



Citizen Card



eGov - Governo Eletrônico

Your city, closer to its citizens!

The Citizen Card is the new Identification Document (ID) in your city. This product guarantees faster, more efficient and error free local administration services.

The card has a unique identification code that enables the system to display every procedure, application and request filed by a particular citizen, entity or company, in a particular city.

The information available to the citizens is comprehensive, including dates, dispatch orders and the location of each document or process. In short, the card shows the historical relationship between the citizen and his city.

Accessibility

Public Service available to any citizen, anywhere, anytime.

Robustness

Strength, Reliability and Scalability, given by the most up-to-date web and ORACLE development technologies.

Safety

Each user can only see and do what he's authorized to.

Integration

With BackOffice systems from ANO and other companies.

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FEATURES AND BENEFITS

The Citizen Card facilitates the citizen's identification, speeding up the attendance on municipal services. Also, the application allows the user to continuously collect data, creating an excellent monitoring tool that can analyse the local services "quality and the citizens" participation, thus offering benchmarking data for these services. The advantages of using the card are multiple and customizable for each city.

PROCESS STATUS CONSULTATION

When a citizen shows his card at any municipal service, the "assistance" process becomes much faster, since the access to the citizen's entire history is immediate, and there's no need to provide any other data.

USING THE INTERNET

The card can be used to log on to the Customer Care Online Portals and, as such, facilitates the citizens' access to the online municipal services.

FASTER IDENTIFICATION

The Citizen Card incorporates the citizen's various digitized identification documents (ID card, Taxpayer Identification Card, etc.), which means that every time a citizen needs to place a request, he doesn't need to show any other form of ID.

ACCESSING MULTIPLE SERVICES

The card can be used as an ID for services connected to the system, such as public pools, libraries, transportation, festivals, etc., and can also function as a "benefits card" (such as the Youth Card, the Senior Citizen Card, among others).

TEMPORARY CAMPAIGNS

At any time, the city can offer temporary "benefits" for a special event or date, according to multiple criteria (for example: age group, zip code, professional field, etc.). In order to do so, the service needs only to create a letter that reaches all of the citizens covered by the campaign, and to register the chosen "benefit" on the software, such as: a special discount on a theatre play for youths up to age 20, free pass for a swimming pool in certain months of the year for the elderly, etc.

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