

Decision on Handling People's Letters and Meeting People's Work

Central People's Government Administration Council June 7, 1951

The people's governments at all levels are the people's own governments, and the staff of the people's governments at all levels are the people's servants. People's governments at all levels should closely contact the people and serve the people wholeheartedly; they should also encourage the people to supervise their own governments and staff. Therefore, people's governments at all levels should warmly receive letters from the people or requests to meet and talk, and handle them responsibly. In the past, some places attached great importance to this work, seriously and responsibly dealt with the problems raised by the people, met the requirements of the people, and won praise from the people. However, there are also many places that do not pay enough attention to this work, and some even adopt a perfunctory or sloppy delay attitude, which arouses dissatisfaction among the people and alienates the relationship between the people's government and the people. This incorrect way of thinking must be strictly corrected. For this reason, the following decisions are specially made, and people's governments at all levels are required to earnestly implement them:

(1) People's governments at or above the county (city) level must instruct certain departments to designate special personnel within the original establishment to be responsible for handling letters from the masses, and set up inquiry offices or reception rooms to meet the masses; leaders should also regularly inspect and give guidance.

(2) For the opinions and questions raised by the people, all the organs that can handle them must be handled in a timely manner. If it needs to be transferred to a lower-level agency or other relevant department for handling, it should be transferred in time, and the inspection and reminder should be made. If it is assigned by a superior authority, it should be handled in a timely manner and the result should be reported after handling; if there are special circumstances that cannot be handled in a timely manner, the person who wrote the letter and the original agency should also be informed. However, do not answer the provocative or probing questions raised by the reactionaries to the government in the name of the people.

(3) The person shall be notified in a timely manner of the results of the handling of the questions raised by the people. Typical events of educational significance may be published in local newspapers or announced at appropriate meetings after they have been dealt with.

(4) Any incident involving the prosecution agency or staff shall be handed over to the people's supervisory agency for handling. It is strictly forbidden for the accused agency or person to take retaliatory acts, if there is any retaliation, it should be punished; if the circumstances are serious, it should be sent to the judiciary for punishment according to law.

(5) Relevant agencies or staff must seriously study and deal with the criticisms or opinions of the people in newspapers and periodicals, and make public replies or reviews in the newspapers and periodicals.

(6) For the work of handling letters from the people and interviewing the people, various systems such as registration, research, transfer, inspection, reminders, and archiving should be established and summarized regularly.

(7) People's governments at all levels and government departments should regularly check and summarize the work of handling people's letters and interviewing people, and regularly report to higher levels. The people's governments (military and political committees) of major administrative

regions and the people's governments of provinces and cities directly under the central government should make a summary report on handling this work to the Council of Government Affairs every six months.