

Document issued by  
Guangzhou Municipal Government Affairs Data Administration

**Notice from the Guangzhou Municipal Government Affairs  
Data Administration Regarding the Issuance of the Trial  
“One-Stop Free Agency Services” Work Plan for  
Construction Projects in Guangzhou**

Sui Zheng Shu [2019] No. 24

To the Municipal Development and Reform Commission, Municipal Planning and Natural Resources Bureau, Municipal Bureau of Ecology and Environment, Municipal Housing and Urban-Rural Development Bureau, Municipal Transportation Bureau, Municipal Water Authority, Municipal Urban Administrative and Law Enforcement Bureau, Municipal Forestry and Landscaping Bureau, Office for Integrated Military and Civilian Development of the Municipal CPC Committee, Guangzhou Meteorological Bureau, Guangzhou Power Supply Co. Ltd., Guangzhou Water Investment Group Co. Ltd., and Guangzhou Gas Group Co. Ltd.:

In order to further reform the review and approval system for construction projects, provide better and more efficient government services for construction projects, promote cooperation, efficient coordination, and flow of information between all departments directly under the municipal government and relevant public service providers, and ensure the implementation of the “one-stop free agency service” of the government for construction projects, the Guangzhou Municipal Government Affairs Data Administration has formulated the *Trial “One-Stop Free Agency Service” Work Plan for Construction Projects in Guangzhou*. With the approval of the Office of the Leading Group for the Pilot Reform of Construction Project Review and Approval System in Guangzhou, this plan is now issued to you for your due implementation. All problems encountered during the course of implementation should be timely reported to this Administration.

The above are hereby announced.

Guangzhou Municipal Government Affairs Data Administration  
May 15, 2019

# **“One-Stop Free Agency Service” Work Plan for Construction Projects in Guangzhou (For Trial Implementation)**

In order to implement the spirit of the 19<sup>th</sup> CPC National Congress and President Xi Jinping’s important directives on creating a stable, fair, transparent, and predictable business environment, as well as relevant provincial and municipal initiatives to advance reforms of the review and approval system for construction projects and improve the business environment, further enhance government services for construction projects, increase the efficiency of government services, standardize relevant service procedures, and based on the *2019 Key Points on Comprehensively Deepening Reforms in Guangzhou*, the “one-stop free agency services” model for municipal government services provided to construction projects in Guangzhou is hereby launched. To ensure cooperation, efficient coordination and flow of information among all departments directly under the municipal government and relevant public service providers, and promote the implementation of “one-stop free agency services” for construction projects in Guangzhou, this plan is hereby formulated.

## **1. Overall Requirements**

### **1.1. Guiding Principles**

To thoroughly implement the guiding principle of the 19th CPC National Congress, and the 2nd and 3rd Plenary Sessions of the 19th CPC Central Committee, as guided by Xi Jinping Thought on Socialism with Chinese Characteristics in the New Era, and fully support the reform of the review and approval system for construction projects, transform service models, optimize service workflows, provide better services, and promote the all-round, prompt, one-stop and online processing of review and approval for construction projects.

To proactively provide targeted agency services, forge a fair, transparent and predictable business environment, more quickly transform the conventional forces driving Guangzhou’s economy, and enhance enterprises’ sense of gain.

### **1.2. Basic Principles**

1.2.1. Wholehearted service. To serve the people wholeheartedly, and put into practice the Party’s mass line throughout the entire process of providing government services, by focusing on removing impediments that affect the growth of enterprises and the progress of projects, and providing enterprises with better government services to promote their development and further optimize the business environment.

1.2.2. Targeted services. To provide construction projects with targeted and tailored “one-stop free agency services”, based on the needs of enterprises and the realities of construction projects.

1.2.3. Coordinated services. Optimize the linkage mechanisms between

functional departments that provide services to construction projects, and create a coordinated government-enterprise model of operations, strengthen unity and cohesion between the various departments, and enhance their effectiveness.

1.2.4. One-stop services. Keep abreast of progress in the review and approval of construction projects at all times, provide projects with one-stop government services, and expedite project review and approval by providing follow-up services throughout the entire process.

### 1.3. Work Targets

To build a professional team at the municipal level, led by a Chief Service Officer, that can “advise, provide consultation, guide, coordinate, act on behalf, and serve”, provide enterprises (projects) with agency services, and form a coordinated joint mechanism for providing construction projects with agency services, which will enhance the efficiency and quality of government services provided to construction projects, achieve “thorough follow-up, thorough coordination, thorough support”, and build new strengths for the business environment in Guangzhou.

## **2. Key Points for Agency Services**

### 2.1. Meaning of “agency services”

“Agency services” is the general term for free assistance and relevant government services provided by staff from municipal government service agencies and related functional departments to project enterprises, which include consultation, guidance, coordination and “agency” services (where staff members provide free assistance with applications). The project developer (owner) is still the project applicant.

### 2.2. Projects Covered Under These Services

2.2.1. Building and municipal infrastructure engineering projects that use municipal funding, and that are subject to review and approval of the municipal government.

2.2.2. Projects led by private investment that involve new construction, reconstruction or expansion of existing buildings, and that are subject to review and approval of the municipal government.

2.2.3. Key projects approved by the municipal government (including both projects invested by government and projects by private investors).

### 2.3. Scope of Services

Administrative review approval, filing and other related public service throughout the whole phases of the project from initial approval, completion and acceptance, to access to public utilities. Intermediary technical services related to administrative review and approval. Project enterprises can choose service providers on their own and get their needed consultation services

## 2.4. Types of Services

2.4.1. Consultation. Providing consultations on policy interpretation and project applying, to meet needs of project enterprises.

2.4.2. Guidance. Providing guidance to the preparation of application materials, applications procedures for review and approval, and application progress, in light of the actual needs of project enterprises.

2.4.3. Coordination. Assisting project enterprises in contacting relevant review and approval departments, arranging necessary meetings, and pushing forward or facilitating the applications, in accordance with the realities of the project.

2.4.4. Agency services. Providing partial or full agency services with regards to separate phases or separate procedures, if authorized in writing by project enterprises.

## 2.5. Service Principles

Agency services shall follow the principle of “one-stop free agency services”:

2.5.1. Free agency services on voluntary basis. Project enterprises have the option to decide if agency services are required. All types of agency services are funded by finance departments at the same level and provided free of charge to project enterprises.

2.5.2. Full services and joint coordination. The Chief Service Officer provides application consulting, guidance and coordination services to project enterprises. Such services can also be provided throughout the whole project, or at certain phases thereof. The various municipal functional departments shall work together or coordinate with each other to provide these services for the project developers so as to promote the progress of the project.

2.5.3. Efficient, convenient and law-based services. Agency services should protect the legitimate rights of project enterprises, coordinate relevant review and approval departments in reasonably planning the processing of applications, and actively make use of relevant preferential investment policies, in order to provide project enterprises with convenient and efficient agency services.

## **3. Work Tasks**

3.1. Establishment of mechanisms to ensure support from or obligation fulfilled by various government authorities. Firstly, the various government authorities and public utility enterprises shall clearly designate the various bureau-level officials in charge of “one-stop free agency services”, designate a specific section-level official as the Chief Service Officer, who shall oversee daily coordination, management and supervision of work related to their “one-stop free agency services”, including support

for the Municipal Government Affairs Data Administration's agency services, regular policy communication and training programs and on-site project surveys, as well as coordinating review and approval issues and forwarding information related to agency services. The Chief Service Officer shall also designate a staff member who shall work with the Municipal Government Affairs Data Administration on a daily basis. Such daily work shall include promptly responding to service requests from the Administration, as well as coordination and follow-up on the issues encountered in their services. All government authorities and public utility enterprises should submit the names of such personnel (Annex 1) to the Municipal Government Affairs Data Administration before May 20, 2019.

3.2. Surveys and follow-ups to know thoroughly the difficulties encountered during applications for construction projects. All government authorities and public utility enterprises shall work with the Municipal Government Affairs Data Administration in survey efforts such as delivering questionnaires, both online and offline, on government services related to construction projects, and interviews with enterprises, in order to better understand the state of municipal government services provided to construction projects, so as to fully understand the nature of agency services required by projects, and the difficulties faced by enterprises when making applications. The Municipal Government Affairs Data Administration shall collate and categorize all feedback on issues and organize relevant government authorities and public utility enterprises to analyze and evaluate such feedback, in order to address the concerns of enterprises.

3.3. "One-counter" in-person services provided by government affairs service halls to create multi-department "one-counter" joint services. The various services at the government affairs service hall for construction projects include service guidance, enquiry services, inter-departmental coordination, agency services, and "one-counter" application processing, which will create a professional service model of multi-departmental "joint processing, review and approval". Where coordination is required due to the importance or complexity of the project, or where applications are processed using the "joint processing, review and approval" model, the relevant government authorities and public utility enterprises should actively work with the Chief Service Officer in arranging for relevant staff members to participate in discussions to resolve issues related to the review and approval of the project.

#### 3.4. Enhancing Services Through Face-to-Face Training and Remote Services.

Firstly, an annual plan shall be formulated for organizing the participation of relevant enterprises in "face-to-face government-enterprise interaction events" on a regular basis every quarter. In addition, a form shall be completed within first 5 working days of each quarter to record the government-enterprise interaction events (Annex 2) in the previous quarter.

Secondly, training and policy communication seminars on the reform of the review approval system for construction projects shall be conducted from time to time in accordance with changes in policies, adjustments in review and approval procedures, or changes in the needs of enterprises. All government authorities and public utility enterprises shall ask their business backbones to conduct policy publicity, and host Q&A sessions to respond to the important issues raised during these

seminars.

Thirdly, professional training for municipal and district chief service officers for agency services should be improved. Government authorities and public utility enterprises should regularly organize training seminars on government services for construction projects for municipal and district chief service officers, in order to enhance their professional capabilities and agency services.

Fourthly, the scope of remote services for construction projects shall be expanded. In order to provide more convenient and efficient services, all government authorities and public utility enterprises should actively work with the Municipal Government Affairs Data Administration, leverage the capabilities of the office for enterprise agency services, as well as instant communications tools such as teleconferencing and WeChat groups, to establish dedicated service channels and provide enterprises with online services such as policy enquiries, review and approval progress enquiries, and enquiry services for complex and difficult issues encountered during the review and approval process.

3.5. Providing tailored “point-to-point” services that meet the unique needs of each enterprise. Based on requests from enterprises regarding on-site project services, the Municipal Government Affairs Data Administration, working together with relevant government authorities and public utility enterprises overseeing review and approval, shall conduct research and screening to determine the list of enterprises and projects that require on-site coordination, and provide such services as on-site consultation, guidance, coordination, and agency services. Strategies shall be tailored to the needs of individual enterprises, in order to assist enterprises in overcoming difficulties and promote efficient project progress through targeted services. Relevant government authorities and public utility enterprises shall be responsible for assigning key personnel in charge of review and approval to participate in on-site investigations and provide enterprises with consulting, guidance, coordination, and other similar services, with respect to problems encountered during the review and approval process.

#### **4. Supporting Measures**

4.1. Strengthen leadership. All government authorities and public utility enterprises should give priority to agency services, enhance awareness of the importance of reforms in the review and approval system for construction projects, strengthen leadership over agency services, intensify work efforts, and give full play to the role of coordination. All government authorities and public utility enterprises should respond in a timely manner, take the initiative to focus on addressing the difficulties encountered by projects, follow up on the implementation of key tasks, so as to ensure that all tasks shall be carried out as planned, and coordination and information sharing shall be improved to create a work synergy.

4.2. Improve mechanisms. In order to establish comprehensive supporting mechanisms, all government authorities and public utility enterprises should think in big-picture terms, closely coordinate with each other to address issues encountered during the course of work through meetings of the Office of the Leading Group for the Pilot Reform of the Construction Project Review and Approval System in

Guangzhou, related coordination mechanisms, and other joint meetings. For issues that involve the work of more than one government authority or field, more communication and coordination need to be conducted to find solutions so as to ensure the steady progress of relevant work.

4.3. Promote policy publicity. All government authorities and public utility enterprises should strengthen public awareness of the essential role of agency services, actively guide enterprises to know about the nature of agency services when processing relevant applications, and contact agency service teams to provide satisfactory consulting, guidance and coordination in government services for construction projects. All government authorities and public utility enterprises should enhance public awareness of “precise, targeted, sophisticated” one-stop agency services, and work towards enhancing enterprises’ sense of gain in the reform of the construction project review and approval system.

4.4. Stronger assessment and evaluation. All government authorities and public utility enterprises shall effectively provide the “one-stop free agency services” for construction projects in accordance with their respective duties. The quality of agency services provided by various government departments or institutions shall be taken as the item of the assessment of municipal government services.

## Annex 1

### List of Departmental Personnel Overseeing “One-Stop Free Agency Services”

Reporting Department (Enterprise):

Rank	Name	Position	Mobile number	Office number	Office unit number	Duties	Remarks
Bureau-level official					—	—	
Division-level contact person							
Staff member in charge							



## Annex 2

### Interaction Events Between Enterprises and Government Departments (or Public Utility Enterprises)

Department/ Public Utility Enterprise (Official Seal):

Time	Location	Participating enterprises	Activities	Remarks

Completed by:

Office number:

Mobile number:

Please report the activities of the previous quarter within 5 working days of the start of each quarter. An electronic copy should be sent to [qyfw666@163.com](mailto:qyfw666@163.com).

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#### Mode of Disclosure: Active disclosure

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CC: All district-level government affairs data administration agencies

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Guangzhou Municipal Government  
Affairs Data Administration

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