

The decision of the GAC on handling people's letters and receiving people's work

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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 keep close contact with the people and serve the people wholeheartedly; and should 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 for meetings and talks, and be responsible for handling them. In the past, some places attached great importance to this work, dealt with the problems raised by the people in a serious and responsible manner, met their demands, and won praise from the people. However, there are also many places where insufficient attention is paid to this work, and some even adopt a perfunctory or sloppy attitude, which has caused dissatisfaction among the people and alienated the relationship between the people's government and the people. This incorrect thinking style must be strictly corrected. To this end, the following decisions are made and the people's governments at all levels are required to implement them:

(1) The people's governments at and above the county (city) level must instruct certain departments to appoint special personnel in the original establishment to handle letters from the people, and set up an inquiry office or reception room to meet with the people; leaders should also regularly carry out inspection and guidance.

(2) Any opinions and questions raised by the people must be handled in a timely manner if this organ can handle them. If it needs to be transferred to a lower-level agency or other relevant departments, it should be transferred in time and checked and urged. Those who are assigned by the higher-level agency should handle it in time, and report the results after processing; if there are special circumstances that cannot be handled in a timely manner, the letter should also be notified to the person and the original delivery agency. However, do not respond to provocative or tentative questions raised by reactionaries to the government in the name of the people.

As for the results of the handling of issues raised by the people, I shall be notified in a timely manner. After handling typical educational events, they can be published in local newspapers or announced at appropriate meetings.

(3) All incidents that belong to the accusing organ or its staff shall be handled by the people's supervisory organ. It is strictly forbidden for the accused agency or person to take retaliation; if there is retaliation, it shall be punished, and if the circumstances are serious, it shall be sent to the judicial authority for punishment in accordance with the law.

(4) All relevant agencies or staff must seriously study and deal with the criticisms or opinions of the people contained in newspapers and periodicals, and should make public replies or reviews in the newspapers and periodicals.

(5) Regarding the work of handling people's letters and receiving people, various systems such as registration, research, transfer, inspection, reminder, and filing

should be established, and summarized regularly.

(6) People's governments at all levels and various government departments should regularly check and summarize the work of handling people's letters and receiving people, and regularly report to their superiors. The people's governments of the major administrative regions (military and political committees) and the people's governments of provinces and cities directly under the Central Government shall submit a summary report on handling this work to the Council of Government once every six months.