Ladies and Gentlemen,

Distinguished Guests,

Good morning,

I am very pleased to participate in The Third Forum on City Informatization in the Asia Pacific Region. Acting in accordance with the consistent spirit of promoting city informatization, the present forum, having established “e-Government and City informatization, is holding the spirit of the times of the development of the informatization. Today, we are getting together in Shanghai, the city full of vigor and vitality, and probing into the e-Government, a subject of the world significance, I am sure that this meeting will play an active role in promoting the development of the global informatization and speeding up the international cooperation and exchange in the e-Government field.
Here, I am going to talk something about the understanding and practice of the e-Government in Shanghai as well as the way of how Shanghai is going all out to forge its e-Government to meet the need of the development of the times. I sincerely want to exchange and discuss with all participant here.

1. The global trend of the e-Government and Shanghai’s advantage.

While promoting the trend of the global informatization, the rapid development of the informatization and communication technology is always rapidly changing people’s philosophy, reshaping people’s realization of the nature and society, as well as impelling us to re-consider our behavior. Before such important transition, the government is facing the serious problem of how to do better to follow the change.

To conform to the trend of the economic globalization, while sparing no effort to promoting the informatization of the whole society, the government is also more urgent to strengthen its own construction of information. This is mainly decided by two demands. One is that the informatized government will be able to play more important and model role in the informatization of the while society. The other is that the only an informatized government can perform its effective duties in a society of more informatization with each passing day. According to UNESCO’s investigation in 62 countries and regions to push the construction of the e-Government in the different degree. Today, when the awareness of the informatization has been raised highly, more and more countries and regions are to be positive researchers and doers of the
construction of the e-Government.

As everyone knows, China is making every effort to construct and perfect its socialist market economy system. After joining WTO, the Chinese government is facing key opportunity and challenges of how to speed up the transition of administrative functions and improve its working efficiency, in this way, it is of key importance to development the e-Government. Premier Zhu Rongji pointed out that the development of the government informatization must be integrated with the transition of the government functions. And by the means of informatization we should accelerate the re-making of the government affairs’ formalities, which is an effective measure to reform the root cause of the solidified form of the government operation. Shanghai Municipal Government has already combine the development of the e-Government with the implementation of this government functions, such as the economic adjustment, market supervision, society management and public service, as a result, strongly promoting the government’s professional work in all aspects.

The construction of the Shanghai e-Government was started and put into effect in the fine environment of opening up and reform, economic construction and social development. Ever since the 1990s of the last century, promoted by the central government’s policy of opening up and reform, following the nation’s strategy of building Shanghai into one of the key and modern cities with the world economy, finance, trade and shipping as fast as possible, Shanghai has obtained remarkable achievements in its modernization construction. At present, the construction of the
municipal informatization, accompanied by the rapid advance of marketization, internationalization and legalization closely linked with the development in the fields of the government affairs, economy, culture and society, has been the important drive force and pillar function of the e-Government as well has been the common sense and conscious action of the whole society.

What we want to stress more here is that ever since the mid-1990s, Shanghai has regarded the comprehensiveness for the future development, obtained remarkable achievements after so many years’ development and laid down the firm foundation for the comprehensive implementation of e-Government. The information infrastructure development of informatization can satisfy the needs of Shanghai Municipal development of informatization. Up to now, Shanghai has established the intensive network of communication lines. Users of cable TV, fixed telephone, mobile phone and internet have respectively amounted to 3.24m, 6.32m, 7m and 3.2m, we have also put into use a series of new business, such as wireless local area network and digital TV, thus eliminating the blind zone of wireless communications. Information industry has been Shanghai’s guiding pillar industry. From 1997-2001, the annual growth rate of the total output value of the information industry has reached 32.7%, the proportion of the annual increasing value in the city’s GDP has increased from 5.3%, 1997 up to 8.1%, 2001, highly above the increasing of other industries. The application of information technology has been thought high of by all industries. The e-Government framework has basically formed, consisting of the digital authenticated certificates key management, Internet defray, online business platform and distribution social credit
and so on. At the same time, the informatizational level in the field of the public service and society management market by social security and transportation cards and so on has been kept raising constantly. Both of the above have played an active part in the improvement of Shanghai’s economic operation, the adjustment of industrial structure and the development of city quality. The fine environment for the development of informatization has attracted wide attention. The construction of the law and regulations, standards, human resource and information security has been pushed forward effectively. Generally speaking, Shanghai has solid foundation, perfect function, necessary facilities for the construction of Shanghai municipal informatization. In shortt ,Shanghai’s achievements are great, which will surely give positive impetus to the further development of Shanghai’s e-Government.

II Shanghai is E-Government Constantly Deepens and Development in Research and Practice

While widely learning advanced experience from cities of home and abroad, according to the central government’s general demands, the construction of e-Government in Shanghai, starting from Shanghai’s concrete situation, was carried out and implemented in according with comprehensive project, constantly obtaining new progress.

Via establishing the portal web site of China Shanghai, we have set up new channels for people to participate in the deliberation and administration of state affairs, making
great effort to increase the transparency of the government work and keeping citizens well informed. Up to now, we have established web sites for all the government departments and district and district/country governments. Our China Shanghai portal web site www.Shanghai.com has linked with 143 other web sites, among which, apart from 15 Shanghai municipal government departments and 15 district/country government web sites, there also include 45 web sites of the central government’s ministries and 28 web sites of other provinces and regions. All these web sites can provide citizens and enterprises with guiding principles concerning all the government affairs, as well as have different forms for people to download, different places to accept people’s advice and complains, or deal with the government affairs on the network. At present the average visitors per day are round 100,000 person-times.

Shanghai Municipal Government requires that the government departments at all levels openly give out all information that can be openly issued, deal with all business online that can be dealt with online. The Municipal Government also wants the above departments to let people and enterprises have a direct understanding of all kinds of information issued by the departments at all levels. At the same times, the Municipal Government sets up a “mayor box” which serves as a bridge linking citizens with the government, as well as a channel for the government to understanding citizens situation and help solve their difficulties. As a result, this “mayor box” makes great easy for citizens to participate in the public business and supervise the government work.

Via the application of information government service, making great easy for citizens
and enterprises to handle business concerned, a certain part of government departments that must face the society and provide service have already set up the information system of the administrative management business and gone into operation. Online Items of business handling are also expanded step by step. More than 20 government departures have provided over 300 kinds of forms for people to download, and 24 government departments have set up nearly 40 online windows for people to consult or complain. Still more government departments are trying to provide the following services, such as the online acceptance of government affairs, online inquiry of the state of certain affairs. For example, the Municipal Commercial & Business Bureau provides online application for the business license to be tested, the Municipal Human Resource Bureau provides online application for the introduction of the urgent needed talents, and the Municipal Judicial Bureau provides online application for notary. Citizens can use the electronic key of social security card to conveniently enter the information system of social security and citizen service to handle different businesses, such as medical consult, marriage registration, unemployment registration, pension drawn, employment train, relief of special persons and so on. Also there are other government departments positively searching for online way of services, for example, the Municipal Tax Bureau is trying a pilot project to provide online payment of tax so as to give more services to the society.

Via the re-engineering of the business process, we are trying hard to raise the government’s administrative efficiency and set up the proper administrative system which must meet the needs of the social economic development. Up to now, we have over 80% government departments develop and establish office automation system in the inner network with all kinds of data banks, while some departments still set up
information service system and policy decision supplementary system based on WEB style, raising the work efficiency and quality obviously. A series of key departments, such as commercial and business, finance and tax, statistics, public security, agriculture, real estate, social security, civil administration, education, public health, government purchase and so on, have set up its own administration business system on its professional network. Now, Shanghai is losing no time to set up professional Shanghai public service network to link the Municipal Government with all district/county departments. By the end of the year, more than 300 units concerned will be linked into the public service network, a series of universal and applicable items, such as e-mail, document receiving and dispatching, shared data banks, video meeting and so on, will be provided. The establishment of Shanghai public service network will systematically integrate the following professional work: government inner official work, information publication outwardly, government applicable systems and all kinds of cross service. It thus will make Shanghai a government speed up its transition to a higher state featured by work in concert and online handling of business. At the same time, with the strong promotion of the government departments, the whole society will increase constantly its sense of Informatization, the information technology will be used more widely, and the government’s role will be displayed better.

III. Going All out to Answer the Opportunity and Challenge Brought up by the E-Government

To implement to government electronic affair is the objective demands of the development of Informatization. That how the government answers the revolutionary transition from traditional management mode to modern management code not only affects the self-construction of the departments of the government, but also greatly affects the economic and social development of the whole society. Also due to its nature of overall situation and complexity, this decides the protracted and arduous nature of the development. Shanghai will positively search for an economic, effective, sustainable development mode of the government electronic affairs, and is willing to examine the way to victory for the development of the government electronic affairs with other countries and cities all over the world.

The first is to practically strengthen the overall plan for the development of the government electronic affairs. We should develop the e-Government under the state’s unified guidance, make full use of the information technology to break the traditional organization border of the administrative organs, re-organize the business process according to the needs of the public and enterprises, pay more attention to providing the society with wide, effective and personal services. We also should improve the problem of insufficient plan caused by the division of duties and cross interests, speeding up the information communication among the governments at all levels and in different regions and the different departments of the same level government, following the same standard of data, technology and security, making sure the exchange of information within the government unblocked, trying our best to provide the public with direct service. Under the unified plan of the state, starting from the
local features and realistic needs, Shanghai is now drawing up to the whole plan of the
development of the government electronic affairs and the different steps for
implementation, accelerating the construction of the e-Government.

The second is to practically strengthen the coordinate development of the government
electronic affairs. It is imperative to promote the government electronic affairs with
the philosophy of Informatization. From the angle of system, mechanism and legal
system, we should lay stress on the problem of effective share the information
resource during the process of exploration of the development of the government
electronic affairs. We should also prevent some departments from solidifying some
unreasonable, even backward administrative style through the means of
Informatization to form new information-seperated Island. Therefore, we should
continue to promote and re-make the process of professional work of the departments
of the government according to the demands of modernization and informatization. By
strong and effective communications and coordination, we should build a series of
cross departments, cross-fields comprehensive data banks covering the general
economic and social development, so as to speed up the integration and share of
information. We should also encourage civil servants to use the means of
informatization to implement administrative management. Finally, we should pay
more attention to the technological train of civil servants, help them adapt to the
change of the working style of the government, create advantages for the
implementation of the information share of the e-Government.

The third is to strengthen the security management of the e-Government. We must pay
high attention to the security of the e-Government, going all out to promote the
information security management in terms of the economic steady operation, social
normal management and protection of individual privacy. We must also take active
measures to prevent all kinds of hackers and computer virus from threatening the e-
Government. By accelerating the building of different disaster prevention system in
the public data banks, drawing up and perfecting the plan to meet an urgent need, we
are able to reduce the loss to the largest extent and ensure the information security
with the help of advanced technology and strict management. At the same time, we
should insist on security education and raise the consciousness of information security
of the whole society.

The fourth is to strengthen the promoting role of the government electronic affairs. To
narrow the digital gap, we must firmly grasp to promote the e-Government, guiding
the whole society to care for and take part in the construction of the e-Government,
helping citizens and enterprises to handle business with the means of informatization
so as to raise the level of the whole society’s informatization. To construct the e-
Government will promote the development of information products of manufacturing
industry, software industry and information service, constantly expand information
consumption, finally forming the benign interaction situation between the application
of information technology and the development of information industry.

Ladies and gentlemen, informatization is the common opportunity for all human
beings in the new century. The e-Government is a problem deserving our common studies. By deepening the mechanism of exchange and coordinate through the 3rd Forum of City Informatization in the Asia-Pacific Region, by launching wider, deeper and more comprehensive communication and discussion in the field of the e-Government, we are able to help promote the development of the government electronic affairs in Asian Pacific region, as well as in the whole world. Let’s work hand in hand for the bright future of the global informatization.

Thank you.