

**Notice of Guangzhou Municipal Planning and Natural Resources  
Bureau and Guangzhou Municipal Government Affairs Data  
Administration on Establishment and Improvement of the Complaint  
Handling Mechanism for Immovable Property Registration and  
Property Right Surveying and Mapping**

S.G.H.Z.Y.Z. [2020] No. 6

To: All district branches of Guangzhou Municipal Planning and Natural Resources Bureau, Call Center of Guangzhou Municipal Government Affairs Data Administration, and all relevant departments,

In order to thoroughly implement General Secretary Xi Jinping's important instructions to Guangzhou on taking the lead in intensifying the business environment reform and to contribute innovative ideas in creating a further improved modern, international business environment, further improve business environment, improve the level of immovable property registration service, establish and improve complaint channels and handling mechanism for immovable property registration and property right surveying and mapping, ensure fairness and rule by law, standardization and unification, integrity and high efficiency of the complaint handling, Guangzhou Municipal Government Affairs Data Administration and Guangzhou Municipal Planning and Natural Resources Bureau have jointly established the complaint handling mechanism for immovable property registration and property right surveying and mapping. The relevant matters are hereby notified as follows. Please conscientiously carry it out according to the actual situation.

I. Enhance understanding

Immovable property registration and property right surveying and mapping relate to the basic interests of the public, with broad influence and involving great

responsibilities. The establishment and improvement of the complaint handling mechanism for immovable property registration and property right surveying and mapping is an important guarantee to listen to the opinions and suggestions of the masses, improve workplace culture and ensure standard, honest and efficient work. All relevant departments shall handle the complaints timely and proactively with a high sense of responsibility.

## II. Establish and improve the complaint channels

In order to establish and improve independent and dedicated complaint channels for immovable property registration and property right surveying and mapping, Guangzhou has set up the following complaint channels:

-- a channel for “complaints about immovable property registration and property right surveying and mapping” in “Guangzhou 12345” online application (see Annex for details: online application QR code); enterprises and the masses can make complaints directly in this channel;

-- The “12345” hotline (How to call: dial “12345” – select the language – select “3. Immoveable property registration, cadastral surveying and mapping, urban management and provident fund” – select “1. Immoveable property registration, cadastral surveying and mapping”) to handle relevant complaints;

-- For reporting staff’s violation of Party discipline and government discipline, please call at 12388, i.e. the reporting phone number of the national organs for discipline inspection and supervision, to make complaint to the discipline inspection and supervision departments.

-- For reporting relevant situation or make complaint request, please conduct online petition at the “Online Petition” column of the official website of Guangzhou Municipal Bureau for Complaints (<http://xfj.gz.gov.cn>), or by linking to the complaint reporting department of each district.

-- Enquiries and independent complaint boxes have been set at the office hall of the municipal and district immovable property registration agency to collect opinions of the public.

## III. Specify the details of complaint

(I) Service attitude. The problem of “difficult accessibility, unfriendly look, ugly words and sticky business” exist in the staff who are labelled with bad attitude, harsh words and deliberately making difficulties for the masses.

(II) Irregularities. Failure to follow the rules; the work process is not standardized; no corrections are made for the errors in immovable property registration results, cadastral maps or the surveying and mapping results; delay in handling business, etc.

(III) Violation of Party discipline and government discipline. Problems such as negligence and inertia, misuse of authority, dereliction of duty, embezzlement and corruption, etc.

(IV) Advice and suggestions. Advice and suggestions on personnel management, operation of the office building of registration agency, and business handling, etc.

(V) Other situations. Situations relating to immovable property registration agency and property right surveying and mapping agency, or make relevant complaint request, etc.

#### IV. Standardize the handling procedure

(I) The suggestions and complaints made by enterprises and the public through “Guangzhou 12345” online application shall be uniformly processed by Guangzhou 12345 Government Service Call Center (hereinafter referred to as “the Call Center”) through the 12345 government service hotline, and shall be dealt with by relevant departments according to the provisions and procedures. All relevant departments shall respond to the suggestions and complaints within a limited time in accordance with the *Measures for the Management of Guangzhou 12345 Government Service Hotline*, the *Detailed Rules for the Implementation of the Measures for the Management of Guangzhou 12345 Government Service Hotline* and other documents; Guangzhou Municipal Government Affairs Data Administration shall conduct supervision and assessment in accordance with the existing provisions.

(II) For the problem of violation of Party discipline and government discipline as well as the problem of service attitude, the discipline inspection and supervision departments shall verify and deal with it in accordance with relevant laws and regulations.

(III) The problems reported through the complaint reporting channel shall be transferred by the complaint reporting unit to relevant departments for handling in accordance with the provisions and procedures. The relevant units shall give reply to the complainants within a limited time in accordance with relevant provisions in the *Regulations on Complaint Letters and Visits* and the *Working Rules for Handling Complaint Reporting Appeals by Categories According to Law*.

(IV) The suggestions and complaints collected from consultation counters and complaint boxes shall be filed for handling through the complaint reporting department, and the complainants shall be replied within a limited time by relevant units in accordance with relevant provisions in the *Regulations on Complaint Letters and Visits* and the *Working Rules for Handling Complaint Reporting Appeals by Categories According to Law*.

(V) All relevant departments receiving complaints shall ensure that the complaint channels are open and clear; the staff shall listen to and check the appeals, opinions and suggestions from enterprises and the masses carefully and make records.

#### V. Strengthen supervision and implementation

Guangzhou Municipal Planning and Natural Resources Bureau and Guangzhou Municipal Government Affairs Data Administration shall work together on the supervision and guidance of the relevant units and make regular summary report on the implementation so as to ensure that all units responsible for handling complaints handle the complaints in a timely manner.

Annex: QR Code of the Online Application for Complaints about Immovable Property Registration and Cadastral Surveying and Mapping of Guangzhou

Guangzhou Municipal Planning and Natural Resources Bureau  
Guangzhou Municipal Government Affairs Data Administration

January 22, 2020

Annex: QR Code of the Online Application for Complaints about Immovable  
Property Registration and Cadastral Surveying and Mapping of Guangzhou

