

China's Practice and Experience in Solving the Problem of Using Intelligent Technology for Older Persons

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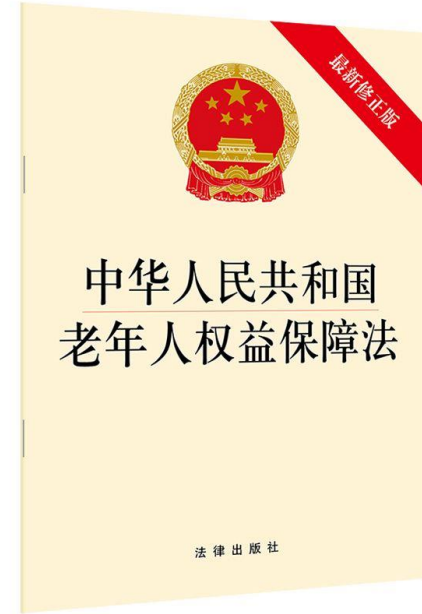
Main Measures

II

Achievements

Main Measures: Law and Working Mechanism

- **The Law:** State organs, social groups, enterprises, public institutions, and other organizations shall protect the rights and interests of older persons.
- **The Law:** Internet websites and APPs shall gradually comply with the design standards for accessible websites and information accessibility standards.
- **General Office of the State Council:** *Implementation Plan on Effectively Solving the Difficulties of Intelligent Technology for Older Persons.*
- **Inter-ministerial joint meeting system:** NDRC and NHC



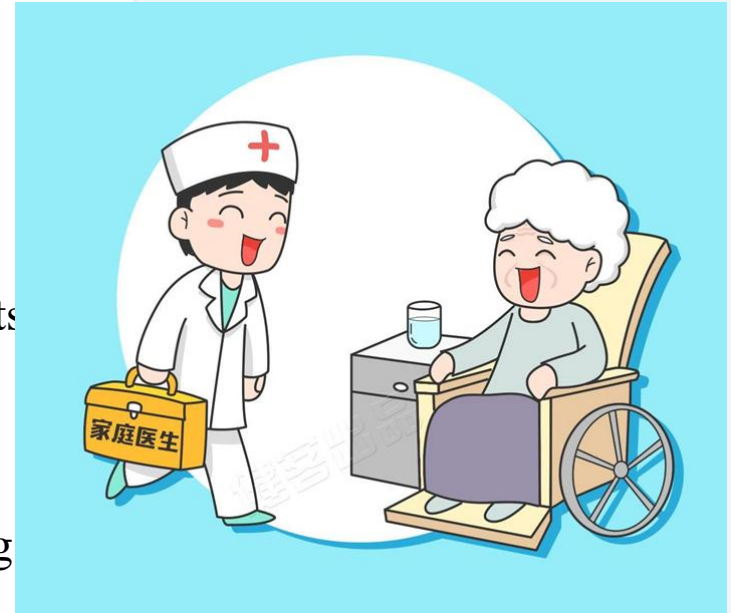
Main Measures: Travel Arrangement

- **Taxi service:** hailing service, telephone connection.
- **Car-booking:** One-click hailing; prioritize older persons' orders.
- **Railway, road transport, water transport, and civil aviation:** cash, paper bills, vouchers, certificates
- **Transportation card:** nationwide interoperability and convenient application; social security cards to add transportation functions.
- **Passenger terminals:** face-to-face service, buy tickets and print tickets on the spot.



Main Measures: Medical services

- Telephone, network, on-site registration; family members, relatives, friends, and family doctors to make appointments
- Quota of on-site registration; face-to-face service windows for registration, payment and medical reports printing
- Family doctors, family members and relevant market participants help access health monitoring, counseling and guidance, medicine distribution etc..



Main Measures: Consumption

- No unit or individual allowed to refuse cash payments
- **Cash and cards:** grocery stores, restaurants, shopping malls, gardens, public services and payment collected by public sectors.
- **Online consumption:** usability and security of mobile banking products, facilitate online shopping, ordering meals, housekeeping and utility bills.



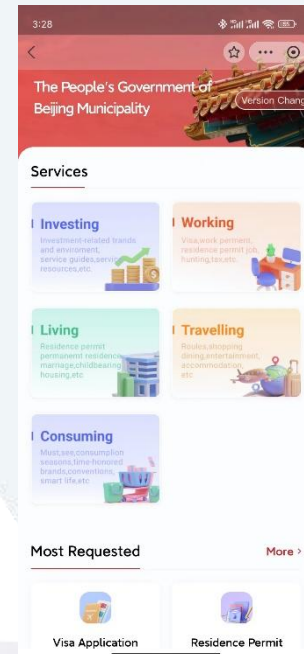
Main Measures: Cultural and sports activities

- **Reservation-only places:** Face-to-face window services and special telephone lines; reservation-free entry or ticket purchase quotas
- **Apps designed:** square dancing and group singing
- **Virtual reality and augmented reality:** to experience online tours, tournaments, exhibitions, and somatosensory exercises.



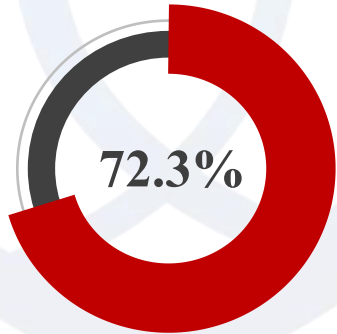
Main Measures: Public services

- **Internet+ government services:** data-sharing, and optimize government services
- **Procedures:** authorized relatives and friends
- **Real-person customer services:** retained and extended to the grass-roots level; medical care, social security, civil affairs, finance, telecommunications, postal services, cross-border travel, utility bills

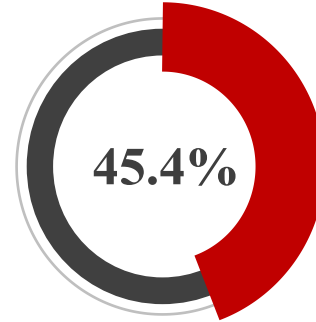


Achievements: Digital Rights Protected

- **Online:** non-netizen older persons decreased
- **Offline:** preferential treatment and care services, Special window or counter; more friendly, simple and efficient



2020
non-netizen OPs
191m/264m



2022
non-netizen OPs
127m/280m

Achievements: APPs to rapidly adapt to ageing

- **2021:** *"Special Actions on Internet Application and Barrier-free adaptation"*
- As of the third quarter of 2023, 1,924 websites and apps commonly used by older persons, and more than 140 million smartphones and smart TVs have completed the adaptation and upgrading for older persons.
- **2023:** 1735 websites and Apps passed evaluation of adaptation; cases of websites and mobile APPs promoted and applied throughout the country

Achievements: adaptation of telecommunication services

- **Remote processing, troubleshooting:** The Big 3: China Mobile, China Unicom, China Telecom
- **"One-click call-in""green channel"** : In 2021, 70 million person-time
- **Filial piety plan:** calls free of charge



Achievement: Capacity improved to pay online

- **Payment tools** including WeChat payment, Alipay, China Unionpay Quick Pass: improving security and adopting new technologies
- **Utilization rate of online payment:** 70.7% of 60+ OPs as of December 2022.



Achievement: smart old-age industry

- Formulation of *Action Plan for the Development of Intelligent and Healthy Old-age Care Industry*; pilot exemplary programs
- *Catalogue of Intelligent and Healthy Old-age Products and Services Promotion*

167
exemplary
enterprises

297
exemplary
streets

69
exemplary
bases

118
products
promoted

120
service
promoted

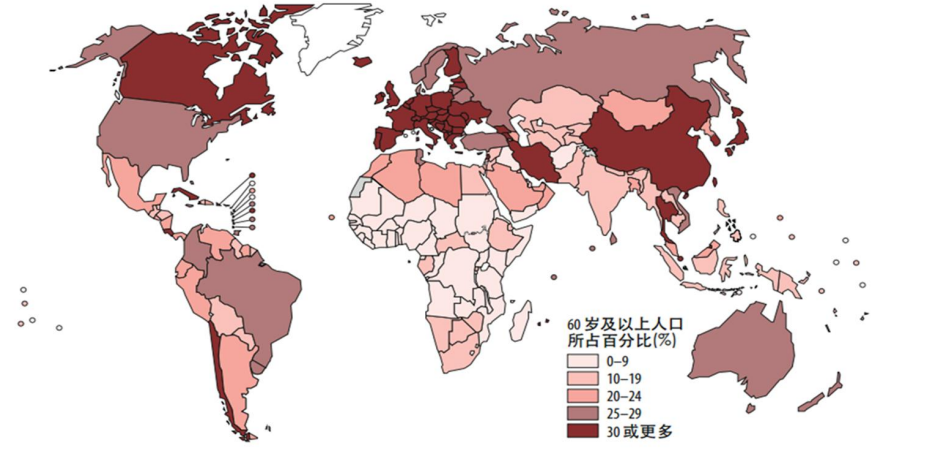
Achievements: Public welfare action

- 2000 face-to-face classes of "Smart for Older Persons" in 2022
- 20000 volunteer service programs in 2022
- 54.6% of older netizens had mastered at least one primary digital skill as of June 2023



International cooperation to address challenges

- International cooperation to jointly address ageing in a community with a shared future for mankind.
- China is a responsible developing country and an active actor in the global governance of population ageing.
- More in-depth and pragmatic international exchanges and cooperation, to actively respond to population aging.



Population ageing in 2050

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Thank you for listening

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