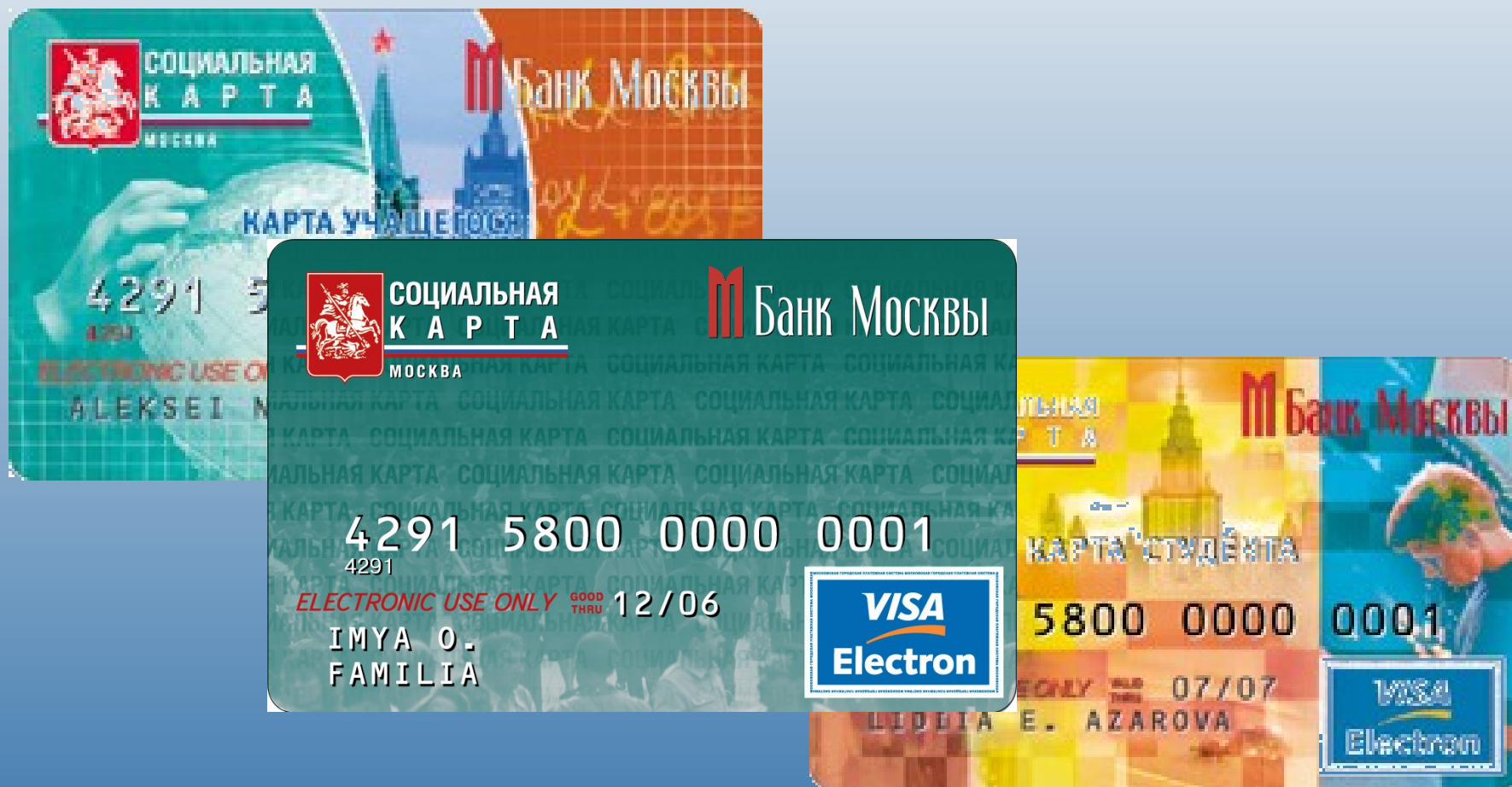


Moscow Social Citizen Card project



Moscow – key facts

Moscow is the capital city of Russian Federation

Population – 10,5M people

The Government of Moscow is the chief operating board of the city's executive branch

Socially oriented budget

Moscow is home for around 80% of the country's finances and 8% of country's population



Legal aspects of Moscow Social Citizen Card project

❑ Decree of Moscow Government № 715-ПП from 07.08.2001

Pilot project

❑ Decree of Moscow Government № 585-ПП from 29.12.2001

Assignment of general designer of the project

❑ Decree of Moscow Government № 602-ПП from 06.08.2002

Creating of Moscow Social Registry entity

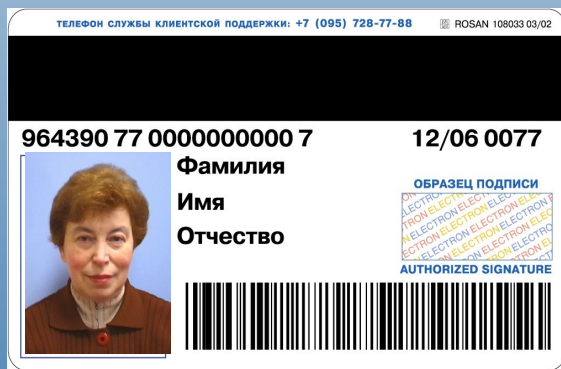
❑ Moscow city law № 70 from 03.11.2004

Regulation on social card

❑ Decree of Moscow Government № 34-ПП from 25.01.2005

Social card system is certified as trusted information source

Major project members



- Department of economical policy and development of Moscow
- Department of social protection of citizens of Moscow
- Department of transport and communications of Moscow
- IT department of Moscow
- Department of Healthcare protection of Moscow
- Department of consumer markets and services of Moscow
- Moscow city obligatory medical insurance fund
- Moscow City Ground Transport
- City center of housing subvention
- Moscow Metro
- Russian Railroads
- Moscow Social Registry
- Bank of Moscow
- Rozan Finance

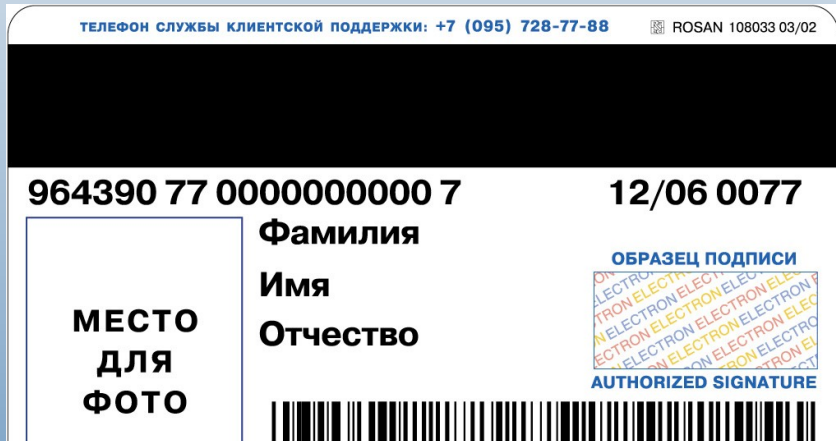
Citywide integrated system of benefits provision using social cards

Project goals:

- Dedicated benefits provision to Moscow citizens
- Account of provisioned benefits and creating of data warehouse for:
 - Budget planning
 - Forecast of budget spending and social processes
- Development of ways to provide benefits in cash form and securing dedicated payments to citizens
- Automation of benefits provision processes
- Integration of different city information resources on benefits
- Creation of citywide integrated system of benefits provision using social cards



MOSCOW SOCIAL CARD – multifunctional chip card



Memory area	Card's application	Size, bytes
0	Pointer	32
15	Social number, emission data	48
13–14	Name, gender, DOB	96
10-12	List of benefits (open, social)	144
1	Metro	48
2–3	Railroad	96
4	City transport	48
5	Social identity	48
7	Social discount	48
8	Private application (optional)	48
6	Vital information	48
9	List of benefits (closed, medical)	48

Social card emission

Front offices (applications and cards issuing) :

- 106 district offices of social protection
- 74 stations of Moscow Metro
- 125 regional and district offices of housing subvention service

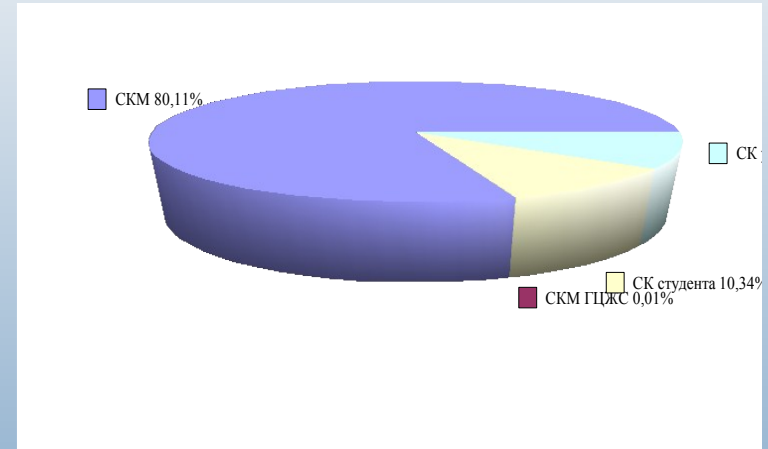
Social card emission, as of 01.09.2006:

- More then 4,19M card issued since the project started:
- 3,35M social cards
- 841 540 student and pupils cards

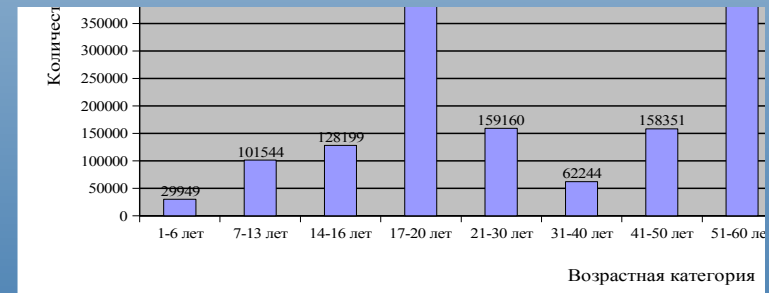


Social card emission

- Cardholder's average age - 52
- 62% of cardholders are on pension
- 1,47M of cardholders – women over 55 years old
- 556K – men over 60 years old



- Around 389K cards were reissued during the project life cycle due to losses and changes of cardholders data.



Areas of social cards usage

1. Transport:

- Moscow Metro (311,4M journeys during 8 month of 2006)
- Moscow City ground transport (393M journeys during 8 month of 2006)
- Railway transport in the area around Moscow (6M journeys during 8 month of 2006)

2. Medicine and Healthcare:

- Social card is accepted along with medical insurance

3. Banking services:

- Full set of banking services

4. Housing and utility services:

- Accounting of housing subventions

5. Communication:

- Social cards can be used in public phones

6. Social discount

- Discounts are provided to cardholders (1196 of service points: stores, pharmacies, cleaners, petrol stations, insurance, healthcare)

Citywide integrated system of benefits provision using social cards

Historical overview of system's development

2002 – creation of the system

Software used:

Operating system – Microsoft Windows 2000 Server Enterprise Edition

Database – Microsoft SQL Server 2000 Enterprise Edition

Client-server architecture

2004 - 2005 – upgrade of the system

Software used:

Operating system – HP-UX 11i

Application server – Oracle Application Server 10g Enterprise Edition

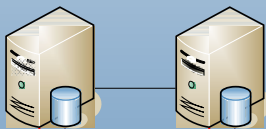
Database – Oracle Database Server 10g Enterprise Edition

Citywide integrated system of benefits provision using social cards

Datacenter architecture of the system

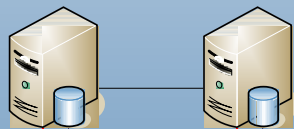
Архивная кластерная система (кластер из 2-ух узлов)

ОС HP-UX 11i
СУБД - Oracle Database Server
10g
HP Integrity rx 7620
4x Intel Itanium 2 1,6GHz
32GB RAM



Основная кластерная система (кластер из 2-ух узлов)

ОС HP-UX 11i
СУБД - Oracle Database Server
10g
HP Integrity rx 7620
8x Intel Itanium 2 1,6GHz
32GB RAM



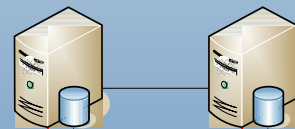
Сервер для разработки

HP Integrity
rx5670
4x Intel Itanium
2 1,3GHz
6GB RAM



Прикладная кластерная система (кластер из 2-ух узлов)

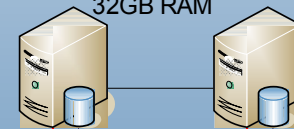
ОС HP-UX 11i
Oracle Application Server 10g
HP Integrity rx 8620
8x Intel Itanium 2 1,6GHz
32GB RAM



Резервный комплекс

Резервная кластерная система (кластер из 2-ух узлов)

ОС HP-UX 11i
СУБД - Oracle Database Server
10g
HP Integrity rx 7620
4x Intel Itanium 2 1,5GHz
32GB RAM



ЛВС 10/100/1000 Мб

SAN Network (Fiber Chanel)

Примечание

— канал Fiber
Chanel
— канал Ethernet

Библиотека
Ленточная MSL 6060

Дисковая библиотека
HP EVA 5k
12 TB полезной дисковой емкости

Дисковая библиотека
HP EVA 5k 12 TB
дисковой емкости

Библиотека
Ленточная MSL 6060

Citywide integrated system of benefits provision using social cards

Project outcomes:

1. Modern and powerful infrastructure for public services using plastic cards and modern IT technologies
2. Implementation of effective tool for accounting and address provision of social benefits to those who needs them most
3. e-Government service, using social card as interconnection tool
4. Social stability in the region and possibility to continue on socially oriented budget approach (out of 2.7M of eligible citizens on 3700 refused to used social benefits and chosen monetary payments)
5. Resolution of crisis between Moscow and Moscow region citizens during implementation of new law on monetary benefits

Citywide integrated system of benefits provision using social cards

Project outcomes:

6. Pensioners and other eligible citizens were given access to modern services using a standard banking card:
 - Card payments in any VISA point;
 - Usage of higher interest bank accounts;
 - Deposit insurance, credit and overdraft services;
 - Payments for housing and utility services, etc.
7. Social discount possibility (more than 970 companies are providing discounts for consumer goods and services) – data from 86 stores and 54 pharmacies until February 2006 shows more than 561 000 serviced customers, 5.3M transactions, 943M rubles of turnover and around 50M rubles of discount.

Citywide integrated system of benefits provision using social cards

Project outcomes:

8. Federal Government was provided with the set of different data about benefits provision, which could be later used in a wider system for clearing between regional and federal authorities and also interregional clearing.
9. Integration of various city information resources under Moscow Social Citizen card project allowed to bring down losses in all Moscow city transport entities.

Return on Investment:

As of January 1st, 2006 cumulative savings as a result of the project were 2.43B rubles, which exceeded overall project budget by 418%

Citywide integrated system of benefits provision using social cards

Critical success factors:

Organizational:

- Clear understanding and setting of the project goals from the Moscow Government
- Clear definition of responsible authorities, general designer, project implementer
- Presence of legal basis
- Personal follow-up on the project progress from Moscow Major and his first deputies
- Sufficient and on-time financing
- Presence and further development of relevant competencies (social sphere, transport, healthcare, banking, IT, logistics, manufacturing) with the project implementer

Citywide integrated system of benefits provision using social cards

Critical success factors:

Technical:

- Existing infrastructures and systems within the project participants
- Social Card – e-key to access IT resources inside the project and e-ID of eligible citizen
- Usage of unified registry of social benefits and their recipients
- Different models for integration and identification for project participants
- Possibility to integrate existing systems into the project without sufficient changes
- Existence of citywide glossary for all types and classes of benefits, handled by Moscow Social Registry
- Technological platform for manufacturing and issuing of social cards

Usage of those solutions allowed to create adaptive and reliable system, which is extremely important given fast changes in legal environment and the need to follow them on time



State Owned Enterprise “Moscow Social Registry”

Thank you !

**Alexander Marchenko
Director General**