

CURRENT ISSUES OF USING REMOTE BANKING SERVICES IN THE BANKING SECTOR OF UZBEKISTAN

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Annotation

Nowadays, we encounter digital technologies in every aspect of our life. In particular, many practical works are being carried out in the field of finance and banking. This thesis analyzes issues in the field of remote banking services in the Republic of Uzbekistan.

Keywords

remote banking, bank-client, internet banking, SMS banking, online services

Remote Banking - technology of banking services on the basis of the orders sent by the client remotely, often with the use of computer and telephone networks. Types of remote banking services:

Bank-Client - system, which is accessed through the computer. On the user's workstation to install a separate client program. The client program on your computer stores all of its data, as a rule, payment documents and account statements. Typically, to connect to the bank uses a direct connection via a modem.

Internet banking - service that allows customers to manage their bank deposit accounts, including open under plastic cards over the Internet. This service allows the customer to the bank in real time to make payments. The user logs into the system through a web browser. Internet banking system is placed on the bank's web server. All user data (payment documents and account statements) is available on the Bank's website [1].

Through online banking customer at any time at the workplace or any other place where there is access to the Internet can:

- make payments;
- monitor the process of payments;
- obtain the necessary reports, including the receipt of funds in the account.

According to Internet banking technology is also built a mobile banking system.

SMS-banking - the bank's clients notice of their deposit accounts operations, including card, the state of these accounts by sending SMS-messages to the specified mobile phone number the client.

SMS-banking service enables the customer to get information about:

- receipt of funds on the account;
- write-off of funds from the account;
- the balance of the account;
- held in banking operations during the day.

According to a group of scientists, Internet banking is the bank's customers attractiveness for is determined by the presence of the following factors: the possibility of becoming a client of the bank while being in another region; operations are carried out 24 hours a day, 7 days a week possibility of increase; speed of operations low bank service fee rates; high quality of information provided by the bank [2].

One of the main disadvantages of Internet banking is the client's money is that the safety of keeping funds is not fully guaranteed. Risk of theft of this information by extortionists, hackers is high. However, the status of the customer's account is desired for the day this risk is known when there is an opportunity to check reduces.

It should be noted that the most important convenience of Internet banking is remote management of customer funds by them is the possibility. Paying at the customer's home can make a payment through an order. This is the bank for him allows you to save costs related to arrival and departure. Commercial banks also carry out payment transactions remotely interested in the increase. Because, as a result of the bank's operation the cost will decrease and the possibility of working with other banking products will increase.

Commercial banks are sufficient Central Bank of the Republic of Uzbekistan in order to ensure its liquidity by the bank to their instant liquidity and current liquidity relatively specific prudential requirements are defined. According to these requirements, the level of instant liquidity of commercial banks is at least 10%, current liquidity should be at least 30 percent [3].

Banking transactions provided online vary by the institution. Most banks usually offer basic services reminiscent of transfers and bill payments. Some banks conjointly permit customers to open up new accounts and apply for credit cards through online banking portals. Different functions could embrace ordering checks, putting stop payments on checks, or coverage amendment of address.

Some banks operate completely online, with no physical branch. These banks handle client service by phone, email, or online chat. online banking is usually performed on mobile devices currently that Wi-Fi and 5G networks are wide available. It may be done on a desktop computer.

These banks might not offer direct automatic teller machine (ATM) access however can create provisions for consumers to use ATMs at different banks and retail stores. they will reimburse consumers for a few of the ATM fees charged by other financial institutions. Reduced overhead prices related to not having physical branches usually enable online banks to supply consumers important savings on banking fees. They conjointly supply higher interest rates on accounts.

Possibilities of using Internet banking in banking business in order to expand, the following measures should be implemented:

1. It is necessary to form an Internet bank with illegal operations are maximally protected and multi-functional with professional technical support service. For this, first of all, software with high qualification it is necessary to use the services of developers; secondly, to the object of continuous monitoring of Internet banking after its introduction must be converted.

2. It is necessary to develop a system that the effectiveness and risk level of the Internet banking system of indicators that will allow evaluation.'

The following as a basis for the development of these indicators need to get:

- * US Information Technology, which consists of four components universal rating system for;
- * Basel II standard of the Basel Committee.

Commercial banks should explore systems that provide financial institutions with data through the use of advanced technologies, practical software interfaces, or the possibilities of a new payment system. Because in the future, all banking operations solutions are firmly based on accurate data and advanced analysis. Consumers, however, expect banks to make experiments by conducting research on this. And the fact that the result is beneficial to both sides, suggests that these studies are relevant [5].

Today, we have made sure that there are some problems that hinder the creation of innovative types of remote banking services in commercial banks operating in the national banking system of our country, their introduction into practice, the level of quality of existing types of banking services and the development of marketing activities in them. This is due to the lack of experience in the segmentation of the remote banking services market in commercial banks, the communication between commercial banks and customers, the quality of internet and communication has not been uniformly well established across the country, and in some remote areas they are not available, lack of the necessary infrastructure to develop and implement modern banking services, as long as the staff of commercial banks do not correct such cases as lack of highly qualified specialists in the marketing field and inadequate advertising and explanatory work of remote banking services among the population, population growth will continue to be one of the difficult issues to popularize the traditional banking services.

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