

# Improving The Information System To Improve The Quality Of Pension Fund Services

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**Abstract**— *The active introduction of information and communication technologies in the pension system will ensure the correct and accurate calculation of pensions and benefits, the efficient use of state budget funds, the speed and transparency of information exchange, pensions and benefits. provides great convenience to retired citizens.*

**Keywords**— pension, information system, quality, legislation, pension fund, social support, insurance premiums, communication technologies, awarding pensions.

## 1. INTRODUCTION

The Pension Fund is a fund that creates the necessary financial base for the implementation of state-guaranteed social protection of the population, provides funding for the payment of pensions and benefits in the amounts prescribed by law. The Pension Fund of Uzbekistan was established on January 14, 1991 as a branch of the Pension Fund of the former USSR in the Republic of Uzbekistan. On August 4, 1993 it was transformed into the Social Insurance Fund under the Cabinet of Ministers of the Republic of Uzbekistan. It was established by the Resolution of the Cabinet of Ministers of the Republic of Uzbekistan dated December 27, 1996 "On the establishment of the Pension Fund under the Ministry of Social Welfare of the Republic of Uzbekistan" under the Ministry of Social Welfare. On January 1, 2001, it was transformed into the Extrabudgetary Pension Fund. The Extrabudgetary Pension Fund is an independent financial institution that provides funds to the poor, needy and disabled. The fund will: centralize funds for the payment of pensions and child benefits, as well as their financing; active participation in the financing of strategic plans at the national and local levels, especially in the field of social support; principles of self-financing and increase the amount of the fund on the basis of commercial activity. In addition, the Pension Fund is directly involved in setting the rates of state social insurance contributions, the preparation of proposals for the development of pensions and social plans, as well as the timely and complete receipt of insurance premiums and their provides control over proper spending.

## 2. MAIN PART

Improving the quality of services provided to the population in recent years, timely financing of pensions and social benefits, ensuring stable incomes, as well as strengthening the material and technical base of all departments with the use of new software Pension Fund is one of the priorities of the Army. Rapid introduction of developing information and communication technologies in the system of state pensions provides for the legal appointment of pensions and benefits in the country, their timely payment, the formation of accurate and factual reports, the exchange of information between electronic databases by industry, has become a means of preventing misuse of budget funds. Resolution of the Cabinet of Ministers of the Republic of Uzbekistan dated October 19, 2015 No 297 "On measures to introduce a single interagency integrated information system of pension provision in 2015-2017." According to the resolution, the Extrabudgetary Pension Fund under the Ministry of Finance provides a single database of more than 3 million citizens of the country receiving pensions and social benefits, through which the appointment, calculation, recalculation of pensions and social benefits. An information system that provides automation of bookkeeping, as well as monthly appointment processes - the software package "Pension" was introduced. Based on the capabilities of this program, the exchange of information with commercial banks, the People's Bank, the Ministry of Justice, tax authorities and the Uzbek Post has been established for the exchange of information and convenience for citizens. The decision also calls on the Ministry of Finance to create the most convenient system for awarding pensions and social benefits, to exclude the receipt of certificates and supporting documents in paper form, as well as to ensure timely funding for the payment of pensions and benefits. A single interdepartmental interdepartmental information system for pension provision of the Extrabudgetary Pension Fund under the Government of the Republic of Kazakhstan (single pension information system "Pension") will be established. This is especially true of the principles of e-government, which are being gradually introduced in our country.

In addition, for the convenience of not only pensioners and pensioners, but also businesses and organizations, from 2017, businesses and organizations will be able to electronically send payment applications to the district offices of the Pension Fund (pensions, benefits, funerals and compensation). In the near future, electronic information exchange with the Ministry of Internal Affairs, the Ministry of Finance, the Treasury, the Archives, the Supreme Court, the Ministry of Higher Education, Health, Statistics and Labor is planned.

At the same time, a number of public interactive services have been introduced to make it easier for citizens to receive pensions:

1. The WS Personal Program has been developed in the Pension Fund System. This program is an internal program of the Pension Fund. It consists mainly of a regulatory framework for pensions, a database of employees, a test module for improving the level of knowledge of employees and a module regulating executive discipline and a set of survey modules;

2. A system of sending SMS messages to pensioners on their mobile phones when their pension amounts are increased has been introduced. For the convenience of pensioners, the amount and term of pension, payment of pensions, appointment, term of retirement by sending an SMS (\* Account number \* 1 # (\* RU # in Russian)) to 10711 via mobile phone. An interactive service on the possibility of obtaining detailed information about

3. At a time when the Internet is becoming more popular, retirees can get the latest information on state pensions directly through the official website of the Pension Fund (pfru.uz). The site also allows you to calculate the amount of your initial pension and get detailed information in the section of the pension calculator.

4. At the same time, the service was introduced in the system of the Pension Fund through the short number 1140 "Hotline".

### **3. CONCLUSION**

In accordance with the Resolution of the President of the Republic of Uzbekistan dated March 21, 2012 "On measures for further introduction and development of modern information and communication technologies", modern information technologies, computer equipment and telecommunications are being introduced into the state pension system.

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