Municipal e-Government in China: the Case of e-Beijing

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About BMOI

- Beijing Municipal Office of Informatization (BMOI), is responsible for the buildup of Digital Beijing and Digital Olympics by 2008.

- Its functions cover the citywide promotion of e-government, e-business, e-community, info-security, IT applications and administration by laws and standards.
China’s e-Government Journey
1980- OA and networks initiated in central & local governments

1993 Three Golden Projects

1999 Government Online Project

2002 E-Gov Project, Twelve Golden Projects

2006 Central Government Portal Opened

—2010 Mission: The nationwide unified E-gov network, with 50% services online
Central Government Portal

- Opened on Jan. 1, 2006
- Chinese version: http://www.gov.cn/
- English version: http://english.gov.cn/
Government Webs of Locals and Depts.

- 96.1% of central departments have their websites.
- 90.3% of provincial governments have their websites.
- 94.9% of city governments have their websites.
- 77.7% of county governments have their websites.
The Gov-webs are Welcomed by Citizens

Three roles played by gov-webs:

- information delivery
- transaction online
- public participation
Four Phases of E-Government Model

Phase 1: Presence
Basic information is available to the public on government websites.

Phase 2: Interaction
More extensive information, forms for downloading and email communication are available to the public on the web.

Phase 3: Transaction
Self-service applications are available so people can complete entire transactions online.

Phase 4: Transformation
Government service delivery is increasingly integrated across organization boundaries.

Most regions are from 1 to 2

Major cities like Beijing, Shanghai, etc, are from 2 to 3
Beijing’s E-Government Today
Basic ICT Indicators in Beijing

- 4.45 million netizens, 28.9% of Beijing population, the highest coverage nationwide
- 356,463 domain names, No.2 in China by 3.8% of the total
- Domain names registered with .cn ending reaches 195,082, No.1 in China by 17.8% of the total
- 128,963 websites, 18.6% of the national number
- 2,560,000 families are using broadband
- Cable TV subscribers total 2,820,000.
- Fixed telephone subscribers total 9,490,000.
- Mobile phone users total 15,710,000.
Outline of E-government in Beijing

- **Work efficiency enhanced**
  - 50% of government business are supported by ICT
  - 50% of government information resources are digitalised
  - A number of systems have played great role in public service and city management

- **Service quality improved**
  - *The Capital’s Window*, as Beijing municipal government portal, is a main channel to public services
  - 100% of district & county governments set up their portals
  - Government call center, city management radio, digital TV are ways to extend E-gov services
  - Terminals are extended to communities, towns and villages, for more to share the services
Framework of Beijing’s E-gov

- **Service**: citizens, enterprises, governments

- **App.**
  - eco.
  - soc.
  - popu.
  - res.
  - env.

- **Info Resources**
  - collection.& updating
  - database
  - directory
  - delivery

- **Infra.**
  - Gov network
  - sharing system
  - security

- Policy, regulation
Opened in 1998

Web group: 1 main site, 153 sub-sites
Group pages over 1 million.
Visits rate: over 4 million per day for main site, exceeding 20 million for the group

10 categories of information delivery basically realised:
approval, document, business category, department notice, department & trade plan, charge, department function and chief, news release, guideline & form, organization setup.
Online Service Items

Among 2369 transaction items, 2069 are guideline online
453 items available to apply online
373 items available to inquire online
14 items realise one-stop service
1178 of 1291 sorts of forms available to download
Service for Local Taxation

- 7×24×365 full-day service realised
- Services online are registration, invoice purchase, declaration & pay, amount calculation.
- In 2005, 520 thousand pieces of information delivered, 10.2 million visits. 3.94 million people pay their income tax online.
- Taxation increase and cost cut reach 11.5 billion yuan in last 5 years.
Digital Beijing Kiosk

- offers information-providing services ranging from eating, drinking, entertaining to shopping.
- Other services such as cash recharging, discounting, buying tickets, sending and receiving emails are improving gradually.
- 12 channels and 208 columns
- About 600 kiosk installed
- Monthly visit averages 18.5 million, and daily over 600 thousand.
Community service system consists of a community service website (www.bjcs.gov.cn) and a community service hotline (96156), distributing at three levels (streets, districts and the city).

The system integrates 1750 service providers (including commerce, food and recreation, maintenance, household services) offering more than 200 services of 14 categories.
Agriculture technology long-distance education website has been put into use in rural areas, which widens the farmers’ horizon, improves their farming techniques, and offers more opportunities for their prosperity.

School-on-internet project basically completed, almost all of the 1800 middle and primary schools access internet.
Digital Beijing Easy-Pay

- Opened on July 6, 2006
- 44 items of pays available: fees of communication, broad band, cable TV, transportation, etc.
- Network, telephone, self-service terminal and on-spot are 4 ways to pay.
- 2300 self-service terminals are installed over banks, chain stores, office buildings, residential areas.
- Terminals will be added to 4000 by end of 2006.
e-Citizen Education

- For residence: 121 community & village ICT rooms are built, over 100 thousand people had courses.
- For family: Million-Family Online program has been launched to promote citizens’ skill of using computer and Internet.
- For civil servant: The Overall 100 thousand had e-gov training. The special website for government staff opened to advocate e-learning.

*Action Plan of Information Literacy Improvement for All* launched last month.
Inclusive and interactive channels opened on the Capital’s Window

To collect opinions: Drafting Laws & Regulations Column
To have guests online: Laws Eyed by Specialists Column
To poll on hot topics: What is your favorite city like Column
To make visiting-leader online: Mayor’s Mailbox Column
To deal inquiry and complaint: Hotline for Improving Government Work Column
Hotline for Improving Government Work

Opened on May 12, 2005

**Purposes**
- To render interaction between citizen and government
- To facilitate citizen supervise over government
- To better quality and efficiency of government work

**Practices**
- Live-room online: Spokesman of certain department answers online questions of netizens every Thursday.
- BBS: to receive letters of suggestion, inquiry, complaint, or accusation.
- Response Board: to offer timely reply or resolve affairs raised at BBS.
Statistics (by Sept. 5, 2006)

Live-room online

- 59 live specials
- 36 departments joined
- 35 department heads,
- 272 division chiefs joined
- Q&A on spot
- totally 7663 questions
- raised by netizens

On Dec. 1, 2005, heads of Beijing Municipal Committee of Construction on the spot
BBS & Response

- totally 50,106 letters
- averages 120 letters per day
- 40,549 letters responded
- feedback rate: 87.3%
- satisfaction rate: 70%

Contents of Letters

- daily-life matter: 46%
- suggestion: 12%
- complaint: 15%
- inquiry: 27%
Beijing municipal government and Public service organizations have set up 25 call centers, owns over 200 seats and receive daily phone calls exceeding 20,000.

City Management Broadcasting was opened on March 1, 2005. So far 9 vice mayors, over 100 department heads have communicated with citizens at the station live-room.
Supported by ICT and GIS technology, a new city management mode called “city Grid management system” was created in Dongcheng District.

Recommended by the Ministry of Construction to utilize in cities over China, it renders real-time monitoring and timely operation over all sorts of city facilities.

In 2005, during adoption of such mode within 8 districts Beijing, 33 city management agencies and 15 companies of public service shared their information systems, preliminarily shaping a citywide management system based on ICT.
Traffic control use ICT to monitor traffic flow, keep driver’s violation record.

Over 33,000 drivers monthly checked their driving records online.

Traffic situation on main avenues, roads are delivered online, updating every 2 minutes.

Broadcasting Station for Traffic also release real-time information during rush hours.
Social welfare management system contains 5.1 million people’s data, and connects 303 social welfare offices in communities and towns.

Medical insurance information system covers 47898 insured organizations, 934 hospitals connected to the system.
The city emergency management and city-level control center and 13 sub-control centers are being constructed or integrated.

Its key vision is to realise information sharing and cooperative work between those centers.
Mission on Demand of 2008 Olympics
Digital Olympics

Special Program for Construction of Digital Olympics is part of the Action Plan for Beijing Olympic Games.

Objectives of Digital Olympics:
- ensuring successful hosting of Beijing 2008 Olympic Games
- establishing a comprehensive information service system based on individuality and human-oriented, conforming with international norms and demonstrating Chinese characteristics.
- speeding up the drive of Digital Beijing.
- by and large ensuring that anybody at any time and in any place related to the Olympics can enjoy, in a secure, convenient, swift and efficient manner the information service that is affordable, diversified, multi-linguistically intellectualized and individualized.
Key Projects for Digital Olympics

- Government special networks
- 800M digital cluster command and control system
- Communication services
- Broadcast and TV services
- Radio control
- Global satellite positioning system
- City emergency response system
- Public information service system
- Multi-linguistic intellectual information services
- Intelligent traffic system
- Olympic logistic management system
- Information security
- New ICT promotion
**Currently the Global Largest City-level Cluster Communication System**

Framework
- base station: 164
- mobile station: 1
- repeaters: 43
- indoor systems: 7

Coverage
- 8 central districts
- Largely outskirts plains, highways, major scenery sites.
- seamlessly 31 venues, 43 training gyms, 15 sub training gyms, 108 contract hotels.
Public Information Service System

- A comprehensive information platform is to be built upon the Capital’ Window before the Games.
- This year to achieve:
  - the full information delivery among 24 items and 6 categories of government affairs.
  - the wide adoption of one-stop service online
  - the information service of 80 items closely around citizen life, like health, transportation, security, education and culture, tourism, housing, etc.
  - the refinement of the English version of Portal Capital’s Window.
New ICT Promotion

- 3G
- Mobile phone TV
- Digital TV
- IPTV
- RFID
Other Key Systems to Support the Games

- Information Sharing System on Government Affairs (to complete by end of 2006)
- Information System on Underground Pipelines Management
- Information System on Migrants and House Rent Management
- Information System of Intelligent Transportation
- Management System of Land and House
- Information System on Food Security Management
Conclusions
In the progress of Beijing’s E-government, we are facing challenges as:

- **A more difficult climb to higher stage.** Since the organization framework and business process within government is **but not easily** transformed by E-gov.

- **Digital divide problem.** There is a long and tough way ahead to realise e-government for all since in Beijing there exists obvious digital gap between males and females, the younger and the elder, the higher-incomes and the poor, the well-educated and less-educated, and between urban residents and farmers.

- **Technical standard problem.** Adoption of different standards make interoperation rather difficult.
Thank you!

www.beijingit.gov.cn