Information Technologies Used to Provide Social Benefits and Social Services to the Population of the Republic of Kazakhstan
REPUBLIC OF KAZAKHSTAN
<table>
<thead>
<tr>
<th>Key Information</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of Independence</td>
<td>December 16, 1991</td>
</tr>
<tr>
<td>Capital</td>
<td>Astana</td>
</tr>
<tr>
<td>Territory</td>
<td>Ninth in the world</td>
</tr>
<tr>
<td></td>
<td>Total</td>
</tr>
<tr>
<td></td>
<td>2,724,902 km²</td>
</tr>
<tr>
<td>GDP</td>
<td>Total</td>
</tr>
<tr>
<td></td>
<td>US$ 225 bln.</td>
</tr>
<tr>
<td></td>
<td>GDP per capita</td>
</tr>
<tr>
<td></td>
<td>US$ 13,048</td>
</tr>
<tr>
<td>Population Size</td>
<td>17 mln. 165 thousand people</td>
</tr>
<tr>
<td>Income</td>
<td>Average pension</td>
</tr>
<tr>
<td></td>
<td>US$ 268</td>
</tr>
<tr>
<td></td>
<td>Average wage</td>
</tr>
<tr>
<td></td>
<td>US$ 884</td>
</tr>
</tbody>
</table>
3-Level Social Security System

Level I

Level II

Level III

Base Social Benefits
(base pension, state benefits, and immediate compensations)

Employment-based pensions, social Benefits based on mandatory pension contributions and social insurance contributions

Social benefits based on voluntary and/or professional pension contributions to the Accumulation System
Branch Network:
- 16 oblast branches, and branches in Astana and Almaty
- 208 district and city/town divisions

Number of Employees:
- 4,322 experts

Financial Flow:
- US$ 13.4 bln.

Number of Money Orders Processed:
- above 10.5 mln. annually

9 mln. contributors to the Accumulation Pension System

5.9 mln. participants of the social insurance system

more than 5.8 mln. pension and benefit recipients

5 mln. pension and benefit recipients
- 16 branches
- 208 district and city/town divisions
1. Pension payments to citizens

2. Payment of state benefits

3. Social payments from the mandatory Social Security System

4. Individual record-keeping, and transfer of pension contributions and mandatory social contributions

5. Payment of state guarantee between the sum of actually contributed mandatory pension contributions adjusted for inflation

6. Accepting applications for pension and social payments from citizens, estimating payment size

7. Other duties regulated by legislative acts of the Republic of Kazakhstan
<table>
<thead>
<tr>
<th>No.</th>
<th>Payment description</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Pension</td>
<td>1,859,447</td>
</tr>
<tr>
<td></td>
<td>State social benefits, including:</td>
<td>688,275</td>
</tr>
<tr>
<td>2</td>
<td>Disablement benefits</td>
<td>494,453</td>
</tr>
<tr>
<td></td>
<td>Survivor benefits</td>
<td>494,453</td>
</tr>
<tr>
<td></td>
<td>Old-age benefits</td>
<td>184,676</td>
</tr>
<tr>
<td></td>
<td></td>
<td>9,146</td>
</tr>
<tr>
<td>3</td>
<td>Special state benefits</td>
<td>1,255,698</td>
</tr>
<tr>
<td></td>
<td>(benefits monetization)</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Child care benefits for those whose child is under 1</td>
<td>187,624</td>
</tr>
<tr>
<td></td>
<td>year old</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Immediate payments</td>
<td>477,571</td>
</tr>
<tr>
<td>6</td>
<td>Other categories</td>
<td>1,991,355</td>
</tr>
<tr>
<td></td>
<td>Total:</td>
<td>6,459,970</td>
</tr>
</tbody>
</table>
Financial Flow through SCPP: Key Indicators for 2013

Solidarity Pension System

Increase by 2012: 10.2%

US$ 7.9 bln.

Accumulation Pension System

Increase by 2012: 10.6%

US$ 3.6 bln.

Social Security System

Increase by 2012: 8.4%

US$ 1.83 bln.

Total financial flow in 2013 is US$13.4 bln.
<table>
<thead>
<tr>
<th>Year</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>3 services</td>
</tr>
<tr>
<td>2010</td>
<td>12 services</td>
</tr>
<tr>
<td>2013</td>
<td>13 services</td>
</tr>
</tbody>
</table>

**2009 (3 services)**
- Providing the information on contributor’s cash inflow/movement;
- Assigning a social individual code;
- Issuing duplicates of assigning social individual codes

**2010 (12 services)**
- Providing the information on contributor’s cash inflow/movement;
- Assigning social individual codes;
- Issuing duplicates of assigning social individual codes;
- Obtaining the information on being allocated child birth benefits, and child care benefits for those whose child is under 1 year old;
- Obtaining the information on being allocated state base pensions;
- Obtaining the information on being allocated state social disablement benefits;
- Obtaining the information on being allocated state special benefits;
- Obtaining the information on one’s disablement confirmation;
- Obtaining the information on being allocated pension payments from the SCPP based on the base pension;
- Obtaining the information on being allocated state social survivor benefits;
- Obtaining the information on being allocated state social old-age benefits;

**2013 (13 services)**
- Providing the information on contributor’s cash inflow/movement;
- Obtaining the information on being allocated (refused) child birth benefits, and child care benefits for those whose child is under 1 year old;
- Obtaining the information on being allocated state base pensions;
- Obtaining the information on being allocated state social disablement benefits;
- Obtaining the information on being allocated state special benefits;
- Obtaining the information on one’s disablement confirmation;
- Obtaining the information on being allocated pension payments from the SCPP based on the base pension;
- Obtaining the information on being allocated state social survivor benefits;
- Obtaining the information on being allocated state social old-age benefits;
- Allocating child birth benefits and child care benefits;
- Allocating base pensions;
- Allocating state social old-age benefits
Changes in Providing Services through E-Government Portal

NUMBER OF CITIZENS WHO REQUESTED THE INFORMATION THROUGH THE PORTAL

- 2010: 78,871 queries
- 2011: 246,076 queries
- 2012: 833,526 queries
- 2013: 3,087,322 queries

Changes in queries from 2010 to 2013.
Documents for social benefit allocation

Benefit allocation, or refusal to allocate a benefit

Subdivisions of the State Center for Pension Payments

Automated Information System of the State Center for Pension Payments

Transfer of the paper-based case and decision

Transfer of the case paper-based pattern and draft decision

Regional division of the Ministry of Labor of the Republic of Kazakhstan

- Challenges:
  - Manual data processing
  - Expenses for paper-based patterns transportation
  - Timing for allocation and payments increased (15 working days)
Launching the Internet Delivery of Public Services through E-Government

Advantages:

1. No need for a person to collect different official documents and contact authorities;
2. No queues;
3. Benefit allocation time decreased;
4. Corruption level reduced;
5. Citizens' confidence in public authorities increased;
Regional subdivisions of the Ministry of Labor of the Republic of Kazakhstan

Application

Result of the service provided
Notification of the benefit allocation

Subdivisions of the Ministry of Labor of the Republic of Kazakhstan

Building an e-pattern of the case

Automated Information System of the State Center for Pension Payments

E-Government gateway

The information is sought through information systems of state authorities

Considering the case and taking a decision on the benefit allocation

Regional subdivisions of the Ministry of Labor of the Republic of Kazakhstan

Business Process Optimization since 2013
(the number of documents required from the population for the service to be provided is decreased)
Development of SCPP Information Systems

1998 - 2 information systems,
2013 – 18 information systems.
Information System Structure of the Ministry of Labor and Social Protection of the Republic of Kazakhstan

- Central Database for Disabled Persons
- "Social Assistance" Automated Information System
- "E-Social Security" Automated Information System
- "Labor Market" Automated Information System
- "Foreign Laborforce" Automated Information System
- "Labor Protection and Safety" Automated Information System
- "E-Pattern" Automated Information System
- "Single List and Database of Contracts" Automated Information System
- "Payments processing" Automated Information System
- "Allocation of Social Benefits from the State Social Insurance Fund" Automated Information System
- "Database for Pension and Benefit Recipients" Automated Information System
- "Contact Center" Automated Information System
Data Slice: “E-Pattern” Automated Information System
(e-system screenshot)
Example: Building an E-Application in the “E-Pattern”
Example: Building an E-Application in the “E-Pattern”
Example: Building an E-Application in the “E-Pattern”

<table>
<thead>
<tr>
<th>Документ</th>
<th>Тип</th>
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<tbody>
<tr>
<td>С уведомлением</td>
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<tr>
<td>В отношении заявителя ИНН: 880505450713</td>
<td>текущий</td>
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<tr>
<td>С официальным статусом</td>
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<tr>
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<tr>
<td>С сопоставлением с руководителем</td>
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</tr>
<tr>
<td>В отношении руководителя Мирошниченко Анастасия Романовна ИНН: 880505450713</td>
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<tr>
<td>С сопоставлением с руководителем Лукьяченко Артур Александрович ИНН: 140-11-004-766, ИНН руководителя: 880505450713</td>
<td>текущий</td>
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АДРЕСНАЯ СПРАВКА

инн 880505450713
ФИО ЛУКЬЯЧЕНКО АНАСТАСИЯ РОМАНОВНА
dр 05.05.1988
страна КАЗАХСТАН
область КАРАГАНДИНСКАЯ
район КАРАГАНДА
город -
улица ГОЛУБЫЕ ПРУДЫ
дом 10
квартира 192
data регистрации 01.03.2008 13:21:45

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Министерство юстиции Казахстана

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Relations between RSBSE SCPP and Information Systems of State Authorities Involved

E-Government Gateway

SCPP Automated Information System

E-Government Portal

Payment System

IS of State Authorities

Payment Gateway of E-Government

State Database “Natural Persons”

IS of the Ministry of Defence of the Republic of Kazakhstan

IS of justice regional authorities of (Civil Registry Offices)

IS of the Supreme Court of the Republic of Kazakhstan

IS of the Tax Committee of the Ministry of Finance of the Republic of Kazakhstan

IS Awards

IS of the Ministry of Education and Science of the Republic of Kazakhstan
Relations between **RSBSE SCPP and Information Systems of State Authorities Involved**

- Tier 2 Banks
- Government
- Accumulation pension funds
- State Social Insurances Fund
- E-Government Gateway
- Information Systems of State Authorities

**SCPP Database**

- E-Government Gateway
- Public Service Center
- Experts of regional (city/town), and oblast divisions of the SCPP
- Experts of regional (city/town), and oblast Employment and Social Programs Divisions
- Experts of Medical and Social Examination Service

**Applicant**
Thank you!