

High-tech report

中国日报 CHINA DAILY A JOINT PUBLICATION OF CHINA DAILY AND STATE-LEVEL WEIFANG HIGH-TECH INDUSTRIAL DEVELOPMENT ZONE



Residents of the Weifang High-Tech Industrial Development Zone clear rubbish as part of the city's latest upgrade plan. PHOTOS PROVIDED TO CHINA DAILY

Grid system helps Weifang

Administrators responsible for residents in 90 small areas

By ZHUANTI
zhuanti@chinadaily.com.cn

The Weifang High-Tech Industrial Development Zone has divided the region into 90 smaller areas and assigned administrators to serve each area to support Weifang's latest city upgrade plans.

Weifang has set a goal to become a national civilized city, a national sanitary city and a national leading food safety city in 2016.

Decision-makers in the zone believe the new city administrative model, named the grid management system, will allow communities to provide better services to local residents.

Quick to respond

One of the key features of the service model is that local residents can participate in city management and have more opportunities to make suggestions to administrative departments, according to the zone.

Xincheng subdistrict of the development zone has established a volunteer team of 13 residents to support living environment upgrade projects in April. Members in the volunteer team are required to take photos and upload related information to a WeChat account created by the government when they identify



A staff member in Xinlinli community introduces the high-tech zone's upgrade goals.

a problem in the city management process. The administrative departments will then plan to solve the problem as quickly as they can.

"Local residents' participation strongly supports our work because their suggestions give us better knowledge about people's demands," said Sun Bo, Party secretary of Xincheng subdistrict.

According to Song, Xincheng subdistrict has received 130 suggestions since early April and more than 90 percent were solved very quickly.

Supported by local resi-

dents, Xincheng subdistrict cleaned up 250,000 cubic meters of rubbish and planted 50,000 trees and flowers in the region.

Government efforts in improving the living environment have also generated positive responses from residents.

"We love our community. We will strive to keep the surrounding living environment clean and tidy," said Tan Liying, a resident of Fuhai Renju community.

Premium services

The people responsible for managing each smaller area

and providing support services to residents are called grid administrators.

"The administrator has helped me solve many problems," said Tang Li, a resident of Fuhua community, who often cannot leave her home because of health reasons.

Gao Chunying is the grid administrator for Tang's community. She often visits Tang to better understand her needs.

Gao takes care of 12,000 permanent residents and a migrant population of over 1,000. She is responsible for reducing neighborhood dis-

putes, enforcing sanitation, promoting legal requirements and issuing some government certificates.

"The administrators have to know everything in their administrative area so as to better serve local residents," Gao said.

Full coverage

The grid management system allows administrative departments and grid administrators to work together to maintain city order and safety.

"We have integrated the police force, urban management team and market supervision department into the grid management system to achieve better information-sharing and cooperation," said Wang Xueqing, a grid administrator in Xinlinli community.

The development zone has established 23 WeChat platforms for grid administrators from government departments such as social affairs, police and work safety administrative departments to collect and share information. The WeChat platforms help administrative departments enhance working efficiency, according to the zone.

Zhuang Jian contributed to this story.

30 projects to enhance residents' lives



The Weifang High-Tech Industrial Development Zone plans to enhance livelihood service quality to bring more happiness to local residents in 2016. The zone plans to invest 520 million yuan (\$79.8 million) in 30 lifestyle enhancement projects in seven areas to improve the quality of residents' lives. Below are some highlights:

1. Upgrade infrastructure

- The development zone plans to build eight roads to better connect urban and rural areas. There will be seven city landscape upgrade projects to improve the local ecological system. More than 200 new lights will be installed in eight streetlight upgrade and installation projects.
- The local government plans to build 2,536 residential properties for 1,299 families currently living in shantytowns. The total construction area is 278,000 square meters. Five bus stations will be added to the public transport system.
- Heating systems will be installed in new and existing residential properties. An additional 5,000 families will enjoy heating this winter, according to the zone.
- There will be high-rise parking in the second business incubator so companies can enjoy more convenient parking services.

2. More support for startups

- The interior decoration of 55 apartments in Xinfu Talent Apartment will be completed and 180 apartments in a geographical mapping base will be ready for tenants.
- There will be free job training courses for individuals with training service providers receiving subsidies for providing free trainings.
- Qualified technicians in companies will receive up to 2,000 yuan subsidies for participating in training courses.
- Startups will get 15,000 yuan subsidies for setting up businesses, increased from 12,000 yuan. University graduates who set up businesses after graduation will receive greater subsidies.

3. More social welfare support

- People without incomes, relatives or work abilities will get 12,000 yuan subsidy annually per person in 2016,

increased from 9,960 yuan in 2015.

- Unemployed residents will get 950 yuan unemployment insurance benefits monthly, increased from 800 yuan in 2015. Disabled people will get 120 yuan government subsidies per month. A total of 386 public rental houses will be available for residents in 2016.

4. Upgrade education facilities

- The development zone will build two new schools and one kindergarten in 2016. Dongfeng School, Zhuojing School, Qingping School, Fenghuang School, Xinchang School and Gangcheng School will be expanded to meet increasing demand. Students in the development zone that enrolled in universities in 985 and 211 projects, which support top Chinese universities and disciplines, will get 5,000 yuan government support.

5. Better healthcare services

- Parents who lost their only child will get 800 yuan financial support per person per month, increased from 640 yuan in 2015.
- Couples in the zone will receive free pre-pregnancy medical tests. More support centers for disabled people will be built in Xincheng district in 2016.



6. Care of aging population

- Residents older than 80 will receive more financial support, for instance, those aged over 100 will enjoy 1,000 yuan monthly subsidies. In addition, those 60 or older in the development zone will be eligible for personal accident insurance.
- Elderly people in low-income families who cannot take care of themselves will receive 90 yuan financial support per month.

7. Provide more convenience

- More road maintenance work will be carried out in the development zone and the local bus system will be upgraded to meet the changing demands of local residents. Seven new community culture squares will open in the zone.

Honto's online info platform integrates communities, centers

By ZHUANTI

Honto Info & Tech is supporting the work of local communities with its online information platform.

Developed in 2013, the Honto system connects organizations, centers and government agencies involved in community work with an online platform that makes it easy for residents to access government services.

Honto representatives said the system allows community service staff members to access detailed residential information like a person's age and income. The system also allows government departments to share resident data with related public service providers. Residents who need to update their personal information thus do not need to physically visit a gov-

ernment department to fill out a registration form.

The system also serves as an information channel for residents to better understand their communities.

"A smart community is about using high technologies to integrate resources from the government, community service providers, financial institutions and property management companies to provide one-stop community services to residents," said Wang Xinzhong, executive director of Honto.

"An online community creates a foundation for better city development. It expands the application of e-government and online administration and supports the development of e-commerce."

Honto's online information platform combines systems for community affairs



A resident peruses a community affairs information platform developed by Honto Info & Tech.

approvals, office automation, the management of geographical information and e-commerce under one roof. The system should enhance operational efficiency of com-

munities and subdistricts.

Wang said an unforgettable experience led to his development of the online information system for communities. In 2007, Wang asked a

friend to help his daughter to change her *hukou*, or household registration, to allow her to attend school in the development zone. Wang was not in Weifang at that time.

"It took my friend two days to settle everything because he had to visit different administrative offices in Weifang city and the development zone to register and submit information," Wang said.

"I thought it was too complex for a resident to update their information because there was no sharing of information between government departments."

The frustrating experience made him consider the possibility of establishing an information platform that connects a city's residents, their communities, administrative departments and the city government.

Wang's company has grown to over 30 employees in Weifang and its online platform strongly supports e-government in the development zone.

The system is widely used in community management work, according to the local government.

"We can access all community information on this platform. We can make administrative decisions by analyzing data from the system," said Ren Guanghai, who is in charge of Xi'nanguan community in Weicheng district.

The online information platform also provides information on training courses to help residents strengthen their competitiveness in the local job market.

The system plays a significant role in verifying family income information. It helps

service members in community centers make accurate judgments about which family should be given subsistence allowances.

"All members in the community centers know their responsibilities after using the system so we see big improvement in operation efficiency," said Ren.

Yan Shanshan contributed to this story.

To comment or contribute, please e-mail wangqian2@chinadaily.com.cn or call +86-531-58775018.

CHINA DAILY
中国日报

潍坊国家高新技术产业开发区
State Weifang High-Tech Industrial Development Zone