

THE EFFECTIVENESS OF THE USE OF INTERACTIVE SERVICES OF THE PLATFORM “DIGITAL COMMUNAL” DEVELOPED FOR THE MANAGEMENT OF HOUSING AND COMMUNAL SERVICES

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Annotation: This article is devoted to the topic of the effectiveness of the use of services of the platform “Digital Communal”, designed for the management of Housing and communal services, which includes the use of interactive services available on the platform, the creation of convenient opportunities for the population, order at any distance and at any time, the Prevention of excessive costs, the Prevention of, detailed information about the aspects that increase productivity is provided. The problem is that the digitization of the management of Housing and communal services in rural areas is almost not established, there is no organization of interactive services for the population, the quality of communal services is low. The “Digital Communal” platform, which provides opportunities such as prevention of these negative situations, further improvement of the standard of living of the population, the use of a wide range of opportunities for rural residents as well as urban residents, further improvement of their living styles with the help of information technologies, increase of work productivity, saving of time and costs, has been developed.

Today, Information Technology, modern communications are being implemented in every field and this is a modern requirement [2]. An informed society, in our age of Informatics, it is certainly difficult to imagine an area without computer technology. In this regard, the introduction of information technologies and systems in the digitization of the management of Housing and communal services will greatly contribute to the increase in the efficiency of the industry.

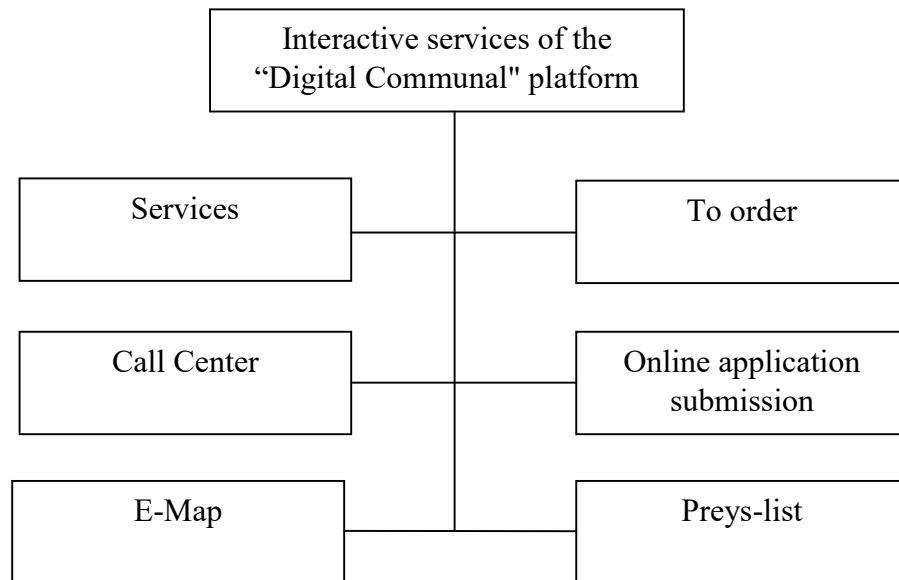
In order to digitize the management of Housing and communal services in rural areas, the “Digital Communal” platform was developed. Shakhrisabz District of Kashkadarya region is an example of the implementation of this platform. In the

district there are mainly 58 neighborhoods, a gathering of citizens, and 4 sectors are receiving practical results.

The platform "Digital Communal" has a simple appearance in terms of structure and has a user-friendly interface. With the help of a number of functional options, users can make use of the information they need. The platform consists of several sections, such as, "Services" section, "Call Center" section, "E-Map" section, "ordering" section, "connecting" section, etc. As can be seen from these sections, several interactive services have been established on the platform.

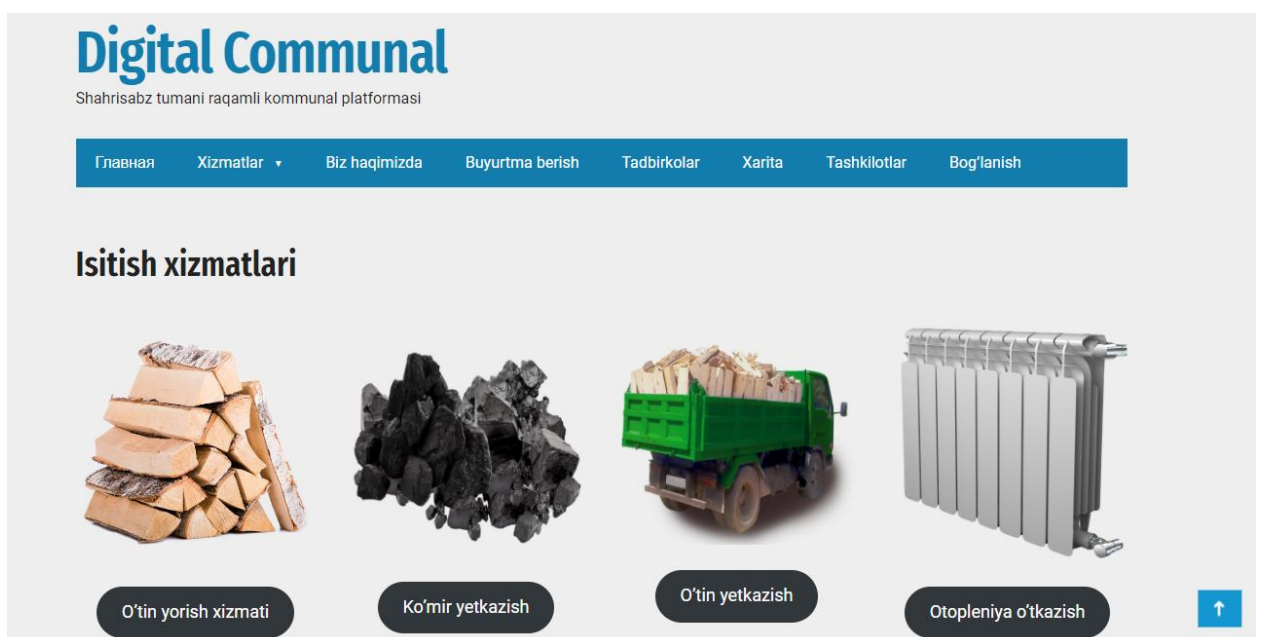
When we say interactivity, it is understood that only in the section of science that we are studying is the organization of technical means, computers, their programs, as well as the established communication between users. So, computer programs are created in such a way that with the help of it we establish courtesy with the computer [1]. In general, interactivity is associated with the organization of this system of temperament. That is, the exchange of information between the elements of the system according to the purpose. This concept is used in information theory, Informatics and programming, telecommunication systems, sociology and other fields. Through interactivity, the user is understood to have been served interactively if there is interest in the material, spiritual, social, economic, information and production seen from various sources. That is, it is understood that through computer programs an interactive service is established for the user.

Each department has its own functional capabilities. For example, through the "services" section, the use of a number of interactive services is organized. In this section there are interactive services such as "Waste services", "Heating services", "Beautification", "Construction Services", "Kitchen services", "Water Services", "Residential works", and users can use them by selecting the desired service.



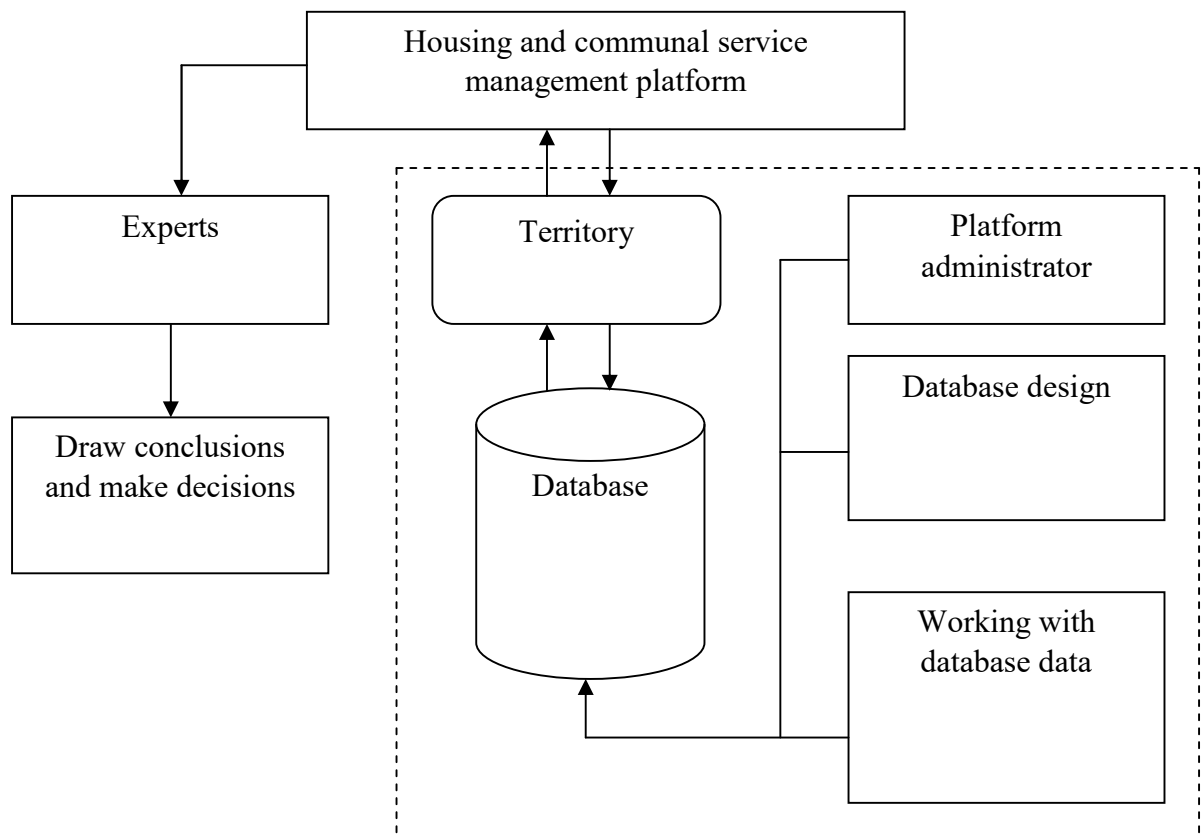
Picture 1. "Digital Communal" platform is the structure of interactive services.

With the help of Interactive services a number of issues will be solved in a short time [3]. The excessive spending of rural dwellers is not left to khodat. For example, through the interactive service" heating services "they can use a number of utilities such as "chopping wood", "coal delivery", "Wood delivery", "Holding autoplay", "Building an oven", "building a fireplace", "hammom koteli". Users enter the platform, register, enter the interactive services section, where they need it, and get acquainted with the time, cost, requirements of the services, leave a request for the need to use the service in case of approval. Or, they can also give a message about the use of the services through the" Call Center".



Picture 2. Interactive services of the Department "Heating services".

Through the interactive service "E-Map" the geographic location of 58 neighborhoods of the Citizens' Assembly is reflected, information on housing and communal services rendered in each region can be obtained. In which region the users reside, they choose the same region from the electronic map, they can get acquainted with such information as the type of services, address, price, time of service from the selected region.



Picture 3. Housing and communal service management is an algorithm for creating a platform database.

Through the platform, a mechanism will be developed to monitor, identify problems and shortcomings in the cross-border areas, analyze borrowing cases, draw conclusions on the basis of this data and make appropriate decisions on the solution of the issue.

The digital common platform has a number of functional capabilities:

- Search for information;
- Using Call center services;
- Ordering application fee;
- Express your opinion on services;

Providing services in the cross-section of the OB regions to obtain information about the performance of the OB regions;

- Making the provider pre-busy;
- How to stand in the queue;
- Availability of schedule of service time, prices in rubles;

Conclusion. This means that, as can be seen from the above information, users will choose the type of service they need, the duration of the service, the price, the documents they need, which organization they will contact, the contact details, the users of the service, the legal basis for the provision of the service, and there will be an opportunity to receive information at any time, Digitization of the management of Housing and communal services will help to increase the effectiveness of the industry.

List of used literature:

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- [4] Peters T. *The circle of innovation*. USA, NY: Alfred A. Knopf, 2006.