

ADVANTAGES OF DIGITIZATION OF HOUSING AND COMMUNAL SERVICES MANAGEMENT

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Abstract: This article is devoted to digitization, methods and technologies, the essence and tasks of housing and communal services management.

Keywords: information technologies, housing and communal services, Service, management, digitization, modern technologies, efficiency.

Introduction. Today, one of the urgent issues is the digitization of management processes in each area, the introduction of information technologies. The introduction of information technologies into management processes can lead to an increase in labor productivity, reduce overhead costs, save time and resources, and improve quality. Digitalization processes in the management of the sphere are partially implemented, but not at a satisfactory level and are not fully organized. Until now, the population is facing problems such as queues, excessive amount of time, waste of resources.

The main part. Digitalization of housing and communal services management in rural areas, that is, the introduction of information technologies into the sphere, organization based on modern technologies, further improvement of the sphere's activities, further improvement of the standard of living of the population is one of the factors.

Initially, we will focus on the concept of management. Management is a conscious human impact on various objects and processes occurring in the environment, carried out in order to give the processes a given orientation and obtain the desired results. Management by the type of object to which the controlling influence is directed, by the circle of persons affected by managers,

society, the state, the economy, social processes, enterprises, production teams, households, divides into managerial and many other similar types of management.

For example, you can consider the main tasks and activities of the Ministry of Housing and Communal Services of the Republic of Uzbekistan:

- implementation of a unified state policy and implementation of intersectoral coordination in the field of housing and communal services;

- ensuring the implementation of state programs for the construction of affordable multi-apartment housing, performing the functions of the customer for the construction of affordable multi-apartment housing, water supply, sewerage, heat supply facilities, organization of demolition of dilapidated and emergency housing;

- monitoring of the technical condition of apartment buildings, including the organization of work on capital and current repairs of multi-apartment housing stock;

- coordination of the activities of private homeowners' associations, monitoring compliance with the requirements for determining the costs of maintenance, operation and operation of multi-apartment housing stock, rules and norms of technical operation of apartment buildings, the safety of territories adjacent to apartment buildings in accordance with sanitary norms, rules and hygienic standards [1];

- development and organization of high-quality implementation of programs for the development, modernization and reconstruction of water supply and sewerage facilities, heat supply systems related to schemes and master plans for the development of settlements, ensuring coordination and management of the activities of organizations in this area;

- introduction of resource- and energy-saving technologies and equipment into the housing and communal services system, including equipping housing and communal facilities with modern computing measuring devices, wide use of modern and high-quality building materials and products that reduce the cost of construction and installation work;

- preparation of proposals to improve the regulatory framework in the field of housing and communal services, development and implementation of modern forms and methods of providing housing and communal services, taking into account the best practices of developed foreign countries;

- Implementation, in coordination with the Ministry of Finance of the Republic of Uzbekistan, of comprehensive measures to form a tariff policy for water supply, sewerage, heat supply, strengthening the economic stability of organizations in the field of housing and communal services;

-making proposals on personnel training for housing and communal services, organization of retraining and advanced training of personnel, providing for training practices abroad, introduction of modern information and communication technologies, software products, departmental information systems and databases.

When digitizing housing and communal services management, a number of information systems, intelligent systems, decision-making systems, expert systems, monitoring systems, etc. can be used.

Analyzing the work done so far in the field of digitization of industry management, <https://kommunal.uz> - official website of the Ministry of Housing and Communal Services of the Republic of Uzbekistan, <http://ek.uz> - portal of public utilities and housing stock, <https://users.mjko.uz> - information system "my house" (apartment building management system), <https://my.gov.uz> - there is a single portal of interactive public services "utilities". In addition, such mobile applications as Zoomrad, Payme, Apelsin, UzKommunal, Paynet, Click Evolution, Upay are available to the public.

When digitizing housing and communal services management, first of all, it is necessary to develop a database with an excellent structure [4]. With the help of the database, it is possible to develop a portal for housing and communal services management [2]. This will include data such as regions, service organizations, apartment buildings, segments of the population, individuals, legal entities, interactive services, types of services, service schedule, contact details, utility rates.

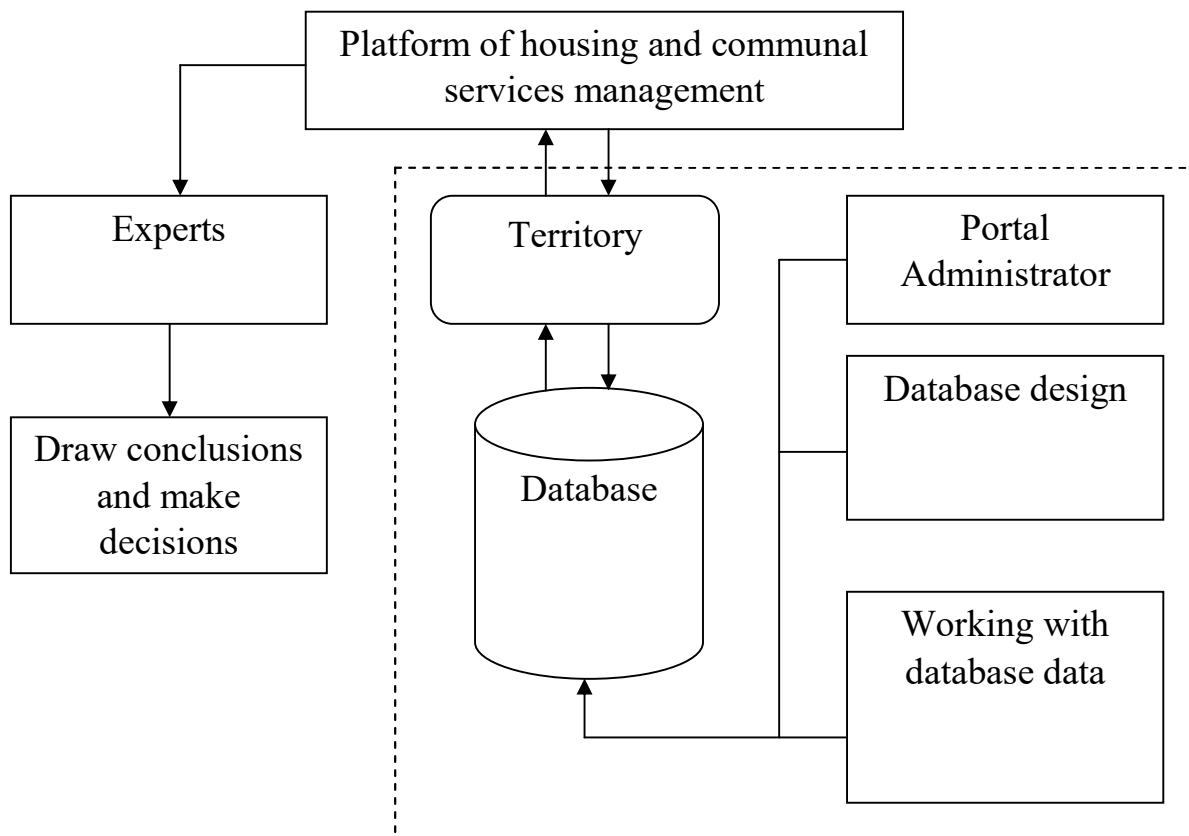


Figure 1. Algorithm for organizing the database of the housing and communal services management platform.

Through the portal, a mechanism for monitoring, identifying problems and shortcomings in the context of regions, analyzing the situation with debt will be developed [4], conclusions will be drawn based on these data and appropriate decisions will be made on this issue.

Based on the statistical data of the official website of the Ministry of Housing and Communal Services of the Republic of Uzbekistan, the following has been established:

Multi - storey buildings	Quantity of management companies	Quantity of companies
38134	268	4187

Conclusion. Thus, as can be seen from the above information, users choose the type of service they need, service life, cost, documents they will need, which organization they can contact, contact details, service users, legal grounds for

providing the service, etc., will be available through the platform at any time and from any place. Digitalization of housing and communal services management will help to increase the efficiency of the industry.

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