

"O'z sanoat qurilish bank" ATBda 2026 yil 02 iyul holatiga kelib tushgan manbaalar kesimidagi murojaatlar to'g'risida ma'lumot

№	Hududlar kesimida	2026-yil	Murojaatlarni ko'rib chiqilishi					
			Ijobiy hal qilingan	Tushuntirish berilgan	Rad etilgan	Ko'rmasdan qoldirilgan	Jarayonda	Muddati o'tgan
Jami:		1 694	456	564	573	39	62	0
1	Elektron murojaatlar	875	149	399	288	14	25	0
1.1	O'zbekiston Respublikasi Prezidentining Virtual Qabulxonasi	429	73	187	148	11	10	0
	Kredit ajratish masalasida	135	17	78	33	5	2	0
	Kredit to'lovlari masalasida	145	15	57	64	5	4	0
	ish masalasida	11	3	4	4	0	0	0
	IT va Joyda ilovasi masalasida	3	0	0	3	0	0	0
	Plastik kartochka, terminallar,bankomatlar va omonat masalasida	46	20	12	14	0	0	0
	Bank xodimlarining xatti-harakatlari masalasida	4	1	2	0	0	1	0
	Boshqa masalalarda	85	17	34	30	1	3	0
1.2	O'zbekiston Respublikasi Prezidenti huzuridagi Tadbirkorlik sub'ektlarining xuquqlari va qonuniy manfaatlarini himoya qilish bo'yicha vakil devoni	28	0	13	8	0	7	0
	Kredit ajratish masalasida	13	0	5	4	0	4	0
	Kredit to'lovlari masalasida	8	0	3	2	0	3	0
	ish masalasida	0	0	0	0	0	0	0
	IT va Joyda ilovasi masalasida	0	0	0	0	0	0	0
	Plastik kartochka, terminallar,bankomatlar va omonat masalasida	0	0	0	0	0	0	0
	Bank xodimlarining xatti-harakatlari masalasida	2	0	0	2	0	0	0
	Boshqa masalalarda	5	0	5	0	0	0	0
1.3	O'zbekiston Respublikasi Bosh Prokuratura "Ishonch telefoni"	14	2	4	6	0	2	0
	Kredit ajratish masalasida	5	0	2	2	0	1	0
	Kredit to'lovlari masalasida	5	1	0	3	0	1	0
	ish masalasida	1	0	1	0	0	0	0
	IT va Joyda ilovasi masalasida	0	0	0	0	0	0	0
	Plastik kartochka, terminallar,bankomatlar va omonat masalasida	1	0	0	1	0	0	0
	Bank xodimlarining xatti-harakatlari masalasida	0	0	0	0	0	0	0
	Boshqa masalalarda	2	1	1	0	0	0	0
1.4	O'zbekiston Kasaba uyushmalari Federatsiyasining Xotin-qizlarning murojaatlari bo'yicha ishonch telefoniga kelgan murojaatlar	5	0	3	2	0	0	0
	Kredit ajratish masalasida	1	0	1	0	0	0	0
	Kredit to'lovlari masalasida	2	0	1	1	0	0	0
	ish masalasida	1	0	0	1	0	0	0
	IT va Joyda ilovasi masalasida	0	0	0	0	0	0	0
	Plastik kartochka, terminallar,bankomatlar va omonat masalasida	1	0	1	0	0	0	0
	Bank xodimlarining xatti-harakatlari masalasida	0	0	0	0	0	0	0
	Boshqa masalalarda	0	0	0	0	0	0	0

1.5	O'zbekiston Respublikasi Prezidenti Virtual qabulxonasi orqali Boshqaruv Raisiga kelgan murojaatlar	187	49	86	47	0	5	0
	Kredit ajratish masalasida	74	15	51	8	0	0	0
	Kredit to'lovlari masalasida	24	2	11	7	0	4	0
	ish masalasida	10	2	7	1	0	0	0
	IT va Joyda ilovasi masalasida	1	0	0	1	0	0	0
	Plastik kartochka, terminallar,bankomatlar va omonat masalasida	13	9	2	2	0	0	0
	Bank xodimlarining xatti-harakatlari masalasida	1	0	1	0	0	0	0
	Boshqa masalalarda	64	21	14	28	0	1	0
1.6	Markaziy bank orqali kelib tushgan elektron murojaatlar	38	1	18	19	0	0	0
	Kredit ajratish masalasida	9	0	8	1	0	0	0
	Kredit to'lovlari masalasida	13	0	7	6	0	0	0
	ish masalasida	2	0	0	2	0	0	0
	IT va Joyda ilovasi masalasida	0	0	0	0	0	0	0
	Plastik kartochka, terminallar,bankomatlar va omonat masalasida	3	1	1	1	0	0	0
	Bank xodimlarining xatti-harakatlari masalasida	1	0	0	1	0	0	0
	Boshqa masalalarda	10	0	2	8	0	0	0
1.7	Elektronnaya pochta	133	14	75	41	2	1	0
	Kredit ajratish masalasida	38	3	30	3	1	1	0
	Kredit to'lovlari masalasida	33	3	17	12	1	0	0
	ish masalasida	7	1	4	2	0	0	0
	IT va Joyda ilovasi masalasida	7	0	1	6	0	0	0
	Plastik kartochka, terminallar,bankomatlar va omonat masalasida	25	5	9	11	0	0	0
	Bank xodimlarining xatti-harakatlari masalasida	1	0	1	0	0	0	0
	Boshqa masalalarda	22	2	13	7	0	0	0
1.8	Sayt orqali kelib tushgan murojaatlar	41	10	13	17	1	0	0
	Kredit ajratish masalasida	3	2	1	0	0	0	0
	Kredit to'lovlari masalasida	9	2	3	3	1	0	0
	ish masalasida	1	0	0	1	0	0	0
	IT va Joyda ilovasi masalasida	1	0	0	1	0	0	0
	Plastik kartochka, terminallar,bankomatlar va omonat masalasida	14	4	6	4	0	0	0
	Bank xodimlarining xatti-harakatlari masalasida	0	0	0	0	0	0	0
	Boshqa masalalarda	13	2	3	8	0	0	0
2	Og'zaki murojaatlar	488	233	72	134	25	24	0
2.1	Markaziy bank ishonch telefoni orqali	53	9	27	14	0	3	0
	Kredit ajratish masalasida	7	2	2	2	0	1	0
	Kredit to'lovlari masalasida	19	3	9	7	0	0	0
	ish masalasida	0	0	0	0	0	0	0
	IT va Joyda ilovasi masalasida	1	1	0	0	0	0	0
	Plastik kartochka, terminallar,bankomatlar va omonat masalasida	10	2	4	4	0	0	0
	Bank xodimlarining xatti-harakatlari masalasida	9	0	8	0	0	1	0
	Boshqa masalalarda	7	1	4	1	0	1	0
2.2	Call markazi orqali	137	47	25	56	3	6	0
	Kredit ajratish masalasida	7	0	4	3	0	0	0
	Kredit to'lovlari masalasida	70	23	8	36	0	3	0
	ish masalasida	0	0	0	0	0	0	0
	IT va Joyda ilovasi masalasida	5	0	2	2	1	0	0
	Plastik kartochka, terminallar,bankomatlar va omonat masalasida	20	11	2	7	0	0	0

	Bank xodimlarining xatti-harakatlari masalasida	23	11	5	5	1	1	0
	Boshqa masalalarda	12	2	4	3	1	2	0
2.3	Ishonch telefoni orqali	40	15	4	21	0	0	0
	Kredit ajratish masalasida	7	1	2	4	0	0	0
	Kredit to'lovlari masalasida	7	4	0	3	0	0	0
	ish masalasida	0	0	0	0	0	0	0
	IT va Joyda ilovasi masalasida	1	0	0	1	0	0	0
	Plastik kartochka, terminallar,bankomatlar va omonat masalasida	7	4	0	3	0	0	0
	Bank xodimlarining xatti-harakatlari masalasida	15	5	2	8	0	0	0
	Boshqa masalalarda	3	1	0	2	0	0	0
2.4	Komplaens-nazorati Ishonch telefoni	117	41	13	37	22	4	0
	Kredit ajratish masalasida	25	7	3	12	3	0	0
	Kredit to'lovlari masalasida	11	4	3	2	1	1	0
	ish masalasida	1	0	0	1	0	0	0
	IT va Joyda ilovasi masalasida	13	5	0	3	5	0	0
	Plastik kartochka, terminallar,bankomatlar va omonat masalasida	52	20	6	14	11	1	0
	Bank xodimlarining xatti-harakatlari masalasida	4	1	1	1	1	0	0
	Boshqa masalalarda	11	4	0	4	1	2	0
2.5	Mas'ul xodim qabuli	141	121	3	6	0	11	0
	Kredit ajratish masalasida	135	116	3	5	0	11	0
	Kredit to'lovlari masalasida	4	3	0	1	0	0	0
	ish masalasida	0	0	0	0	0	0	0
	IT va Joyda ilovasi masalasida	0	0	0	0	0	0	0
	Plastik kartochka, terminallar,bankomatlar va omonat masalasida	0	0	0	0	0	0	0
	Bank xodimlarining xatti-harakatlari masalasida	0	0	0	0	0	0	0
	Boshqa masalalarda	2	2	0	0	0	0	0
3	Yozma murojaatlar	331	74	93	151	0	13	0
3.1	Bankka to'g'ridan to'g'ri kelib tushgan yozma murojaatlar	226	59	58	106	0	3	0
	Kredit ajratish masalasida	17	3	10	4	0	0	0
	Kredit to'lovlari masalasida	144	30	44	69	0	1	0
	ish masalasida	5	3	0	2	0	0	0
	IT va Joyda ilovasi masalasida	1	0	1	0	0	0	0
	Plastik kartochka, terminallar,bankomatlar va omonat masalasida	27	14	3	10	0	0	0
	Bank xodimlarining xatti-harakatlari masalasida	5	2	0	3	0	0	0
	Boshqa masalalarda	27	7	0	18	0	2	0
3.2	Markaziy bank tomonidan	105	15	35	45	0	10	0
	Kredit ajratish masalasida	12	0	5	7	0	0	0
	Kredit to'lovlari masalasida	57	7	18	26	0	6	0
	ish masalasida	1	0	0	1	0	0	0
	IT va Joyda ilovasi masalasida	0	0	0	0	0	0	0
	Plastik kartochka, terminallar,bankomatlar va omonat masalasida	23	6	9	8	0	0	0
	Bank xodimlarining xatti-harakatlari masalasida	3	1	0	2	0	0	0
	Boshqa masalalarda	9	1	3	1	0	4	0