

Reforms streamline local administrative services for residents

By ZHANG ZHAO
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When Ma Baoyu and three of his business partners went to Yinchuan Citizens Hall to register their new company, they were amazed when they were handed their business license in less than four hours.

Yinchuan Citizens Hall provides locals with a one-stop local government administrative service. There are 69 official stamps on display that in the past were used for a range of approval procedures. The stamps are no longer needed, thanks to the smart administration reforms introduced by the local government.

The reforms are an integral part of Yinchuan's drive to build a smart city.

"The traditional government service model places great emphasis on administrative approval procedures, but little on supervision, and, as a result, approvals efficiency has been low," said Guo Bochun, the city's vice mayor.

At the end of 2014, an administrative approval office was founded in the Yinchuan government, integrating the approval services that were previously done by 26 departments, saving 80 percent of time for applicants on average.

"I no longer have to go to different government offices for approval, and I feel more confident about my business," said Ma. "The government has done a great job."

About 210 services can now be done online, and a smartphone app has been developed to offer more convenience.

The vice-major said the smart administration also means improvement of urban management.

"The current urban management is largely passive, focusing on dealing with problems after they happen," he said. "Using smart technologies, we can change the model into an active one, analyzing

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Ma Baoyu, Yinchuan entrepreneur

situations and trends to avoid problems."

The city government has established a big data center, so far the only city-level data center nationwide, to collect data, including those about economy and environment, from surveillance cameras, various sensors and other devices such as drones.

By analyzing both historical and real-time data, the center can give pre-warnings before natural disasters and public emergency events happen, he said.

At the same time, the government is using big data analysis to find those sectors where problems often happen to intensify supervision of them.

Guo added that the government is building a "cloud of enterprises" — a mechanism that offers many services, including financing, human resources and IT, to small companies that do not have these departments.

"It will save cost for the companies as they do not have to set up those departments, and will create a new service economy," said the vice-mayor. "More importantly, it will help the government acquire precise economic data."



Government officials offer services to locals at Yinchuan Citizens Hall.



Yinchuan citizens learn about plans for the smart city at an exhibition center in Yinchuan Citizens Hall. PHOTOS PROVIDED TO CHINA DAILY

Intelligent systems change citizens' lives

By ZHANG ZHAO

YINCHUAN'S SMART CITY EFFORTS



Smart administration

80

percent time saved for applicants thanks to integrated government service



Smart traffic

364k

traffic cards installed in vehicles to collect and analyze traffic situation



Smart community

100

communities planned with smart devices such as facial recognition gates, water quality and noise supervision and smart garbage cans by 2017



Public security

2.7k

surveillance cameras installed across the city



Cloud of enterprises

60

service providers offer service to about 860 companies

China's northwestern regions are traditionally considered to be poor and less advanced. This is no longer true for Yinchuan, capital of the Ningxia Hui Autonomous Region, where the government has been making efforts to build an international model of smart city.

Yinchuan was approved to become a national pilot smart city in 2013. It is also known as the permanent site of the World Cyber Arena, an international electronic sports competition. Local officials said the city is demonstrating how a backward region can develop with the help of high technology.

Guo Bochun, vice-mayor of Yinchuan, said the concept of "smart city" was created to treat the "urban diseases" during the process of urbanization, such as pollution, public security and traffic issues. But, in Yinchuan, the smart city efforts also include improvement of people's livelihood and the development of an industry chain.

"The development of a smart city leads to new industry sectors and new business models by using smart technologies such as big data," Guo said.

To achieve that, the city government has planned a smart industry park, which is expected to be completed next year.

At the same time, traditional industries are being upgraded, Guo added. One of the examples is the garment business. He said most of the cost in the traditional

"The development of a smart city leads to new industry sectors and new business models."

Guo Bochun, vice-mayor of Yinchuan

garment industry is in the storage, but the local Hengtian Ruyi high-tech zone has introduced a system that allows automatic tailor making, leading to zero storage.

The system scans a customer in less than a second to acquire the data about his figure, which is immediately sent back to the factory. The customer chooses the materials and designs, and the clothes are made and packaged automatically in three hours.

The system was launched on Aug 28.

Cooperating with ZTE, one of China's IT industry leaders, the Yinchuan government has designed 10 systems in its ambitious smart city plan, including government service, traffic, environmental protection and public security.

The city's big data center, starting operation in June 2015, has 10,000 servers processing data from 25 government agencies. Another

4,000 servers will be added in the planned second phase of the center.

Free WiFi access is available at more than 2,000 sites across the city, including more than 1,600 buses, nearly 700 bus stops and many tourist attractions and shopping areas. There were about 257,000 registered users by the end of July.

When tourists visit some major attractions in and around Yinchuan, they can use a smartphone app to learn how many tourists are already there and see the customer appraisal for more than 200 shops and restaurants there as reference.

The vice-major said the Yinchuan model features innovation in business models, management and technical structures "to make the smart city really smart".

New tech provides clever solutions for new communities

By ZHANG ZHAO

From gates that recognize the faces of the residents in a community and bus stops that tell people when the next bus will arrive, to garbage cans that notify refuse collectors when they are full — smart devices are fast becoming a part of everyday life in Yinchuan.

Thanks to the partnership between the local government and domestic IT giant ZTE, smart technologies are being increasingly used in Yinchuan's residential communities.

The currently under construction Xiyuntai is one of the latest pilot smart communities in the city. The temperature,



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300
households

in No 1 of Beita Lake community have access to direct drinking water

humidity and oxygen content in each room in every building are adjusted automatically by a smart air conditioning system.

"The smart city is a massive project that needs investment, cooperation among agencies, systematic operation and data sharing," said He Jianmin, an executive of ZTE responsible for smart community projects. He added that smart communities include a range of services and provision such as security solutions and new models of healthcare service.

The gated entrance to Xiyuntai is equipped with a facial recognition system that is connected to the database of the local public security agency. It recognizes the faces of the community's residents, updates its

facial image database, and sends alerts to the police when it finds wanted suspects.

The system boasts a high recognition rate in both strong and weak sunlight, according to He.

Facial recognition is also used in healthcare services. Hospitals equipped with the system immediately recognize patients at the reception desk, and their medical records are automatically sent to doctors' computers.

Smart communities are also equipped with health stations, where residents can get a checkup. Their data is subsequently saved in a cloud system, where it can be easily accessed and monitored by healthcare professionals.

Xu Tao, a ZTE executive responsible for smart healthcare, said the smart healthcare system links health checkup stations, community clinics and major hospitals, allowing residents to take advantage of high-quality, local medical services.

Some communities have

also fitted direct-drinking water systems, in which clean, fresh groundwater is pumped up, filtered and sent to every room that is signed up to receive the service.

The system features an integral water quality monitoring capability, which sends a message to the supplier the filter is coming to the end of its life.

In one community, called No 1 of Beita Lake, the direct drinking water system is now being accessed by more than 300 households.

In the three completed pilot smart residential communities, there are about 50 free WiFi spots, along with noise supervision systems and nearly 20 smart garbage cans.

There are also six self-service delivery storage systems that can be used to not only store packages, but also to pay water, gas and telephone bills.

The Yinchuan government has drafted plans to expand such smart devices to 100 residential communities across the city by 2017.



A delivery worker uses the smart storage system in a residential community in Yinchuan.

Yinchuan to host intl smart city forum

By CHINA DAILY

With the theme of "Smart city, wonderful life", the TM Forum Smart City InFocus 2016 is scheduled to be held in Yinchuan, capital of the Ningxia Hui autonomous region from Sep 7 through 9.

Government officials, leading entrepreneurs, scholars and experts from 66 countries and regions around the world will attend this forum. They will discuss the current situation and future of smart cities' development, around topics of top-level design, business mode, management mode, construction criteria and safety standards and legislation.

By hosting the annual event, "we will share the achievements of smart city construction, explore its development trends and inspire innovation to promote sustainable development and make life more wonderful", said Xu Guangguo, Party chief of Yinchuan.

Bai Shangcheng, mayor of Yinchuan, said the forum is a great chance for the world to share experiences and push forward smart city development.

"Yinchuan's achievements in building a smart city not only benefit citizens, but also stimulate new economy," Bai said, adding that Yinchuan could show the world its results in building smart city through this opportunity, and embrace the new era of internet, big data and smart cities.

"We will share the achievements of our smart cities' construction, explore development trends and inspire innovation."

Xu Guangguo, Party chief of Yinchuan

Since 2012, 290 cities and counties in China have been listed in a pilot project to build smart cities. More than 500 cities have started building smart cities so far.

Yinchuan was enrolled in the project in 2013. Cooperating with Chinese IT giant ZTE, the city became "a model of smart city with high standard and full function" after two years' efforts, said local officials.

It has developed its unique mode in using multiple information and communication technologies in government affairs, transportation and environmental protection, which is now studied and copied by Ethiopia, India, Belarus and other countries.

Ning Jiajun, a member of the Advisory Committee for State Informatization, said that globalization, urbanization and informatization are some of the new trends in the world and are also the direction of smart city development in the next stage.

"The reason for the success of the Yinchuan model is because it has made innovation in the administration system, technologies and the way all elements integrate," He said.

Ma Jie, director of Yinchuan bureau of industry and information technology, told Xinhua News Agency that "Yinchuan has made a reasonable plan in top-level design to help prevent problems of investment, sharing and management in building a smart city".

He said Yinchuan has used the public-private partnership mechanism along with the capital market to solve problems of investment and management.

Last year, the Yinchuan forum attracted delegates from 46 countries and regions.