologies" of 30 May 2002, aimed at improving ICT support institutions. Thus, according to the Decree of the Coordination Council on development of computerization and information and communication technologies, Uzbek Agency for Post and Telecommunications was transformed into Uzbek Communications and Information Agency (CIA Uz)

and charged him with the role of the executive body of the Coordinating Council said. In addition, when UzACI created Center for development and introduction of computer and information technologies "UzInfoCom" and the Tashkent Electrotechnical Institute of Communications was transformed into the Tashkent University of Information Technologies.

Development and approval of the Cabinet of Ministers of the Republic of Uzbekistan "Program of development of computerization and information and communication technologies for 2002-2010" (Cabinet Decision of June 6, 2002 № 200) confirm that the state began to play a significant and crucial role in creating and promoting the development of an enabling environment for the development of ICT in Uzbekistan. At the same time has started an effective implementation of ICT measures in the government. Decision on "e-government", i.e. transition government agencies in the online system, and ensuring uniform electronic means of communications between the public sector and citizens, will be the most compelling example of the fact that the Republic of Uzbekistan is serious in its intentions to join the modern information age.

The Government understands that ICT alone is not a panacea for overcoming Uzbekistan many development challenges. However, as noted in a recent government decision-making and legislation, the creation of a favorable legal and regulatory environment conducive to the development of information infrastructures and supporting education and training, the use of knowledge and information can have a significant positive impact on support for the general development of the country. In this respect, the use of ICT for development, as the main driver of development in all sectors, it is an important priority for the country.

The main direction of development of the postal services of the Republic of Uzbekistan is the provision of services to the level of organization of production, which must meet modern requirements to meet the increased needs of customers and providing quality processing of mail by the Universal Postal Union standards. May 19, 2005 Resolution of the Cabinet of Ministers № 128 approved the

"Program of postal modernization, introduction and development of new services based on information and communication technologies till 2010".

The program included the development of a network of the national operator of postal communication by automating production processes, access to new services and market segments due substantial increase in revenue.

The main directions of the program are: the gradual creation of a corporate data network equipment and computer technology and information technology facilities of postal communication JSC «O'ZBEKISTON POCHTASI» and introduction of modern services. At the initial stage involves the creation of a telecommunications system connecting the central office of the structural branches, all district, municipal units and a certain number of post offices.

In subsequent phases envisaged a gradual connection to the network the maximum number of major post offices, equipping them with computer and other necessary equipment for the implementation of new, cost-effective and the most sought-after public services. All the targets set were achieved and implemented.

The Internet works site of JSC «O'ZBEKISTON POCHTASI», www.pochta.uz. In December 2005, it launched the system of electronic money transfer, which connects Tashkent city and regional branches. In 2006, fifteen areas workstations were connected to the electronic money transfer system. In order to ensure reliable transmission of information is widely used key digital signature.

Currently in processing, accounting and control of shipments worldwide barcodes are widely used. This technology has been widely applied in the branch "HalkaroPochta" in 2007. With the postal administrations of Russia, Ukraine, Tajikistan, Azerbaijan, Belarus, Kazakhstan and Armenia conducted negotiations on the establishment of service of international electronic money transfers.

This year JSC «O'ZBEKISTON POCHTASI» continued work to implement the plans, activities approved for 2016. Thus, the total number of postal objects (OPS) connected to an automated system of electronic money transfer (ASEDP), has reached 1100 OPS. In 164 post offices being received payment for the use of telephone billing for telecommunications networks system. On postal service

facilities, in collaboration with the KLA "Aloqabank" and other banks in 1434 are set plastic card terminal, whereby providing public services. In the branch "Toshkent pochta" acting on orders receiving system for the services of a courier service over the Internet.

Given the urgency and the social importance of the timely provision of pensions and grants a certain part of the population of the republic, as well as for the rapid collection of information, conducting centralized accounting and control of the payment of pensions and benefits of post offices, the company, together with «Fido Biznes» LLC Developed and Implemented "Automated System accounting and control of the payment of pensions and allowances "(ASUVP) considering joining the system with the same speaker system" Pension "off-budget Pension Fund of the Ministry of Finance of the Republic of Uzbekistan in the mode online at the moment.

To date, this system is connected to the 1100 mail-enabled objects of communication and work is underway to connect the remaining objects to the system. As a result of the full implementation of this system it will be prevented such things as duplicate payments and re payment (underpayment) pensions and allowances, and reduction of unnecessary costs (paper, refilling of toner cartridges, as well as the duplication of certain operations).

In order to ensure exchange of information on receiving payments for services rendered for the provision of electric power enterprises "Uzbekenergo" in 2013, work on the implementation of the second phase of the "Automated payment system" (ASPP-2). To date, ASPP-2 connected in 1100 postal facilities.

To ensure information security systems ASED, ASPP and E-1879 document use of electronic digital signature keys distributed to employees of the company. Currently, more than 3450 operated computers and servers in a society 1931 printer, modems 1113, 2145 units of uninterrupted power supply (UPS), 147 fax machines, scanners, 76, 316 duplicating machines.

Pursuant to the approved Decree of the President of the Republic of Uzbekistan PP-1754 of 10.05.2012, "On the Program of development of the service sector in

2012-2016" parameters in the postal service facilities are open 79 points of payment for services of mobile operators through PAYNET system.

Legislative and regulatory support of the whole complex of social relations associated with the production, distribution and use of information as well as providing access to information is one of the important indicators, as the conditions of building the global information society predetermine the formation of ICT legislation in the field of an independent branch of law. In this regard, assessment of regulatory support of ICT is to determine the readiness of the Republic for entry into the global information society.

The main direction of development of postal services in 2016 identified the provision of services to the level of organization of production, corresponding to modern requirements, to meet the increased needs of users and ensuring the quality of processing of mail on UPU standards. For what the Company plans to modernize fixed assets for the provision of a wider range of services based on information and communication technologies:

- increase investment in the development of the postal infrastructure and technologies of ICT for sustainable development of the financial (banking, postal, banking and insurance) services, as well as the development of e-commerce and logistics services for the movement of goods and freight;
- provide access, governments, public enterprises, commercial entities and the general public to information resources for the provision of public services through the network of post offices of the Company.

The entry of our country in the Universal Postal Union has set professionals address new challenges. All our activities are now based on the current international requirements and regulations, which provide for the creation of a unified system for receiving, processing and delivery of international mail on the territory of the Member States of the Union. Cooperation with foreign partners, has improved the quality and pace of international postal exchange.

At present JSC «O'ZBEKISTON POCHTASI» as a national operator providing universal service throughout the country and at the same time provides

full international postal traffic with all member countries of the Union. Over the years, it issued stamps over seven hundred items.

The postal service is hard to imagine without modern information technologies. So was commissioned associated with branches in 2003, the corporate computer network, and thus, the electronic exchange of documents was arranged. In the years of independence of JSC «O'ZBEKISTON POCHTASI» I had the opportunity to establish the legal, technological and financial relations with inter-governmental and international organizations active in the field of postal services.

Currently, the legal framework for the introduction and development of information and communication technologies in the country formed, which is composed of laws, decrees and resolutions of the President of the Republic of Uzbekistan, government decisions, government and industry standards and other regulatory legal acts.

An important point in the development of Uzbek market of electronic financial relations is the fact that developed and adopted several legal acts related to the development of postal services, as well as started its activities bodies exercising control over the development of information and communication relations in the country.

A shared vision of development of ICT and the Internet in Uzbekistan reflected in the speech of the President of the Republic of Uzbekistan on the country's Parliament session in May 2001. In the wide-ranging statement President called on the government to develop a common strategy for ICT development in support of social, cultural and economic future of the country.

President's initiative was the signal for a major strategic change. Government is keenly aware of the importance of ICT to achieve their development goals. Therefore, in recent years, the republic's leadership takes vigorous measures to promote and widespread implementation of ICT in various spheres of social and state construction.

In particular, we can mention the laws of the Republic of Uzbekistan "On electronic digital signature" from 11.12.2003y., "On electronic document circulation" from 29.04.2004y., "On electronic commerce" from 11.12.2003y., "On Postal Communication" from 31.08 .2000y., on telecommunications "from 20.08.1999y.," on guarantees and free access to information "from 24.04.1997y.," on Copyright and related Rights "from 30.08.1996y.," on telecommunications "from 13.01.1992y .," "on telecommunications" from 20.08.1999y.

In accordance with the Decree of the President of the Republic of Uzbekistan "On measures on the reorganization and improvement of management in the sphere of information systems" from 23.07.1997, № UP-1823 in order to further improve the mail communication control, information systems and telecommunications, the development of market relations, deepening the process of denationalization and engaging in this field of foreign investments was formed Uzbek agency for Post and telecommunications. With the decree of the President of the Republic of Uzbekistan, "On further development of computerization and introduction of information and communication technologies" from 30.05. 2002 № UP-3080" was created by Coordination Council for development of computerization and information and communication technology, which is the highest coordinating body in the field of computerization and information and communication technologies and the Uzbek Agency for Post and Telecommunications was transformed into Uzbek Agency for Communication and Information. Resolution of the Cabinet of Ministers of the Republic of Uzbekistan 19.07.2004, N 339 was "On improvement of activities in the field of postal services."

For the purposes of reliability, safety and quality of the network of postal Government adopted the Decree of the Cabinet of Ministers of the Republic of Uzbekistan 19.05.2005 number 128 "" On the program of modernization of the postal network, introduction and development of new services based on information and communication technologies till 2010 ".

In this and next year joint-stock company is preparing to introduce several projects aimed at improving the operation of the national postal system. There developed automated system for drawing up the plan areas of international parcels, which will allow us to make a plan and direction to choose the best route. Greatly facilitate the process of sending letters and packages information retrieval system "Postal services" on the site of JSC «O'ZBEKISTON POCHTASI». Its essence lies in the operational definition of postal object index that serves a particular house or the destination site. Tracking the movement of vehicles involved in the dissemination of mail, will enable control system «GPS-tracker».

1.3 Formation of an optimal logistics solution for postal services in Uzbekistan.

Oracle Strategic Network Optimization (Oracle SNO) - is an application that provides opportunities to build the model of logistic company's network, which may include a structure under consideration (focus) the company and its suppliers, customers and intermediaries.

The company's supply chain model construction is first necessary to develop a long-term and medium-term development strategy of the logistics company. The generated model can also be used to analyze different scenarios and situations that are emerging on the supply markets, marketing and logistics services. This allows management to implement real-time search for effective ways of working.

Construction of the logistics network model

In the process of designing a model Oracle SNO Logistics Network allows you to take into account a whole range of costs and constraints for on the basis of this information, then choose the most optimal variant of the configuration of supply chains (SCD technology, Supply Chain Design - Designing supply chains) at the strategic or tactical planning horizons . The model is implemented in all of the major elements of production and logistics infrastructure of the supply chain: production lines, suppliers, end users, vehicles, reloading terminals, warehouses, labor, etc. For each of the network nodes of its capacity may be indicated costs of operations in the assembly and many other limitations.

As a result of the optimal model of supply chain management is able to analyze the impact of various factors on the activities of the organization, to consider various options for output, to assess the feasibility of commissioning of new production capacities, to assess the various suppliers and carriers, etc.

Reducing overall costs and risks by dynamically selecting suppliers of goods and services

Oracle SNO allows you to create an optimal supplier selection strategy, taking into accounts all of the major constraints (production volumes by period, the prices of services, distance from consumer services and others.). This tool is currently the most effective tool for ensuring the implementation of the strategy of alternative supplies in order to reduce the total cost of procurement and reduce the risks associated with the provision of an uninterrupted supply of raw materials and components. Oracle SNO functionality allows you to set time intervals to determine: for which production units (factories, workshops, production lines) which suppliers will supply the materials and how these will be supplied (by rail, with the use of containerization, etc.).

In assessing the appropriateness of the placement of production capacity in a given region industrial company can compare the reduction in production costs with an increase in transport costs, the increase of the turnover of current assets, etc. This functionality can be applied to any use cases provided by contractors of services (transport, storage, cargo-processing, forwarding, etc..). This allows you to choose the best option in the framework of the key solutions of logistic tasks correctly and accurately - "Make or buy».

The increase in profit due to the rational use of the company's fixed assets

Oracle SNO application allows clients of the company TM Consulting and find solutions to make high-performance, associated with the optimal use of capital assets. Oracle SNO functionality allows us to consider and analyze the overall cost structure of the operation and maintenance of fixed assets, as well as to evaluate the change in these costs in future periods.

Based on a preliminary analysis of the projected production activities and projected changes in the costs generated recommendations for the conclusion of fixed assets of the operation. This management company has an opportunity to rationalize the use of fixed assets (warehouses, points of loading and unloading, production facilities, etc.), as well as to determine their required amount, characteristics and location in the logistics network. At the same time based on the analysis of the various configurations of the company's supply chain and assess business performance for each of the options considered possible strategic planning of such events as mergers and acquisitions.

Effective risk management in supply chains:

Using Oracle SNO for the early detection of the most "narrow" and "unstable" places in the company's supply chain allows customers TM Consulting remain leaders in today's rapidly changing global and competitive market. Oracle SNO product provides ample opportunity to assess the impact of various disturbances and unplanned development of least-cost strategies to mitigate the impact of these disturbances on the activities of the company. Typical contingencies are as follows:

- transport accidents or at work;
- changes in prices as a result of general market trends, changes in currency exchange rates;
- additional investments in new assets or modernization of fixed assets.

Oracle SNO can be used to assess the impact of unplanned perturbations due to implemented in its composition possibilities of mathematical modeling. Using this functionality, the company is able to form long-term and medium-term plans and at the same time to minimize the impact of various risks associated with the occurrence of unforeseen circumstances.

Modeling and scenario planning business conditions:

Oracle SNO provides a wide range of features to simulate "what-if» («what-if») scenarios work such as supply chain, which are widely used in the process of strategic and tactical planning. Built-in scripts matching procedure allows you to

quickly analyze alternatives in the development of management decisions. Using Oracle SNO allows for this to answer the following sample questions:

- how best to change the level of insurance stocks in the warehouse network?
- how to optimize the costs of transportation, cargo-processing and warehousing?
- how sensitive logistical chain for any disaster and etc.

Automation of logistics, demand management and logistics processes the solution includes several modules that can be implemented either on site or separately, depending on the goals and needs of the customer.

- Management of transportation on the basis of Oracle Transportation Management Product (OTM) allows you to monitor the movement of goods in the "online" mode, even from a mobile phone. The system allows real-time control financial logistics efficiency, optimize the use of transport resources and as a result save on logistics functions of up to 40%.
- Supply chain management based on SNO to create automated logistics processes applications (Oracle Strategic Network Optimization) allows you to select the optimal supply plan, production and distribution of goods, plan the required amount of reserves to meet existing and future demand.
- Automate supply chain management systems, supply chain modeling provides "what-if" helps plan the production plans, taking into account various constraints, optimize logistics schemes due to the choice of optimal schemes of delivery, storage and production, etc.
- Demand management and marketing - is a service based on Oracle Demantra, which allows to predict the demand for commodity items with disabilities, and even the lack of historical data on sales, predicting the success of a new product, build the product life cycle, to predict the results of advertising campaigns. Service is highly scalable, can handle hundreds of millions of units of goods and enables companies to forecast demand down to the lowest level of detail.

Key Features

- the graphical analysis of the entire supply chain with the ability to geo-referenced objects
- heuristic algorithms to determine the optimal parameters of business processes, such as the batch size and the shortest transportation route
- planning of raw materials
- manage exceptions
- power distribution
- built-in analysis tools
- strategic positioning for the high levels of long-term planning of supply chains
- optimization of material flows at the global level
- a detailed view of the processes of production
- optimal balance of long-term supply and demand with capacity
- assessment of existing sources of supply
- assessment of outsourcing opportunities
- evaluation of investment attractiveness of new markets
- improving unforeseen situations management process

CONCLUSION TO CHAPTER I

The current stage of development of civilization is characterized by an increase in the role of information and knowledge society, increasing the share of information and communications products and services in the gross domestic product, the creation of a global information space providing efficient information interaction of people and their access to global information resources.

The postal service is a key element of national economic and political infrastructure, contributes to the maintenance and development of a common information space, as well as the development of a number of significant segments of the national economy.

Efficient postal services market is a factor in increasing the economic potential of the country, affecting the functioning of all the major processes in the economy.

The postal service is an essential element of national infrastructure, it performs a number of important state and social functions. The state of national postal infrastructure is an essential element of the global competitiveness of the republic.

Postal service creates a significant size sector of the economy, in which the range of services in addition to the classic, post, include financial, information and communication, and other services. A well-functioning e-mail contributes to the creation of institutional, financial, economic and social foundations of long-term socio-economic development.

By the same decision the Government of JSC «O'ZBEKISTON POCHTASI» is defined by the national operator of postal communication of the Republic of Uzbekistan, and it was entrusted with a number of basic tasks.

Analysis of the revenue structure shows that a dominant position in the structure of income was income derived from shipping (delivery) of pensions and benefits 51.3% for other types of income share of services is as follows: from the reception of all types of payments 14.6%, from the distribution of periodicals publications 14.1%, from the remittances of 5.9%, from 4.6 letter-post items, parcels of 3.7% from other services 5.7%.

This includes meeting consumer demand for postal services market, the widespread introduction of market mechanisms of functioning of postal services, economic reforms in the postal service, the introduction of new services, the organization of connection of post offices to the automated system of electronic-money transfer, including interchange with foreign countries, to ensure mail security, organization of marketing research, the use of information technology to improve the quality of postal services, to ensure the scope of postal services by highly qualified specialists and the continuous improvement of their skills.

II. CURRENT STATE AND PROSPECTS OF DEVELOPMENT OF POSTAL SERVICES IN UZBEKISTAN.

2.1 The dynamics and parameters of JSC «O'ZBEKISTON POCHTASI»

Postal development program of the Republic of Uzbekistan provides for the development of the national operator of postal communication network by automating production processes, expand into new service segments of the market of communication.

Main directions - is the gradual establishment of corporate data systems and equipped with computer technology and information technology, postal communication objects of JSC «O'ZBEKISTON POCHTASI» and introduction of modern services. The initial phase will involve the creation of a telecommunications system connecting the central office of the structural branches, all district, municipal units and a certain number of post offices. In the future - gradual connection is to the network the maximum number of major post offices, equipping them with computer and other necessary equipment for the implementation of new, cost-effective and the most sought-after public services.

Below, we can see the pace of development of JSC «O'ZBEKISTON POCHTASI» last several years. The national network of postal republic organized by JSC «O'ZBEKISTON POCHTASI» on a geographical basis. It includes 14 regional branches, consisting in turn of the 174 district and municipal assemblies, 12 production sites, 3006 post offices.

On postal communication facilities 6537 organized haul regions, including in the cities - 2442, in rural areas - 4095. In the service area established 5264 mailboxes for collection of written correspondence, including - 3431 in rural areas. On postal service facilities are employing more than 14,000 people.

Each year, the Society serves several million customers across the country, providing a wide range of postal and financial services, taking and delivering; 28.9 million. Letters, 212.7 thousand, parcels are 28.7 thousand. Express mail shipments, 88.6 million. Copies of newspapers and magazines are up to 1.8

million. Remittance units are 10 million. Units of utility and other payments are 24.8 million payments of pensions and benefits units.

Company's activities are carried out in different markets: transmission and delivery of letter-post, parcels, parcels EMS, postal money transfers, delivery (delivery) of pensions and benefits, taking different kinds of payments, retail, and distribution of periodicals. The largest groups of clients in the markets of letter-post items, parcels and sending EMS are commercial and public organizations and individuals.

Among the customers of service of postal money transfers are the following major groups:

- Individuals who send money transfers to individuals (family and friends) to regular care, or as holiday greetings;
- Individuals who send remittances to legal entities for the purpose of payment of purchased goods or services;
- entities that send remittances to individuals for the purpose of payment of dividends, alimony, salaries and other freelancers.

Two groups of factors affecting the Company's activities:

Internal, arising from the characteristics of the organization processes within the company:

- high dependence on manual labor;
- inadequate information technology (IT) and automation;
- inadequate training;

Exterior caused by external economic conditions:

- substitution of postal services of telecommunications services;
- increased competition for key services;
- economic conditions, including the impact of the global economic crisis.

Society is faced with the influence of external and internal risks:

Internal risks:

- lack of managerial resources to implement major changes;
- slow to bring motivation and evaluation management system and professionals to the required level;
- long-term reorganization of the company;
- low rate of implementation of the new IT system and it is not possible to meet the expectations in the framework of the development strategy;
- lack of funding changes in the planned time frame.

External risks:

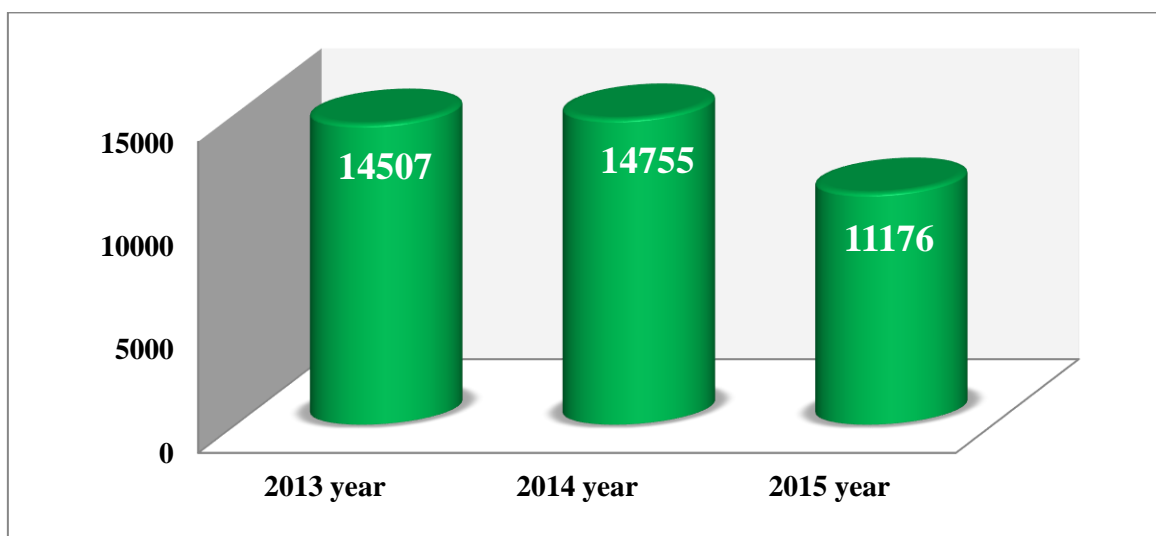
- maintain the current regulatory restrictions on the network of post offices and tariff formation for business - a segment;
- the absence or weak financial support from the state;
- global financial crisis.

1-table.FinancialHighlights

№	Name of indicator	Actual 2013	Actual 2014	Actual 2015
1	Net proceeds from sale of products	133,9	152,5	163,6
2	Prime cost of sales, goods, work, services	91,3	103,9	114,2
3	Gross revenue (loss) from sale of products	42,6	48,6	49,4
4	Period expenses	37,8	44,5	46,9
5	Administration costs	8,2	9,6	11,3
6	Other transaction expenses	29,6	34,9	35,6
7	Other revenue from principle activity	2,4	3,6	4,5
8	Financial result from principle production activity	7,2	7,7	7,0

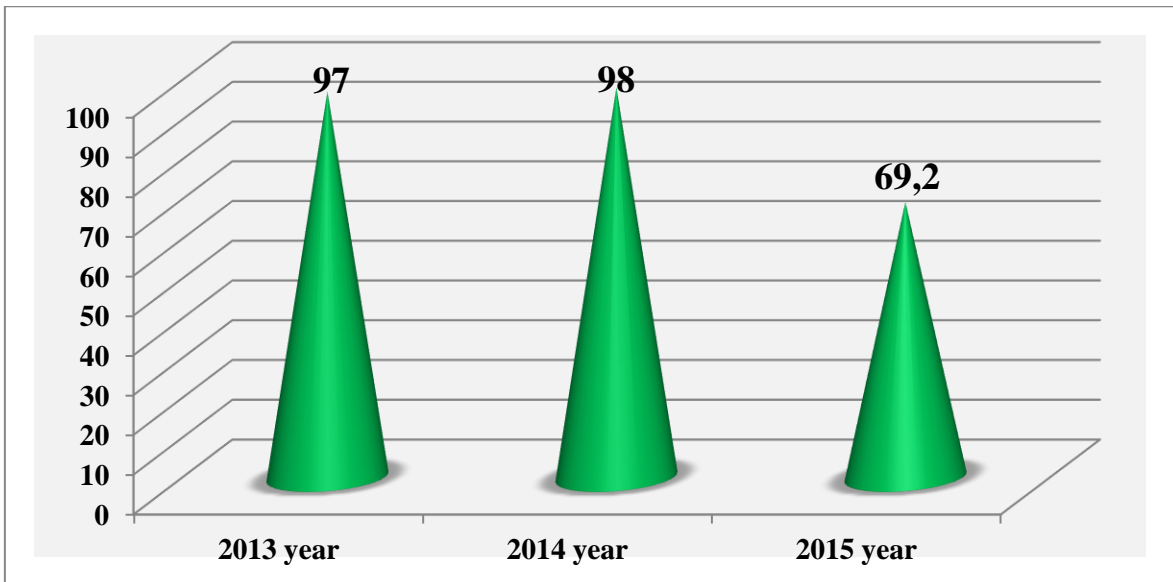
9	Income from financial activity	1,5	0,6	1,2
10	Expenses for financial activity	0,3	0,3	0,7
11	Profit (loss) before taxation	8,4	7,9	7,6
12	Income tax	1,3	1,3	1,2
13	Other taxes and charges for income	0,5	0,5	0,5
14	Net profit (loss) for reporting period	6,5	6,1	5,9

On the table you can see that the last 4 years the net proceeds from product sales increased from 97.4 million soums in 2011y to \$ 163.6 million soums in 2015y. A gross profit of 2011y amounted to 32.1 million soums and in 2015 it was 49,4mln amounts. Net profit grew from 4.4 million in 2011 amounts to 5.9 million soums in 2015y.



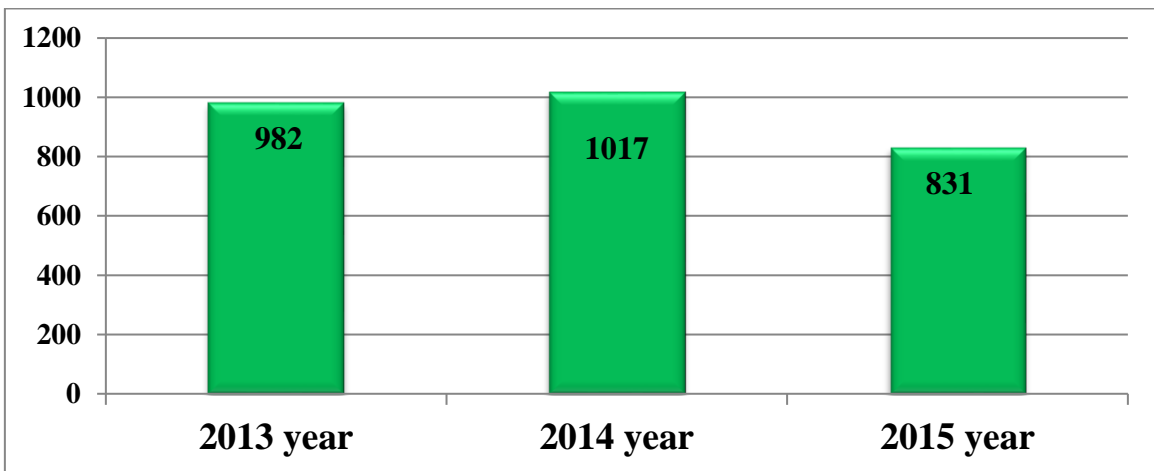
1-diagram. Written correspondence

If we compare the results of the written correspondence that we can see that in 2013y it amounted to 14507 thousand then in 2014y was 14755 thousand, and in 2015y, after 3 quarters it instead of 11176 thousand. This means 2015y the number of written correspondence decreasing.



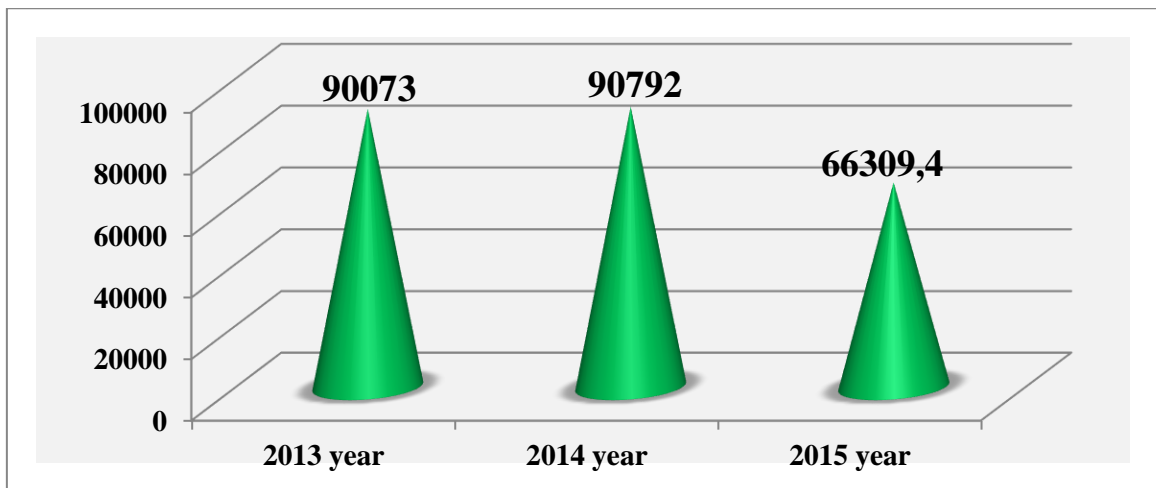
2-diagram. Parcels

This diagram shows that the number of parcels in recent years don't show significant growth since in 2013y it was 97 thousand then in 2014y it instead of 98 thousand. After 3 quarters of 2015y, the number of parcels reached 69,2 thousand. It mean that this year is also not expect substantial growth.



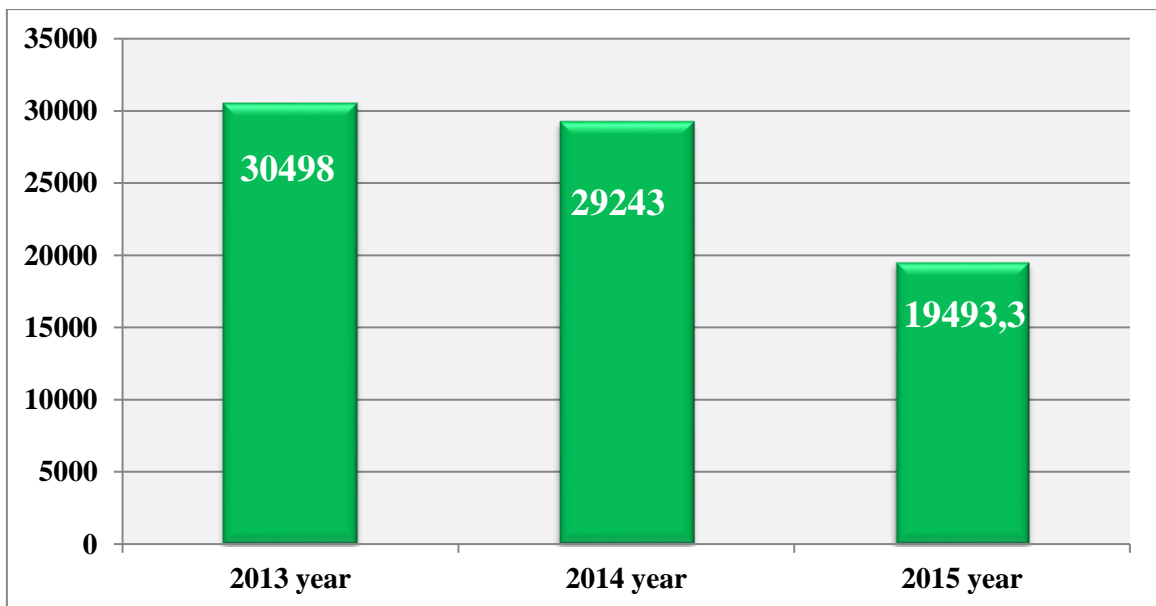
3-diagram. Money transfers

On the chart we can see the change in remittances. Like other major trend is also not shows rise. For example 2013y it was 982 thousand soums then in 2014y it was 1017 thousand soums. And after 2015y in the third quarter it amounted to 831 thousand soums .



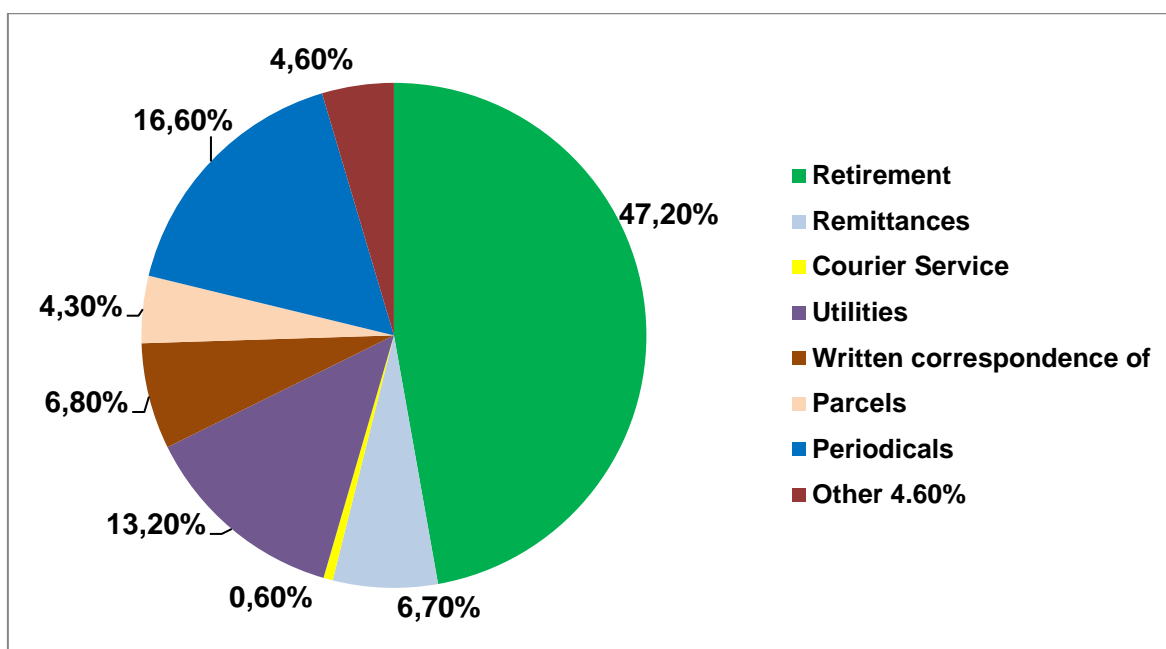
4 -diagram. Periodicals

Indicators of periodicals in 2013y totaled 90073 thousand soums, then the next year it managed to increase to 90792 thousand soums. And in 2015y, after the third quarter it amounted to 66,309.4 thousand soums it mean that not a bad performance.



5 -diagram. Pension

Distribution of pension income is the main direction of the Company. But the last few years, it is regularly reduced. 2013y it was 30498 thousand soums in 2014y has decreased to 29243 thousand soums after 3 quarters of 2015y it amounted to 19,493.3 that is a poor result for the Company.



6 -diagram. Revenue structure for 2015y

The main income of JSC «O'ZBEKISTON POCHTASI» receives from the distribution of pensions but it recent years, reduced due to the fact that the majority of pensioners began receiving their pensions by plastic cards. Another 16.60% of income your company receives from periodicals and 13.20% of the collection of utilities. And the other source of income is remittances, written correspondence and other types of services.

2.2 Assessment of the status and prospects of the development of postal services in the regions

The Company has identified one of the main priorities - ensuring the reliability and quality of postal services as an essential element of public infrastructure, bringing the timing of delivery of written correspondence, periodicals and postal money transfers to international standards, which is planned to:

- improve the quality of service through the definition of standards and quality standards, improving operational processes, the development of a tracking system for the passage of postal items;

- ensure the safety of postal items and prevent attempts to use postal channels for sending dangerous and prohibited items.

To achieve the level of quality corresponding to the international standards (for sending priority written correspondence D + 5 c quality assurance level of at least 80%) of the Company in 2010, participates in the UPU Strategic regional project "Improving the quality of life", and in 2010 took part in the scientific research (R & D) "monitoring plan international destinations written correspondence JSC «O'ZBEKISTON POCHTASI» and develop a plan to implement the directions of the world quality standard requirements for written correspondence."

As part of this project and research changes in written correspondence plans for directions, schedules, traffic on the mail route as a result succeeded in shortening the passage of mail, both domestic and international. Proposals to the State Committee for Change and target dates of passage of postal items. To conclude agreements on standards of international postal services from end-to-end quality assurance c level at least 80% of the Republic of Azerbaijan, Republic of Belarus, Kazakhstan and Ukraine. The Company regularly participates in the constant control of the timing forwarding written correspondence conducted by the UPU and Section 1 of the Council of the RCC Postal Operators.

In 2010 the Company, was connected to the information system IBIS Complaints UPU exchange, which allows the rapid exchange of Complaints with postal operators of other countries through the Internet. For a more effective impact on ensuring the timely passage of written correspondence is set stepwise control execution processing times, plus the total flow of written correspondence by sending control messages at all levels.

Currently underway to participate in the certification of quality management, ongoing UPU, which provides:

- revise the regulations and rules processing priority written correspondence with the software installed standard D + 5 (c quality assurance level of at least 85%);

- review the contract concluded with the Republic of Azerbaijan, Republic of Belarus, Kazakhstan and Ukraine to ensure the establishment of international standards;
- participation in the permanent control of the timing forwarding priority letter-held UPU;
- development of the automated monitoring system of passage of registered mail;
- implementation of service targets set by the Acts of the UPU, to get bonuses.

State regulation and control in the postal services in accordance with the Law "On Postal Communication" carries Order of the Uzbek Agency for Post and Telecommunications on January 22, 2001 № 29 "On improving the system of indicators and quality standards for the production of Posts and Telecommunications," put in place indicators of quality of postal services communication, which is currently estimated activity of the company.

As part of the research proposals "Research indicators of the quality of services in postal service and the development of standards" society provides:

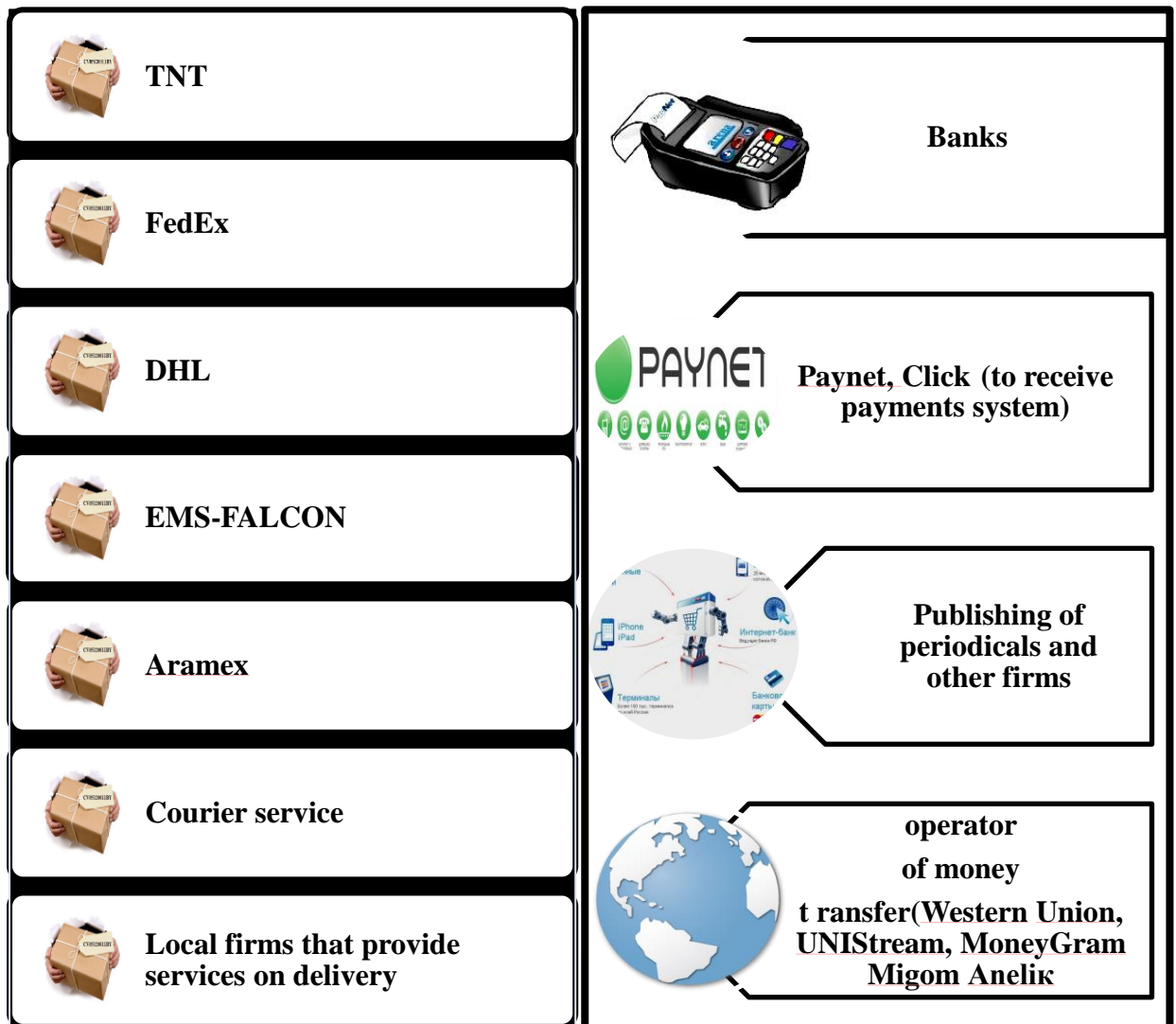
- review the criteria for access to postal services (territorial, temporal, tariff);
- based on indicators mapping add to Ministry of Communication new target dates for postal items and quality standards;
- develop target dates for sending money orders (postal, electronic, hybrid);
- make to Ministry of Communication optimization proposal for reporting on quality, taking into account international experience.

In order to ensure the safety of mail and deter the use of postal channels for sending dangerous and prohibited items has approved a program to strengthen the postal security which provides for the following activities:

- equipment International Post Office stationary x-ray television installation;
- equipping the International Post Office, postal exchange offices search devices - dosimeters;

- strengthening the technical equipment of security and fire alarm and the noise of postal communication;
- providing postmen electronic alarms;
- transport equipment branch "Tashkent Post Office ", used for the carriage of mail GPS tracking system;
- transport equipment used for the transportation of mail in accordance with the technical requirements.

It should be noted that the market is represented by more than ten alternative operators and service providers such as TNT, UPS, FedEx, DHL, EMS-FALCON and others who have a highly profitable services, international postal services are mainly in the city of Tashkent.



1-picture. Competitors of JSC «O'ZBEKISTON POCHTASI»

Objects postal service company providing users with basic and other (contractual), as well as additional services, including:

- basic types of postal services:

- transmission and delivery (delivery) of postal and courier items, including international ones;

- transmission and delivery of postal money transfers, including international ones.

- contractual services:

- delivery (handing over) of state pensions and benefits;

- distribution of periodicals;

- provision of Internet access services;

- services to receive payments;

- retail non-food items and others.

- additional services:

- realization of stamps, labeled postcards and envelopes, envelopes, art postcards, philatelic products;

- implementation of the postal package (letter paper, plastic bags, parcel boxes, boxes for packing wrappers, bags for packing parcels) and others.

On the increase of profitability of the Company operations adversely affected by:

- losses from provision of universal services, including sending letters to the military, which annually amount to 2.5132 billion soums;

- low profitability of services for the delivery (delivery) of pensions and benefits,

This situation has a negative impact on the financial condition of the Company, as well as on the content of the postal network (particularly in rural areas), which consequently affects the availability (network density, operating mode, delivery frequency and seizure of letters from mailboxes) and compensation of employees postal service.

Indicator accessibility to postal network in Uzbekistan close to the world average, each object of postal service's the territory of 150.7 square km.an average of 9256

inhabitants of the world average 168.0 square km. and an average of 8457 inhabitants.

The introduction of a corporate computer network enabled:

- to organize the rapid exchange of electronic data in a distributed "client - server" environment of automated systems applications;
- access to corporate network resources, exchange e-mail messages, etc .;
- to provide new types of services based on Internet technologies with the organization of access to global networks.

2-table.Funding for 2016

№	Projecttitle	Estimatedvalue (UZS)
1	Developmentofthesystem	107 700 000
2	«GPS tracker"	38 000 000
3	AS "Subscription"	15 000 000
4	AS "Pochtamita"	17 000 000
5	Automated system for drawing up the plan areas of international parcels "	15 000 000
6	Development of "Automated system for monitoring the passage of mail"	520 000 000
7	Equipment 400 sets of personal computer operating systems and communications	50 000 000
8	Development of "Automated payment system"	50 000 000
9	Development of "Automated system wire transfers"	50 000 000
10	IPS "PostalCommunication"	5 000 000
11	Upgrading the website and e-shop	5 000 000
12	AIS «PRIME»	20 000 000
TOTAL		892 700 000

Investment activities:

2016 investment program, the main directions are:

- part of retained earnings at the end of 2015;
- not distributed profits last years;
- possible target revenue.

The main and only source of funding for the company's investment program will be its own funds. The investment will be used to purchase fixed assets (fleet renewal, computer and office equipment).

3-table. Investment program for 2016

Years	Acquisition of fixed assets	Repair and reconstruction of buildings of branches	Total investments
2012	1 481 373	3 606 175	5 087 548
2013	4 725 474	1 883 944	6 609 418
2014	2 454 276	1 205 585	3 659 861
2015	1 515 329	427 000	1 942 329
2016	1 345 800		1 345 800

This table shows that investing program of JSC «O'ZBEKISTON POCHTASI» last few years. During the 2016 year JSC «O'ZBEKISTON POCHTASI» planning investing 1345800 soums. But it's less than from 2015 year.

4-table.SWOT – ANALYSIS

<p style="text-align: center;">Strengths</p> <ul style="list-style-type: none"> ❖ Maximum coverage of the country at the expense of the general postal network ❖ Socio-oriented tariffs for services, competitive prices, especially in the EMS segment ❖ Well-established channels for the provision of traditional services ❖ Customer loyalty in the countryside ❖ Relationships with foreign postal administrations and the UPU ❖ Historical commitment and loyalty to the production staff 	<p style="text-align: center;">Weaknesses</p> <ul style="list-style-type: none"> ❖ Low operating efficiency; ❖ High levels of transport-operating of postal expenses for transport operation and maintenance of a broad regional network; ❖ The low profitability of traditional services; ❖ Loss on provision of services, tariffs which are regulated by the state; ❖ Unfinished technological modernization and a high degree of depreciation of fixed assets;
<p style="text-align: center;">Opportunities</p> <ul style="list-style-type: none"> ❖ Compensation low profitability of social services; ❖ The use of the social significance of the National postal operator; ❖ Effective use of three-dimensional network (physical, electronic and financial); ❖ Customer trust and State; ❖ Introduction of innovative technologies and means of self-service; ❖ Diversification activities - expansion of services and customer markets 	<p style="text-align: center;">Threats</p> <ul style="list-style-type: none"> ❖ The competition in the high-yield segments; ❖ High competition at the city level and high-cost activities at the village level; ❖ The development of modern technologies and the emergence of alternative means of communication influenced consumer demand for postal services.

Conclusions

Modern external and internal factors require JSC «O'ZBEKISTON POCHTASI» transition from the traditional model of the National mail operator for a new business model aimed primarily at the needs of consumers, to strengthen sustainable and profitable operations of the company, takes into account the key influence of modern information and communication technologies providing for expansion of services and quality service. Thus, before the JSC «O'ZBEKISTONPOCHTASI» the task of effective implementation of the concept of three-dimensional network of physical, electronic and financial, that will be the basis for further development of the national postal operator.

2.3 Foreign experience of the postal service and the introduction of postal services in Uzbekistan.

There is a risk that by 2016 this area could lose up to half of the revenue, as each segment were generated threats to development. In particular, the delivery of pensions is gradually replaced by bank payment cards, payment on the market there are new players (banks, online systems, terminals). To preserve existing revenue necessary to revise the tariffs for domestic transfers in accordance with the competition, improve the provision of IT-payments, development and implementation of electronic payments (payment system as an example Click) to unload the network through the installation of bank terminals in the office.

Further development of postal bank could be provided financial services. Clearly, all these innovations - not an end in itself, it is not an image project for the company. The main function of the national postal service has been and remains the traditional - is to ensure universal postal service throughout the country.

At the post office is, in particular, losing today, but a very important social function to ensure equal access to the universal postal service on the whole of the country. It is also a delivery of pensions and social payments, money transfer services. However, besides all this, to offer something new from the mail waiting for readiness. With the development of the technology market is changing rapidly,

and the postal network must also meet the new needs of its clients. If nothing changes, then the mail will remain archaic in its basis and, therefore, not be able to meet the requirements of today's market. In this state, the postal network is not able to earn enough money to keep thousands of their offices and pay decent salaries to tens of thousands of employees.

In the world there are countries where the national mail unprofitable, where she lives on state subsidies and offers traditional services at the level of half a century ago. An example is the US national post office, a huge-scale structure, where the most conservative strategy was chosen in his time. The Americans decided not to develop any new kinds of services, in addition to traditional e-mail. As a result, a drop in the volume of the traditional items on the background of the Internet boom, the US mail received average annual losses of more than 5 billion. Dollars. In 2010-2011, it was reduced more than 200 thousand employees of mail across the country.

In turn, a positive example is the post office Japan, where, faced with the decline of traditional items found appropriate market segments and had a consistent business restructuring, dividing Japan Post Bank, the actual e-mail and the insurance company. As a result, Japan has been able to diversify mail package businesses and demand in the market to build a model of services.

Japan, France, the Netherlands - a group of countries where e-mail provides a huge range of services has its own bank subsidiaries transport and logistics company, its aircraft fleet. In Japan, for example, a conglomerate of state-owned companies under the auspices of the National Mail and the Post Bank is now one of the most influential and wealthy institutions, one of the largest creditors of the population and business. Of course, such a level of postal services of the leading developed countries was more than one year, with the active and consistent support of the state.

Today JSC «O'ZBEKISTON POCHTASI» - the largest retail network in the country, with more than 3,000 branches, covering all regions, including remote areas and the countryside, where banks offer either extremely limited or

completely absent. This fact allows us to consider e-mail as a unique channel of promotion of banking services.

In the world there are many examples of successful co-mail and banks. Postal and banking activities represented almost the entire territory of Europe and in some Asian countries. Practice shows that the relationship-mail and banks are formed in different ways, taking into account the differences in the legislative regulation of postal and banking activities, and national characteristics of the formation of these industries.

In some countries, almost alone provides financial services and cooperates with banks, acting as their agent and providing banking services for a certain percentage. These countries include Italy, Switzerland, until recently, Japan and others. In other countries, postal and banking services are provided and controlled not by mail, and the specially created post bank. Postal banking system is typical for countries such as Germany, England, the Netherlands, Scandinavian countries and others.

In the world there are more than 80 national postal banks, most of which have been in existence for several decades. They differ in the type of ownership and range of services, the principles of interaction with the mail and technologies, market share. Their common features are the price differentiation and greater availability of services compared with traditional lending institutions, the availability of an extensive service network. In some cases they play a defining role in the system of national economies, and therefore the state grants them certain privileges. As a rule, postal banks due to the wide geographical presence-mail provide nationwide coverage and provide the poorest sections of the population access to banking services.

The greatest development they receive in Europe. Initially, postal and bank services to the population are almost, then a division that provides financial services, stood out and was transformed into a separate legal entity - postal savings bank, controlled, as a rule, the most by mail or by the state (many postal banks were subsequently fully or partially privatized). The degree of universal postal

banks varies: some are close to classic credit institutions, others have focused on their specific benefits. Consider the experience of the various international postal banking models.

Deutsche Bundes Post

One of the brightest examples of successful postal banking business is the German Post Bank, created in 1989 by the German postal service Deutsche Bundes Post for the provision of financial services to the population, which was subsequently transformed into a large universal bank serving retail and corporate customers and is one of the leaders in German banking market.

The bank currently serves more than 14.5 million retail and more than 40,000 corporate clients throughout the country, using its own network of branches (over 850), the postal network (more than 9000 post offices), ATM network (over 2 million) and remote channels sales. One of the main trends in the European financial markets and the markets of other developed countries is the development of telecommunications and the Internet to promote the development of services such as mobile-banking and internet banking, with the result that there is a gradual replacement of the financial services in post offices and banks. For example, service account management over the Internet in the German postal bank annually use more than 2.5mln. Clients, operations with the account by phone carried more than 3 million. Customers through an effective system of bank call-centers.

Dutch ING Post Bank

Dutch ING Post Bank has been operating for more than 100 years as an independent universal bank is part of the transnational financial group ING. Currently, Japan Post Bank provides over 50% of all domestic payments in the country, and its retail customer base exceeds 7 million. Man. A postal system it implements a full range of services, including mortgage lending, servicing of card "loyalty programs", trust, pension, consulting and others. For private customers apply differentiated packet rates, depending, for example, the duration of the mutual cooperation. This basic package of essential services for the customers free

of charge. For corporate clients the bank uses the extraordinary principle of charging: it will charge a flat fee commission per year, regardless of the volume of transactions. It is possible to establish partnerships with 3/4 of the country's companies.

The central element is a payment technology "Giro system" that integrates together the bank and postal accounts. In addition to the traditional channels of service in post offices around the clock Bank provides alternative access channels through an extensive network of specialized terminals, internet and telephone channels. On the basis of this model with the direct involvement of the bank implemented a similar concept of postal and banking business in Canada and Brazil.

La Post

French financial operator La Post organically linked with the mail system, speaking, in fact, its financial service. The implementation of foreign financial services to become a mail so effective that the corresponding structure gradually gained certain autonomy, and its functions have evolved in traditional banking. Currently, the "Post Bank" serves more than 9 million. Private clients, and on the complexity of financial services and the scale of the sales network in France, he is part of the leaders.

Japan Post Holdings

In Japan, a single mail service operated until 2003, but as a result of the reforms, it was split into four companies: Japan Post Service Co (engaged in the delivery address), Japan Post Bank Co., Ltd. (Conducts its banking business), Japan Post Insurance Co., Ltd. (Life insurance), Japan Post Network Co., Ltd. (Provides the operating window). The managing company is Japan Post Holdings. 100% state-owned company.

Obviously, in the modern era of information and globalization, even in developed countries, postal and banking business remains autonomous in many ways while retaining the inherent dignity, especially pricing and territorial availability. This is

due to its predominant focus on internal national markets, as well as the very nature of the problems solved by them.

The scope of postal and banking activities abroad indicate that postal banks largely form the national markets of retail financial services. the corporate sector for their service, as a rule, has a lower priority. Accumulation of large resources and dominance in the field of the domestic payments of the population determine the high social importance of postal banks.

Clear identification of the postal and banking business in some countries is difficult, since the use of the postal infrastructure of banks, as well as the provision of financial services, the actual mail is not exhaustive criterion. Differences in classification as the symptoms are caused by the integration processes in the business, and purely national characteristics. Therefore, an unambiguous definition of the postal and banking business is possible only for a particular country or group.

In the world there are three basic models of postal and banking activities:

- specialized bank (English);
- financial Mail Service that performs banking functions (French);
- symbiosis of bank and mail it transfers collected resources to the management of the bank (German).

For each State the choice is ultimately determined by the degree of liberality of the banking and legal spheres, manufacturability and extent of the postal system and other factors.

CONCLUSION TO CHAPTER II

Traditionally, the post office people to pay utilities bill, electricity bills for telephone, receiving pensions and financial assistance, as well as send money postal orders.

Postal administrations provide, either alone or in cooperation with non-postal financial institutions, financial services such as savings accounts, social benefits and, more recently, a full range of financial products, including investment and loans. At the same time postal financial institutions have become very diverse in nature: the specialized financial institutions, some of which are separated from post offices and postal banks, some of which use the postal network to distribute their products. The share of postal financial services account for a higher percentage of income received by many postal administrations.

Branching of the postal network, the availability of services to all segments of the population, customer confidence in the mail as a state enterprise - these are additional advantages that financial services at the post office are in constant demand. Serious changes in postal markets occur mainly as a result of market demand and technical and regulatory nature of the changes.

Commercial banks are still quite timidly work with services to the public except for services on reception of utility bills and rent.

It is important to note that almost none of the largest commercial banks has an adequate number of outlets to serve the whole population of the republic. Some banks in the number of branches is smaller than the number of post offices. None of the major banks are not represented in all areas, or no offices in the administrative units of lower level.

Potential-mail Uzbekistan is currently used very little. Today in Uzbekistan there are remote areas where the population has no opportunity to receive banking services as banks unprofitable to work there, given the current demand for equipment of cash units, safety, the number of reporting.

As a result, it will be possible to solve three tasks: to increase the revenue base of JSC «O'ZBEKISTON POCHTASI» as an agent, the population has access to banking services, and banks will be able to expand its activities.

Financial services - one of the most promising areas of activity company. Today in all post offices of the Republic of Uzbekistan organized the reception of payment for electricity, gas, hot and cold water, as well as other payments. To save your time, the customer can take advantage of additional services - call in servicing its post office and invite communication employee, to pay for utilities, without leaving home. Receiving payments from the population should be one of the most popular services, particularly in areas where financial and payment infrastructure is limited development. Company under these conditions acts as an intermediary between the banking institutions and consumers of public services.

III. INNOVATIVE MECHANISMS OF FORMATION AND DEVELOPMENT OF ON POSTAL SERVICES

3.1 Strategic plan for development of JSC «O'ZBEKISTON POCHTASI»





2-picture. Development Program of JSC «O'ZBEKISTON POCHTASI» on 2016-2020y.

Today it is difficult to imagine our life without the means of technological progress, the Internet, mobile phones, etc. All this is so penetrated into our lives and has become an integral part of that any modern man would be difficult to do without the achievements of scientific and technical progress at least one day. This effect is explained by the fact that all of these technologies have made our life easier, more mobile, easier and more comfortable. The same can be said of the postal service: why send a receipt by mail, if you can send it through the World Wide Web of the Internet. To meet the modern requirements and address the needs of consumers it is necessary to constantly improve and modernize, to introduce new technologies to create a comfortable environment for customers. That is why JSC «O'ZBEKISTON POCHTASI» continuously developing and use automated systems that provide the population with high-quality and competitive postal services at a proper, modern level with the latest ICT technologies. It is about these automated systems that are already in place and successfully operating today.

To begin with, let us define the automated system. Automated systematic set of hardware and software designed to manage various processes within the production process, production enterprises. Simply put, this software allows you to make any progress (in this case service) easier, faster and more reliable. That is, improving the quality, speed and throughput. A large part of this process lies with the computer, thus reducing the number of jobs and, consequently, to increase profits.

In the world have successfully developed and implemented an automated system. They allow one person to perform a number of works, which coped without them few. Therefore, any company is not only convenient, but also profitable to implement such systems. The exception is not, and has become the domestic postal operator JSC «O'ZBEKISTON POCHTASI», which keeps pace with the times.

Currently JSC «O'ZBEKISTON POCHTASI» has implemented the following information resources: automated system for accepting payments, automated system of electronic money transfers, automated system of accounting and control of the payment of pensions and benefits, an automated system for monitoring of

registered mail, an automated system for parcels complaint exchange , vehicle control system "the GPS-tracker" automated system "Internet subscription"; as well as the Internet site of JSC «O'ZBEKISTON POCHTASI» - www.pochta.uz.

In our century - the century of information technologies - in the first place for any software is security.

Acceptance and payment of international money transfers carried out by the existing computer workstations that are connected to the internal system of electronic money transfer JSC «O'ZBEKISTON POCHTASI».At the moment, only in the branch "Tashkent Post Office" function 157 computerized post offices that serve customers. A number of workstations, providing public services, has reached 207. Of these, the number of post offices that are connected to an automated system of electronic money transfers, is 156, and the number of in OPS automated jobs-163.

Only in the first quarter of 2014 in the capital it was made wire transfers an amount equivalent to 146% (567 361 300 UZS) in relation to the same period of 2013. This indicates a growing demand for this service, and also shows that the work done by JSC «O'ZBEKISTON POCHTASI» to connect post offices to the service is made qualitatively.

This system contributes to the registration, storage, processing and delivery of information on pensioners in the district (city) departments of APF, the creation of a single, centralized database on pensioners to increase the efficiency and reliability of the information being processed.In addition, the software allows you to create payment documents (statements on pensions and benefits), send electronic payment documents relevant organizations responsible for payment. Using a PC "Pension" makes it possible to obtain reporting forms for levels of VPF departments to improve the quality indicators of the functioning of the pension system for citizens to record and monitor the financing of pensions and benefits according to their types.

According to the fund, the complex "Pension" has allowed to introduce locally-computer network in the 196 district, municipal offices connecting to a corporate network of the Ministry of Finance of the country, to ensure the efficiency of operation while maintaining the confidentiality of personal data of pensioners.

Through this program, you can quickly identify errors in employees and to prevent malicious acts in the appointment and payment of pensions. There is also a possibility to make a daily balance of income and expenditure by purpose, recalculation and payment of state pensions and benefits, to lead the widespread and rapid account fund costs and a centralized administrative control.

Development and implementation of an information retrieval system «PRIME»
The program is intended for the exchange Complaints to search for e-mail correspondence via the Internet.

AIS «PRIME» program (for exchange Complaints to search for e-mail correspondence over the Internet) developed by the Universal Postal Union (UPU).

- began implementation of vehicle monitoring system «GPS-tracker".

The system allows you to monitor the movement of vehicles.

- the introduction of "Automated system of preparation of the plan areas of international parcels"

As a result of this, the operator will have the opportunity of drawing up an operational plan for areas with a choice of the optimal route for each direction of international parcels.

- improvement of the automated system of the subscription process, with the possibility of registration and payment mode «On-line» through the Company's website.

- connect computerized postal facilities to existing automated systems of the Company.

it provided in 2016:

- develop and adopt a uniform design decoration of buildings and premises of post offices, the new design of the mailbox to collect ordinary letters and postcards;
- ensure the renovation and construction of buildings, carry out current repair of post offices;
- purchase and equip:
 - 45 personal computers;
 - 220 postal facilities printing devices (printers);
 - 62 cars (including 60 "Damas" and 2 - "Isuzu") for the branches;
 - 62 «GPS-tracker's for installation in vehicles brands connecting them to the« GPS monitoring "system;
 - 180 hand-held bar code scanners;
 - 2 dedicated database server (for backup DB);
 - 2 disk arrays for storage and archiving of electronic data;
 - 200 mobile phones for post offices;

The Company's development strategy is focused on the implementation of three key objectives:

The volume of business growth:

- a large proportion of fixed costs in the postal activity determines the key directions of development strategy for growth in the volume of activity;

Improving the quality of services:

- the use of financial and management resources to improve the quality, rather than cost savings at the expense of quality and customer service;

Concept of Development of JSC«O'ZBEKISTON POCHTASI»

The concept of development of JSC «O'ZBEKISTON POCHTASI», aimed at diversifying the activities of the company to develop new market segments to provide courier, financial (banking, postal, banking and insurance) services, logistics services for the promotion of products and goods, new types of ICT

services (e-commerce, e-mail, hybrid mail, etc.), as well as growth indicators provision of postal services by improving their quality.

The concept defines the prospects for further development of society and the role of public administration in the process of its development 2016-2020gody, the implementation of which will allow the society to become a stable and effective organization.

Aims and objectives of the concept

The purpose of the concept - to provide access to general government, public and commercial organizations, as well as the wide layers of the population to modern postal, financial (postal bank, banking and insurance) services to new types of ICT-based services (e-commerce, e-mail, hybrid mail), to the services of logistics for the movement of goods and cargo, as well as to information resources (public services) through the network of post offices society.

Analysis of the revenue structure shows that the dominant position they occupy the income derived from shipping (delivery) of pensions and benefits 51.3%, from the reception of all types of payments 14.6%, from the dissemination of periodicals 14.1% of remittances 5.9%, from 4.6 letter-post items, parcels of 3.7% from other services of all kinds 5.7%.Universal postal services must comply with the established standards and quality indicators.

Provision of other services:

The Company, having extensive and more accessible for users of post offices network, identified the development of trade in consumer goods a promising direction.

Given the development of the ICT equipment of the Company by means of a network, it is necessary to make a special emphasis on the development in 2016-2018, the electronic (remote) trade, with the possibility of purchase of goods and The implementation of the Concept will provide the implementation of the latest achievements in the field of ICT, which will based on the automation of virtually

all areas of activity to build an entirely new network, as well as to ensure the quality of postal services on the level of developed countries.

3.2 Innovation - oriented diversification of the system of providing postal services as a factor of economic growth.

Diversification of postal business will save the industry from the crisis

Infrastructure postal services in Uzbekistan need a large-scale modernization and approximation to the generally accepted international standards. It is primarily about the production process automation and optimization of the logistics network. As well as the introduction of mobile and pre-fabricated post offices, expanding the customer base.

This includes not only the delivery of pensions and benefits to tens of millions of citizens. It is expected that the development of such services will continue in the coming years, as the sending of postal orders, acceptance of payments, loan repayments.

By the way, in the long term can increase the role of postal operators in the provision of services, more typical for the banking sector. Among them - the opening of accounts, bank cards, securities trading, providing short-term micro loans. For example, the technology of "virtual operator" -Mobile Virtual Network Operator (MVNO) will allow mail clients using a special SIM-card order (eg via SMS) services as required.

The objects of postal service users of the Company have the following services:

- post services:
 - transmission and delivery (delivery) of letter-post items and parcels.
- courier services:
 - transmission and delivery courier items.
- postal and banking services:
 - delivery (handing over) of state pensions and benefits;
 - postal money transfers;
 - provision of services for receiving all types of payments.

- banking services:
 - maintenance services of bank cards.
- insurance services:
 - services of voluntary insurance.
- services in distribution of periodicals:
 - subscription;
 - retail.
- retail sales of nonfood goods and other services.

There are a number of objective market trends that define the new requirements for the post.

First, it "explosive" increase in the number of Internet users, both in cities and in the provinces. Now their number in Uzbekistan doubles every year and a half. Against this background, the country began to develop intensively e-commerce, the year opened dozens of sites online stores of different directions. More and more people prefer to shop from the comfort of home, and is a huge market to be maintained. If in large cities a person has a choice, in the depths of e-commerce services are often the only way, for example, to get the right part for a car, computer software.

Not by chance we see a very rapid growth in demand for courier services and express delivery. With the expansion of internet penetration, increasing solvency of the population, the development of e-commerce and distance selling, we also expect the explosive growth in demand for mail order of departure. Now the world simple postal letter-post items are replaced by e-mail, SMS and cellular communications, while the demand for hybrid mail services - when an e-mail or message is accompanied by the "physical" premise. We note the growing business interest in sending promotional items.

Second, in the country there is a huge demand for quality financial services to the public and businesses. Such services sorely lacking in the rural areas, and in fact there is almost half the population of Uzbekistan. Even the largest commercial

banks have branches in the best case in the district centers. In the same village, in addition to mail, apply for a loan or instant money transfer nowhere. This is rapidly developing small and medium businesses, financial flows increase. The problem is already fully apparent in rural areas where farmers for simple payment issues have to travel dozens of kilometers to the regional center.

The income level of the inhabitants of the provinces is increasing; they have a demand for financial services - deposits, transfers. But to get such services in rural areas is problematic.

Third, there is a risk that, in the coming years JSC «O'ZBEKISTON POCHTASI» in this direction can lose up to half of the revenue, as each segment were generated threats to development. In particular, the delivery of pensions is gradually replaced by pension payments to bank electronic card payments on new players entering the market (banks, online systems, terminals).

If the transfer of pensions by plastic cards will become mandatory reduction of the customer base is provided, and revenue while reducing twice. In fact, delivery will be made only to pensioners and people with disabilities who are unable to leave the house.

- saving from current income of financial services requires:
- receiving payments
- radically improve IT provision of the payment system, including providing customers with the ability to pay via the Internet, mobile devices and install terminals in all post offices
- maintain loyalty card
- remittances

Inside Uzbekistan introduction of a flexible tariff policy as an incentive instrument, including discounts for volume. Organize cooperation with leading international organizations, to provide services for international money transfer.

Creating a Post Bank for long-term growth in the market of financial services. To solve this initiative, these components need to be addressed such as:

- settlement of organizational issues, determine the form of participation of
- recruiting team with experience of retail banking.
- formation of the product line and the business plan
- organization of the pilot offices
- the decrease in revenues is due both to the drop in the volume of certain segments of the market - the market of internal transfers, so active customers switching

The service «SMS-notification»

In order to create facilities for the customer and increased revenue from additional services offered implementation services

«SMS-notification».

«SMS-notification» is sent to the sender at the specified cell phone number information that the administration delivered and taken to the post office or delivered to the addressee.

The organizational structure of the Company approved by the decision of the Annual General Meeting of Shareholders of JSC «O'ZBEKISTON POCHTASI» on June 29, 2015 Minutes № 1

Local regional branches

- the city and district postal communication nodes.
- urban and rural post offices.

Specialized branches:

- branch "HalkaroPochtamp"
- branch «HalkaroTezkorPochta»
- branch "O'zbekistonmarkasi"
- branch " Remittances Control Center"

The management of the business activities carried out individually - the CEO.

Activities of subsidiaries and affiliates are carried out based on the approved by the Director General of the Regulations. The distribution of functions between the production units is determined by the Company Charter and relevant provisions.

The circuit arrangement of the equipment:

The main equipment is located on the territorial and specialized branches of the Company at the place of their dislocation.

Company equipment includes:

- basic equipment;
- accessories;
- service equipment.

Basic equipment is intended for project work and consists of:

- weighing equipment;
- computer equipment;
- postal stamps and seals;
- specialized software;
- cash registers and banknote counters, terminals for servicing magnetic bank cards;
- postal wagons;
- vehicles (Damas) and bicycles.

Accessories designed for easy operation:

- office equipment (printers, scanners, copiers, uninterruptible power supply);
- checkpoints machines and security equipment and systems (special weapons);
- surveillance System;
- software (frames 1c, Norma, Hamkor) »
- vehicles (for management staff);
- furniture, appliances, and equipment racks.

Service features include:

- local network for computers;
- telephone exchange (PBX);

3.3 The development of new types of services in the field of postal communication.

Today in Uzbekistan the share of mail delivery pensions reduced, at the same time the demand for money orders. The market of international money transfers, including growing rapidly.

European experience

The European experience shows that the post office can save a wide network of branches, only by developing financial services, based on the accounts for individuals.

Post Bank (Germany):

- in 1990, a division of Deutsche BundesPost, engaged in the provision of financial services, allocated in a separate legal entity -Deutsche Postbank;
- Deutsche Postbank transformed into a large universal bank serving retail and corporate customers;
- strategic objective - to become the number one bank in Germany to service retail and corporate customers; sales channels: 850 branches and 8,250 post offices, 1990 the ATM, account management via the Internet (2.4 million customers), transactions with the account by telephone (3.3 million customers, 36 million calls per year, 3 call-center). The most popular product Post Bank - a credit card with the ability to personalize the appearance and design.

Japanese experience:

As an example of successful integration of mail and the bank can be reduced as Japan Post Bank Yucho Bank - the world's largest bank by market capitalization. In its 27 thousand. Post offices operate 280.5 thousand. Employees. Japan Post delivers about 26 billion. Letters a year, and provides banking services and life insurance services. In fact, it is the largest bank not only the country but also the

world. Branch bank corporation has \$ 2.1 trillion in savings accounts of private investors and the insurance department - assets worth \$ 1.2 trillion for comparison.. The total amount of funds from private investors in Japanese banks is 13.1 trillion dollars.

It is interesting to note that 19 thousand post offices in Japan -. Particular, the so-called tokutei. They are inherited from father to son since then, at the end of the XIX century. mail service was organized in the country.

The network points where the public can use the postal services, is growing rapidly. In accordance with the new policy of the corporation mailboxes installed in convenience stores, it is also possible to receive some financial services of Japan Post. The range of services also constantly growing. This is mainly money transfers between individuals and legal entities, and a wide range of savings services.

The post offices are often the premises are rented. Today you can buy flowers, soft drinks and other products from vending machines. According to Masaharu Ikuta, president of Japan Post, this is done primarily for the convenience of customers, and in addition, such activity brings good income post offices.

Therefore JSC «O'ZBEKISTON POCHTASI» also should examine the creation of a post of the bank that would offer a broader financial services for consumers.

Another one of the main direction of development of postal services in 2016 identified the provision of services to the level of organization of production, corresponding to modern requirements, to meet the increased needs of users and ensuring the quality of processing of mail on UPU standards.

An automated postal station (Packstations)



3-picture. An automated postal station

What's packstation? How it differs from other methods of delivery?

Packstation- is an automatic terminal with a variety of cells, in which a courier delivers a parcel, and the recipient can then at any convenient time (day or night) to take her. The basic idea of the value and service packstationconvenience for the customer, that is the simple receipt of the order at any time.

The principle of operation is very simple packstations:

- When buying the online store select shipping method, through the "packstation" and convenient packstationaddress from the list;
- Within 24 hours of the order is delivered to the packstation, and you come sms opening code;
- You now have 3 days to come and pick it up at any time, around the clock;

When receiving pass authorization (enter your mobile and the discovery of the code SMS), if you need to make the payment, and the cell is opened.

And what is the convenience for the customer?

The fact that the customer decides when to pick up your purchase. He does not need to adapt to the schedule of the courier or the operation of issuing points. Packstations working around the clock, the order in which you can pick up at any time. For you do not need a passport, enough code from SMS, so if a person fails to pick it up, he may ask someone from the family to do it for him.

We all know the situation, when the courier can come only during working hours, at the same time can't say when it will («awaiting delivery from 09:00 to 18:00"). A packstationsimplifies the life of a man - give him more freedom and flexibility in your time management. According to statistics, the orders are collected mostly

after 19:00 and on weekends, the time to get in packstations is a maximum of 1.5 minutes.

The need for a more convenient delivery really is, and packstations satisfy her better than courier or mail. So now actively working on connecting online stores to make the service available to a greater number of online shoppers.

What packstation value for online retailers?

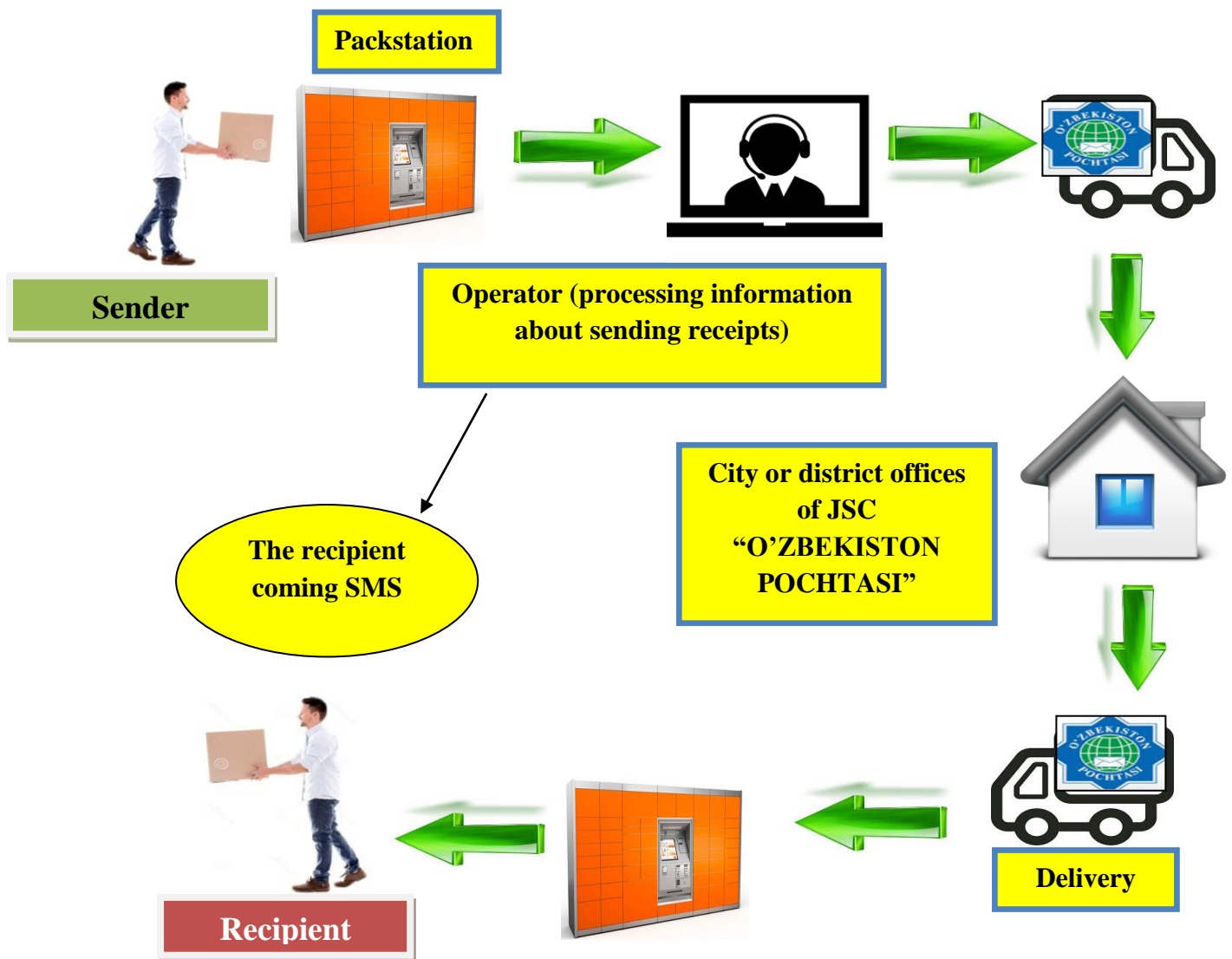
Packstations allow businesses to solve two problems at once - and meet the needs of customers who want to receive orders more convenient and to optimize logistics costs. Through automated processes and logistics issuing parcels postage packstation significantly lower than the services of courier services. When the parcel delivered to packstation, the customer has 3 days to pick her up. 24 hours before the expiry of that period, we will send a sms with a reminder, and if the client did not take the parcel, we will automatically return it to the store.

They are equipped with video cameras that record all the activities of loading and receiving parcels. Customer comes in a unique one-time SMS code for sending, without which the cell simply will not open. The system keeps track of where the parcel was received and sends a confirmation of the store. All the most secure.

4-table. Calculation of Packstation

Spending on 1 unprofitable or less profitable branch of JSC «O'ZBEKISTON POCHTASI»	Packstation
Number of employees -5	Cost \$ -5000
Salary environments. - 500,000 soums	According state currency- 15,000,000
Salary 1 employee for a year and a sum 6.000.000	UZS On 15,000,000,000 sum we can buy
Outcome 30. The sum 000.000	1000 packstations
Other expenses for 1 year - 20 000.000	It will be possible to put 3 packstations
Total-50.000.000	instead of 1 brand.
If we take 10% of the separation from	Then for 1 year it paid back

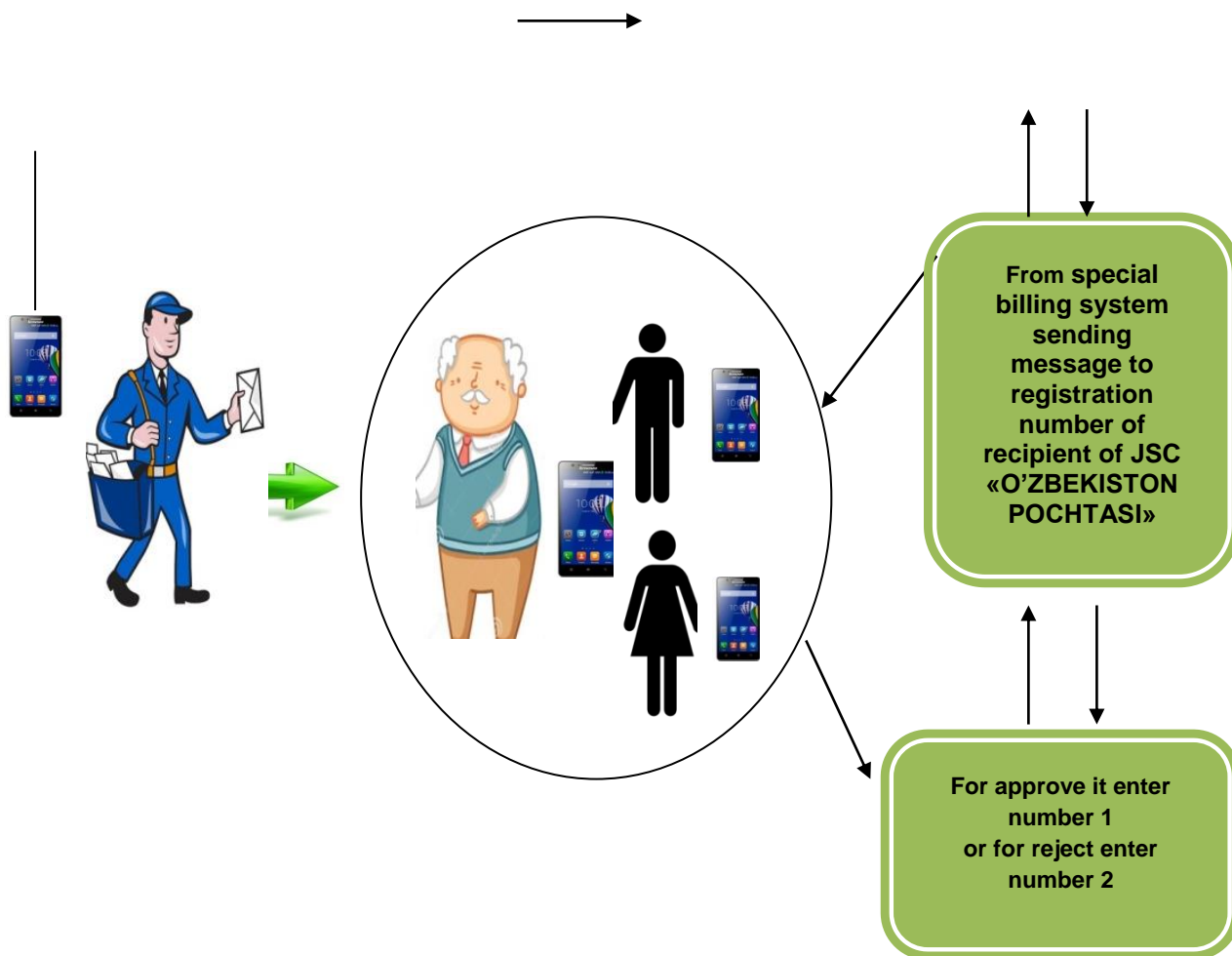
<p>JSC «O'ZBEKISTON POCHTASI» total we received 300 branch on all republic.</p> <p>If one is not cost-effective branch will cost 50.000.000 sum then 300 branch cost 15,000,000,000 sum</p>	<p>Excellence packstation:</p> <ul style="list-style-type: none"> • Hours 7 days a week / 24 hours a day • Sending and receiving takes a maximum 1.5 minutes • Energysaving • Compact
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1-chart.Cycle of sending parcels from packstations

Sending information about payment to special billing system of JSC «O'ZBEKISTON POCHTASI»

The pension payment which is given by postman shows in special billing system of JSC «O'ZBEKISTON POCHTASI»



2-chart. Automatic pension payment

This system helps to solve a lot of problems which is connecting with distribution pensions. Using this billing system we can resist robbery. And it gives us to distribution pension quickly and reliably.

CONCLUSION TO CHAPTER III

The modernization of the postal sector on the basis of advanced information and communication technologies in the modernization of outlets of postal services, financial resources to attract targeted activities and new services has allowed the formation of complexes. The introduction of modern information and communication technologies in the field of postal services to be able to introduce such as new services. This is giving the competitiveness of the industry and customers an easy, fast, reliable and quality service.

There is a risk that the next few years JSC «O'ZBEKISTON POCHTASI» this area can lose up to half of the revenue, as each segment were generated threats to development. In particular, the delivery of pensions is gradually replaced by the bank, new players (banks, online systems, terminals) are located in the payments market.

If the transfer of pensions by plastic cards will become mandatory reduction of the customer base and revenue achieved with the fall twice. In fact, delivery will be made only to pensioners and people with disabilities who are unable to leave the house.

Saving from current income of financial services requires:

a. Receiving payments

- dramatically improve IT provision of the payment system, including providing customers with the ability to pay via the Internet, mobile devices and install terminals in all post offices
- maintain the loyalty card

b. Money transfers

- inside Uzbekistan introduction of a flexible tariff policy as an incentive instrument, including discounts for volume.

- to solve a number of problems with the provision of money cash on the ground and currency conversion.
- establish cooperation with leading international organizations, to provide services for international money transfer.
- implement without address remittance system. This innovation should solve the problem with the provision of cash money.

c. Creating a Post Bank for long-term growth in the market of financial services

To solve this initiative, these components need to be addressed such as:

- settlement of organizational issues, determine the form of participation of
- recruiting team with experience of retail banking
- formation of the product line and the business plan
- organization of the pilot offices

The decrease in revenues is due both to the drop in the volume of certain segments of the market - the market of internal transfers, so active customers switching

IV. CONCLUSION

The period of establishment of the postal service in line with international standards requirements. In postal services purported ICT services in the field of automated creation of jobs through the introduction of the postal network and the stations through the introduction of information technology and systems modernization, as well as in the corporate information system at the same time effective today is one of the urgent issues of the day.

These issues, in turn, the progression of ICT knowledge and skills training, re-education through their production processes in postal field. Postal services find solutions to complex automation mechanism and to raise labor productivity and production efficiency is one of the main tools.

The President of Republic of Uzbekistan I. Karimov in 2012, for the meeting of the Cabinet of Ministers said that «the most important priorities of economic program, we have to be aware that it's in all aspects of daily life modern IT and communications systems profound and positive way, to effect the changes, the otherwise, it'll be difficult to get the our aims in future».

Activity of JSC «O'ZBEKISTON POCHTASI» in recent years can generally be regarded as satisfactory. The company maintains its status as the country's largest provider of the universal service and services, not just e-mail, but also financial, information and communication, and others. JSC «O'ZBEKISTON POCHTASI» were able to improve financial performance and significantly increase investment in infrastructure and technology development. I grew up productivity, increased volumes of services that contributed to the economic growth of the company and improve financial and economic indicators.

At the same time, in an environment where the traditional postal services is the low profitability of the business, JSC «O'ZBEKISTON POCHTASI» forced the bulk of their revenues collected from related activities, namely providing services for the delivery of pensions, remittances, payment of utilities, etc. .d.

The introduction of new ICT-based services to expand the list of services, namely, to begin providing modern postal and telecommunications services to both the public and corporate users. An essential element of the industry's development strategy should be to organize a broad provision of financial services (non-cash payments by plastic cards, accepting public utilities payments, receipt and payment of electronic money transfers and other services), particularly in areas where financial and payment infrastructure is underdeveloped.

The presence of a wide network of regional offices provides JSC «O'ZBEKISTON POCHTASI» a unique advantage in the availability of potential customers. At the same time, the contents of a large number of offices at low operating profitability reduces the performance indicators of JSC «O'ZBEKISTON POCHTASI».

There are a number of objective market trends that define the new requirements for the post.

First, in the country there is a huge demand for quality financial services to the public and businesses. Such services sorely lacking in the rural areas, and in fact there is almost half the population of Uzbekistan. Even the largest commercial banks have branches in the best case in the district centers. In the same village, in addition to mail, apply for a loan or instant money transfer nowhere. This is rapidly developing small and medium businesses, financial flows increase. The problem is already fully apparent in rural areas where farmers for simple payment issues have to travel dozens of kilometers to the regional center. The income level of the inhabitants of the provinces is increasing, they have a demand for financial services - deposits, transfers. But to get such services in rural areas is problematic.

Secondly, there is a risk that the next few years JSC «O'ZBEKISTON POCHTASI» this area can lose up to half of the revenue, as each segment were generated threats to development. In particular, the delivery of pensions is

gradually replaced by the bank, new players (banks, online systems, terminals) are located in the payments market.

If the transfer of pensions by plastic cards will become mandatory reduction of the customer base and revenue achieved with the fall twice. In fact, delivery will be made only to pensioners and people with disabilities who are unable to leave the house.

Also, the business of pension delivery is also under threat. Even today, the Company loses some income in connection with the transfer of pensions on the plastic card. If the transfer of pensions by plastic cards will become mandatory reduction of the customer base and revenue achieved with the fall twice. In fact, delivery will be made only to pensioners and people with disabilities who are unable to leave the house.

JSC «O'ZBEKISTON POCHTASI» is necessary to strengthen its position in all market segments in which it operates. To date, none of the market where the Company operates, not to avoid competition. It should be borne in mind that often the first customer contact with the company takes place through advertising and promotional products.

To attract new customers and increase revenue should:

1. The new advertising strategy
2. Development of a new strategy and philosophy of the brand.
3. The modernization of post offices premises in accordance with the unified corporate standards, taking into account the aesthetic requirements of the market, including the repair of facades and interiors of buildings, renovation of furniture and interior, as well as computers and office equipment.
4. Developing and bringing to market a completely new modern services for the population and legal entities.

Saving from current income of financial services requires:

Receiving payments

- radically improve IT provision of payments, including the provision of debt data to clients on utility bills and other payments and install terminals in all post offices

Maintain Loyalty card

d. Money transfers

- in Uzbekistan, introduction of a flexible tariff policy as an incentive instrument, including discounts for volume.
- solve a number of problems with the provision of cash on the ground
- collaborate with leading international organizations, to provide services for international money transfer.

Creating a Post Bank for long-term growth in the market of financial services

To solve this initiative, these components need to be addressed such as:

- settle organizational issues, determine the form of participation of
- attracting teams with experience in retail banking
- Formation of the product line and the business plan
- organization of pilot offices

The decrease in revenues is due both to the drop in the volume of certain segments of the market - the market of internal transfers, so active customers switching

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