

Theoretical Research on Beijing Party-Building-Led Reform of Swift Response to Public Complaints

(2022)

**Party-Building-Led Reform of Swift Response
To Public Complaints Working Group of the Commission for Comprehensively
Deepening Reform of the CPC Beijing Municipal Committee**

December 2022

Preface

Over the past decade since the 18th CPC National Congress, General Secretary Xi Jinping has inspected Beijing ten times and made important remarks concerning Beijing on 18 occasions on which he addressed the critical issue of "what China's capital should be like and how to build it." He stressed that "To develop Beijing and run it well is an important part of our endeavors to build a modernized system and capacity for governance in China," and Beijing should "establish an effective system for super-large city governance," bear in mind that our city should be built for the people, and find out comprehensive solutions to the biggest concerns of the people in Beijing. As stated in the Report to the 20th National Congress of the Communist Party of China, "This country is its people; the people are the country. As the Communist Party of China has led the people in fighting to establish and develop the People's Republic, it has really been fighting for their support." We will "adopt more measures that deliver real benefits to the people and win their approval, and work hard to resolve the pressing difficulties and problems that concern them most."

We have followed General Secretary Xi Jinping's instructions, fully implemented the decisions and plans of the Party Central Committee and the State Council, acted on the people-centered development philosophy, and push forward the reform and development of the capital city. We have focused on improving people's well-being in seven aspects and meeting their expectations for a better life in five areas, swiftly responded to public complaints and made active explorations in deepening reform to ensure the performance of the mechanism of giving swift response to public complaints. We have put in place a public service system where the CPC Beijing Municipal Education Committee and the People's Government of Beijing Municipality take the lead, the 12345 hotline acts as the main channel, and the districts, sub-districts, towns, communities, villages and other institutions coordinate with each other and swiftly respond to the issues raised by the people. A large number of public concerns have been addressed, and a profound transition toward a model of super-large city governance featuring active response to resident' demands has been in full swing.

There are no limits to practice or theoretical innovation. Since the reform of swift response to public complaints was launched four years ago, we have accumulated abundant best practices and

brought forward profound theoretical propositions. In the process of reform, we have attached great importance to theoretical research and summarized the achievements in reform so as to provide guidelines for further steps. In 2022, under the guidance of the CPC Beijing Municipal Education Committee, the Beijing Municipal Administration of Government Services, the Beijing Federation of Social Science Circles and the Beijing Municipal Office of Philosophy and Social Science Planning released theoretical research guidelines, launched projects funded by the Beijing Social Sciences Foundation, and carried out in-depth cooperation with research teams of the Party School of the CPC Central Committee, Peking University, Tsinghua University and Renmin University of China, among others. They have followed important guidelines such as the Chinese way of modernization, upholding Party leadership, the philosophy of putting the people above all else, whole-process people's democracy and the comprehensive advancement of law-based governance, and together conducted theoretical research on a range of key topics, such as guiding community-level governance through Party building, the reform of swift response to public complaints through the lens of whole-process people's democracy, super-large city governance featuring active response to residents' demands, participation mechanism in proactive governance, jurisprudence and legal issues concerning the swift response to public complaints mechanism, the building of a community of primary-level social governance, the adoption of smart technologies and the responsibility of officials. An abundance of highly professional research results have been produced, which hold great theoretical and practical significance to deepening the reform of swift response to public complaints.

Based on these research results, we have compiled the Theoretical Research on Beijing Party-building-led Reform of Swift Response to Public Complaints (2022) in the hope of further promoting theoretical research on the reform and bringing about more research results of higher quality to guide and advance innovation practices of the reform. As such, we aim to help accelerate efforts in creating a model for super-large city governance based on the swift response to public complaints mechanism, and make a greater contribution to modernizing Beijing's primary- and community-level systema and governance capacity and better telling Beijing's stories about sound governance.

The Reform of Swift Response to Public Complaints from the Perspective of Whole-process People's Democracy

Research Group on "Research on the Theory and Practice of Whole-process People's Democracy: The Experience of Swift Response to Public Complaints", Party School of CPC Central Committee

Abstract: Since the 18th National Congress of the Communist Party of China, the CPC has put forward a series of new improvement on democratic theory. President Xi initiated a new concept of "whole-process people's democracy", which has deepened the understanding of the practice of socialist democratic politics. The reform in Beijing is a vivid practice of people's democracy in the whole process. It adheres to the people-centered development philosophy, accurately grasps the law of people's demands through 12345 hotline. The reform of swift response to public complaints reflects the people-centered development philosophy, improves the people's democratic

institutional arrangements throughout the process, and captures the three key links of democratic consultation, democratic participation, and democratic decision-making, and fully reflects the people's supervision of the government and the organic combination of everyone's responsibility, reflects the organic combination of the party's self-revolution and the people's supervision of the government, and reveals the distinctive features of the urban development with Chinese characteristics. Based on the theory of whole-process people's democracy, it is of great significance to further deepen the reform and to promote the proceduralization, institutionalization of China's urban democracy.

Keywords: Whole-process People's Democracy; The Reform of Swift Response to Public Complaints; Local Legislation; Democratic Consultation

The Basic Jurisprudence and Legislative Assessment of Swift Response to Public Complaints

Research Group on "Study on the implementation and evaluation of the effect of local legislation on Swift Response to Public Complaints", University of International Business and Economics

Abstract: The Beijing swift response to public complaints has taken up the case as a systematic and in-depth governance model innovation, which is a vivid practice to deeply implement Xi Jinping's insistence on people-centered development. In the process of reform, the local law "Beijing municipal regulations on swift response to public complaints" is formulated to escort the reform with the rule of law, which is the expression of the rule of law for the innovation of urban governance model in the new era. This paper analyzes the relationship between reform and the rule of law, the innovation of administrative rule of organization law and the concept of whole-process people's democracy from the theoretical level based on the reform practice of receiving and dealing with the case. It is proposed that the reform is a "rule of law reform", which realizes the dialectical unity of carrying out reform in the track of the rule of law and promoting the rule of law in the process of reform; realizes the innovation of overall governance, collaborative governance and social governance in the level of administrative organization and rule of law; the concept of whole-process people's democracy is practiced in three dimensions: democratic management, democratic decision-making and democratic legislation. The evaluation results show that the overall quality of the Beijing regulations on swift response to public complaints is excellent and the implementation effect is remarkable. In the next deepening of the reform, it can optimize the working mechanism of receiving complaints and improve the legal system of receiving complaints.

Keywords: Swift Response to Public Complaints; Reform and Rule of Law; Administrative Organization; Whole-process People's democracy; Legislative Evaluation

Research on Several legal issues of Processing Complaints

Research Group on "Research on several legal issues of Processing Complaints",

Peking University

Abstract: Serving as the guide and laying down the systematic framework for "swift response to public complaints", Processing Complaints is the core procedure of that reform, which also distinctly reflects the consistent pursuit of the people-oriented value. In terms of the structure of the "swift response to public complaints" ordinance, "Processing Complaints" emerges as the second chapter, following immediately after the "General Provisions" chapter, this fact fully reflects that the Processing Complaints procedure is an important manifestation of innovative governance at the grassroots level being incorporated into the rule of law, and which is also the key to the further development of "swift response to public complaints" reform, and the main innovation of Beijing's modernized Chinese super-large city governance program. With long-lasting institutional dynamics and vitality, its successful experience is of great value to other provinces and cities in China. Firstly, viewing from an integral perspective, this report analyses the legal operation mechanism for processing complaints.

The successful resolution of people's complaints is inevitably the result of the cooperation of the Communist Party, the claimants, the citizen hot-line service agency, the contractor of dealing with complaints and other relevant units. Among these subjects, the Communist Party serves as the leading core; the claimants enjoy the central status of being served; the people's government is who takes the main responsibilities to process the complaints; the citizen hot-line service agency is the service platform; the self-government organizations and other social or market entities are the necessary constituent part for its normal operation. Secondly, this report uses the research method of thematic style to study the unreasonable use of rights of claimants in the process of handling complaints, points out the expression forms of unreasonable use of rights of claimants, and puts forward the corresponding legal solutions. Finally, through the categorical analysis of the legal relationships of the Processing Complaints, this report finds that we can generally divide them into two types, the former is personal interest-based type and latter is public interest-based type, which corresponds to the dual function of relieving the subjective rights of the claimants and supervising the government to fulfill its objective legal obligations.

Keywords: Swift Response to Public Complaints; Processing Complaints; the Right of Complaints;
Law-based Governance

Deepening Swift Response to Public Complaints Reform, Contributing Capital's Wisdom to Chinese-Style Modernization

Research Group on "Governance Effectiveness of the Swift Response to Public Complaints",
Peking University

Abstract: Beijing's swift response to public complaints reform is an embodiment of the Chinese-style modernization in the capital governance innovation. Over the past three years, Beijing has adhered to the leadership of the Communist Party of China, and transformed the Party's organizational advantages into urban governance effectiveness. Beijing developed the whole process people's democracy and built a people-centered social governance system. Beijing's swift response to public complaints reform has not only solved the difficult problems of

governance in Beijing as super-large city, but also responded to many common problems encountered in China's urban governance. In the future, Beijing's swift response to public complaints reform should be further deepened, forming a set of governance templates with capital characteristics that can be replicated and promoted, and serving the construction of Chinese-style modernization with capital wisdom.

Keywords: Chinese-style Modernization; Swift Response to Public Complaints; Party Leadership; Whole Process People's Democracy; Social Governance

An Innovative Urban Community Governance System Featuring Active Response to Residents' Demands

Research Group on "Governance Effectiveness of the Swift Response to Public Complaints",
Peking University

Abstract: China has generated a community governance system featured with strong vertical implementation and full horizontal coverage since Reform and Opening up. However, it increases the task burden and responsibility fragmentation of the community level, making grassroots departments lack sufficient capacity and willingness to respond to residents' demands, to deal with these problems.

Beijing's "swift response to public complaints" reform has proposed an innovative urban community governance system driven by citizens' demands. Using the case of F Street and its subordinate communities in Beijing, this paper argues that the Beijing's reform reconstructs the work process, responsibility distribution and evaluation standards in the community governance system. Through strengthening the accountability relationship between citizens and the government, stimulating the negotiation and communication between the community and residents, and empowering the self-governance of community residents, the reform has promoted the efficiency of community governance.

Beijing's "swift response to public complaints" reform shows that the transformation of community governance from administrative top-down led to citizens' demand driven is not only necessary but feasible.

Keywords: Community Governance; Swift Response to Public Complaints; Government Responsiveness; Governance Efficiency; State-Society Relation

"All-field Center Work": Mechanism of Grassroots Governance Driven by Citizens' Appeals-Based on the practical research on the work of "swift response to public complaints" in Beijing

Research Group on "Mechanism of Grassroots Governance Driven by Citizens' Demands",
Beijing University of Technology

Abstract: The people-centered development thought promotes the logical transition from top-down party and government task-driven to bottom-up citizen appeal-driven logic in grassroots

governance practice, forming the governance logic of "All-field Center Work". Based on the practical research on the work of "swift response to public complaints" in Beijing, it is found that operating range of

"All-field Center Work" driven by citizens' demands has the characteristics of global and external characteristics, the working time limit is full-time and urgent, and the scope of mobilization has the characteristics of full-time and emergency. It has the characteristics of integrity and integrity, and the assessment form has the characteristics of fullness and duality. The governance logic of "All-field Center Work" driven by citizens' demands is possible, mainly relying on the social mobilization mechanism guided by citizens' demands, the digital governance mechanism supported by the technology platform, and the overall governance mechanism coordinated by political integration.

These mechanisms effectively connect the demands of citizens and the relationship between higher-level governments and grass-roots organizations, overcome the tension and contradiction between the overall domain and the limited attention of leaders, and establish a governance system that responds quickly to the demands of the people. The impact of irregularity and subjectivization of mass evaluation on grassroots governance.

Keywords: All-field center work; Civilian complaints; Swift Response to Public Complaints; Grassroots governance

The Governance Function of "Swift Response to Public Complaints"

Research Group on "A Theoretical-practical Study of Super-large City Governance Driven by Citizen's Demands", Renmin University of China

Abstract: The key to whether the "swift response to public complaints" can promote governance change and create a "capital model" of super-large city governance depends on the degree to which the governance functions of the "swift response to public complaints" are realized. From the perspective of the manifest and latent functions proposed by sociologist Merton, we can summarize the twelve major governance functions of the "swift response to public complaints" by combining the three levels of individuals, organizations and systems, namely: (1) The problem-solving function of the "swift response to public complaints"; (2) The capability enhancement function of the "swift response to public complaints"; (3) The people's cohesion function of "swift response to public complaints"; (4) The behaviour improvement function of "swift response to public complaints"; (5) The comprehensive response function of "swift response to public complaints"; (6) The emergency management function of "swift response to public complaints"; (7) The empowering grassroots function of "swift response to public complaints"; (8) The early warning and foresight function of "swift response to public complaints"; (9) The departmental coordination function of "swift response to public complaints"; (10) The reform promotion function of "swift response to public complaints"; (11) The information collection function of "swift response to public complaints"; (12) The city physical examination function of "swift response to public complaints".

Keywords: Swift Response to Public Complaints; Governance Function; Super-large City Governance; Capital Model

Uphold the Leadership of Party Building, and Explore the Effective approach to Super-large City Governance - A Study on Basic-level Governance Led by Party Building

Research Group on "A Study on the path of Using the Party Building Initiative to Lead Basic-level Governance", Beijing Research Institute of Party Building

Abstract: Beijing Municipality, in recent years, has been comprehensively studying and implementing Xi Jinping thoughts on Socialism with Chinese Characteristics for a New Era and proactively adjusting to the new tasks and new requirements posed by the new era. Guided by Party building, the municipality has been pushing forward the innovation of a basic-level governance system and mechanism featuring "immediate response to whistle blower complaints", "swift response to public complaints", and "active governance". To ensure that basic-level governance progresses in the right direction, the city has been adhering to Party's political leadership. The city has been promoting an in-depth, organic connection between the basic-level governance system and the Party organization system. The city has been improving the capabilities of Party organizations and Party cadres regarding basic-level governance. The city has also been stepping up efforts to turn China's institutional strength into effective governance with a proper mechanism to achieve high-level governance guided by high-quality Party building. Thanks to all the efforts to improve basic-level governance, Beijing Municipality has produced a vivid practice of the idea that social development should be people-oriented and developed an effective Beijing approach to super-large city governance driven by "swift response to public complaints".

Keywords: Leadership of Party building; Swift Response to Public Complaints; Basic-level Governance; Beijing Approach

Beijing's Innovation and Development Path of Digital Transformation on Swift Response to Public Complaints

Research Group on "Digital Transformation on Swift Response to Public Complaints", Tsinghua University

Abstract: In terms of the modernization of China's national governance system and governance capacity, it is required to develop digitalization and intellectualization of government hotlines. The history of government hotlines can be divided into three stages, namely the informationization, the digitalization, and the intellectualization, with the roles of "sensor" for public opinion, "connector" for collaborative governance and "information hub" for public policy decision-making. This study uses text analysis, social network analysis, case study, in-depth interview, and other empirical methods to systematically investigate the development status, challenges, evolution and transformation of the digitalization and intellectualization of Beijing's government hotline. The study found that the digital-intelligent transformation of Beijing's government hotline has taken numerous measures to improve the quality of "online 12345" and the intelligence of hotline system operation, and to use big data to make reasonable public decisions. Approaching public opinion, strengthening collaborative governance, and assisting decision-making are all made possible by

the digital-intelligent transformation, which is expected to have comprehensive response to public complaints, whole-process improvement, and whole-amount analysis in the future. Meanwhile, this study systematically reviews the challenges facing the development of Beijing's government hotline from four aspects: responding, processing, evaluation, and governance, and these four aspects are relevant to answering requests, transferring and disposing requests, assessing the response quality and developing the incentive system, and diagnosing the problem of the hotline big data. Finally, with regard to the government hotline, this study proposes to build a comprehensive digital-intelligent operation system, to establish a decision-making assisting system, to develop digital-intelligent application scenarios, and to take protecting measures.

Keywords: Swift Response to Public Complaints; Digital-intelligent Transformation; Beijing's Practice; Decision-making with Assistance

The Exploration of the Fusion Mechanism of Administrative Hotline and Grid Management

Under the background of The Innovation of Social Governance

Research Group of "Study on the Fusion Mechanism of Administrative Hotline and Grid Management", Tsinghua University

Abstract: The "Administrative Hotline + Grid Management" service model is a practical exploration of Beijing's digital social governance innovation. It integrates the advantages of the 12345 hotline to widely accept citizens' demands and grid management to actively discover and process standards, so as to improve the efficiency of solving problems and reduce citizens' complaints from the source. It is an important strategy to realize the transformation from "swift response to public complaints" to "taking action before" and "active governance". Through the research methods of stationary survey, participatory observation, interview and case analysis, this topic firstly sorts out the development process of "Administrative Hotline + Grid Management" mode, showing the characteristics of progressive policy process and three-level linkage of city-district-street. Second, it analyzes the conceptual core of "Administrative Hotline + Grid Management" mode, which is a working mechanism of complementary advantages and two-way empowerment, from a single perspective to a superposition perspective, and from functional integration to system fusion. Thirdly, it summarizes the operation mechanism of "Administrative Hotline + Grid Management" mode, including driving mechanism, supporting mechanism and long-term mechanism, which reflects the value implication of taking people as the center, improving the level of intelligent governance and realizing the transformation of active governance. Finally, by referring to the theory of inter-departmental collaboration and information system, this paper abstracts an integrated theoretical model of "Administrative Hotline + Grid Management" as a civil service model, including external environment, integration process, guarantee conditions and governance effect, and proposes optimization paths of systematic strategic coordination, holistic mechanism reform and collaborative technology optimization.

Keywords: Administrative Hotline and Grid Management; Swift Response to Public Complaints; Active Governance; Fusion Mechanism

Performance and Promotion of Party Member Cadres' Taking Responsibilities and Actions in Swift Response to Public Complaints: Based on the Analysis of 100 Cases in Beijing

Research Group of "the Intrinsic Motivation and Behavior of Party Member Cadres' Taking Responsibilities and Actions in Swift Response to Public Complaints", Renmin University of China

Abstract: Being able to take responsibilities and actions is an important standard for selecting and evaluating cadres in the new era. In recent years, the reform of "swift response to public complaints" launched in Beijing requires Party and government departments and Party member cadres to respond quickly to citizens' complaints, handle them efficiently, give timely feedback, and take the initiative to manage the city according to citizens' complaints, which demands Party member cadres to take responsibilities and actions. This study analyzed 100 excellent cases of "swift response to public complaints" in Beijing, and tried to extract the conceptual connotation, typical performance and promotion mechanism of "taking responsibilities and actions". The results showed that "taking responsibilities and actions" in Party member cadres included four dimensions: political responsibility, work responsibility, good at acting and great achievement, and each dimension had its own specific performance. Various means belonging to the pressure mechanism, tournament mechanism and psychological empowerment mechanism were used to promote Party member cadres to take responsibilities and actions. The theoretical construction of this study has enlightening significance for understanding the essence of "taking responsibilities and actions" and the design of its promotion methods.

Keywords: City Governance; Swift Response to Public Complaints; Taking Responsibilities and Actions; Psychological Empowerment

The Reconstruction of the Mass Line through Swift Response to Public Complaints: Centered on the Vicissitude in the Relationship of Government-people Interaction (1949-2022)

Research Group on "Research on Multiple Participation Mechanisms in Proactive Governance", Capital University of Economics and Business

Abstracts: The lifeline and fundamental work line of the Communist Party of China is mass line, which connotations include "All for the people, all depend on people" and "from the masses, to the masses". The relationship between the CPC and the masses is manifested as cadre-mass interaction from the perspective of the mass line, and as the interaction between the government and the people in the view of the bureaucratic system. Observing the evolution history of the mass line in the sight of vicissitude in the relationship between the government and the people, we can find the basic law of the initial origin, development and reconstruction of the mass line. In the initial stage of the mass line, a model of "mass movement-type government-people interaction" was formed; in the diversified practice stage of the mass line, a model of "government-people interaction with division of functions" has been formed, which can be divided into three forms: "political representative type government-people interaction", "people's judicial type

government-people interaction" and "government-people interaction of petitioning to maintain stability"; the stage of the reconstruction of the era of the mass line has formed a model of "government-people interaction-Public swift response to public complaints", which is a transcendence of the interaction between the government and the people in the previous two stages.

Keywords: Mass Line; Government-people Reaction; Swift Response to Public Complaints; Mass Appeal

Study on the Diversified Participation Mechanism in the Reform of "Swift Response to Public Complaints"

Research Group on "Research on Multiple Participation Mechanisms in Proactive Governance",
Capital University of Economics and Business

Abstracts: In the reform of "swift response to public complaints", it is necessary to improve the multiple subject participation mechanism, make Party Construction play the role of leading and supervisory, mobilize the public's enthusiasm for participating in grassroots governance, improve the service level of grassroots governance organizations and administrators, and build an intelligent platform for diversified participation in grassroots governance. Through the construction of digital China, the creation of a smart society, and the deepening of scientific and technological concepts, we will promote diversified participation in grassroots governance, and realize the transformation from passive "swift response to public complaints" to active "self-handling without complaints" and

"handling before complaints". In the process of constructing a system of diversified participation in social governance of "collaboration and broad participation", a list of rights and responsibilities mechanism in the diversified participation mechanism should be established, a closed-loop mechanism for diversified participation in solving grassroots social governance problems should be formed, the labeling and typing processing of the elements of multiple participation demands should be realized and based on that to form embedded synergy and pluralistic linkage effect on this basis.

Keywords: Grassroots Governance; Swift Response to Public Complaints; Multiple Participation; Proactive Governance

Summary of Experience, Reform Direction and Improvement Measures in the Work System of "Swift Response to Public Complaints"

Research Group on "the Problems and Countermeasures in the System of Swift Response to Public Complaints", Beijing Wuzi University

Abstract: "Swift response to public complaints" is a vivid practice of Party's mass line in the new era. Taking the work system of "Swift response to public complaints" as the research object, the development process of receiving "Swift response to public complaints" is thoroughly sorted out.

We have constructed the "9+X" work system of "Swift response to public complaints", including organization and leadership system, handling feedback system, response linkage system, coordinate system, risk prevention system, assessment and evaluation system, team building system, legal protection system, active governance system and the working system variables "X". Combined with the survey of Pinggu district, Tongzhou district and Miyun district, we summarized the characteristics of practice and reform experience. It is suggested that to further improve the system of "Swift response to public complaints", building the "whole chain" operation mechanism, using science and technology to empower and creating a "great service" cultural identity. These measures are conducive to clarifying ideas, promoting reform, guiding practice, improving work, and developing more modernized systems and stronger capability for the capital's governance.

Keywords: Swift Response to Public Complaints; Work system; Summary of Experience; Direction of Reform; Perfecting measures

Play the Role of the Case of Swift Response to Public Complaints and Promote the Construction of Grassroots Social Governance Community

Research Group on "Case Study of Swift Response to Public Complaints", Beijing Party Institute of the Communist Party of China

Abstract: With the continuous change of social contradictions and the continuous increasing of governance demands, it has become an important goal of grassroots social governance in the new era to foster a community of social governance in which everyone fulfills their responsibilities and shares in the benefits. The community of social governance is not only the union of social members, but also the union of governance subjects. The reform of swift response to public complaints has created beneficial experience for the construction of social governance community by the innovation of grassroots governance system and mechanism under the guidance of the Party. The reform has established the goal value of fostering a community of social governance, and also forced and strengthened the cooperation among various governance subjects through the evaluation mechanism. In particular, it has created a good experience in solving the dilemmas such as not-in-my-back-yard conflict, poverty of rights and lack of identity that are common in the construction of social governance community.

Based on the researches of the concept and characteristics of social governance community, this report analyzes the factors which restrict fostering the community of social governance during the reform of swift response to public complaints through three typical grassroots cases. It also puts forward some preliminary ideas of promoting the construction of social governance community by giving full play to the exemplary role of cases.

Keywords: Community of Social Governance; Case of Swift Response to Public Complaints; Sample Function; Grassroots Governance