

Document of Shanghai Municipal Bureau of Planning and Natural Resources

H.G.H.Z.Y.J [2021] No. 60

Notice on the Further Establishment and Improvement of the Complaint Mechanism of Title Surveying and Mapping in Shanghai

To Bureau of Natural Resources Title Confirmation and Registration, district planning and resources bureaus, municipal and district natural resources title confirmation and registration centers, and Shanghai Surveying, Mapping and Geospatial Information Society:

In order to further establish and improve the complaint mechanism of title surveying and mapping, promote the complaint handling to be standardized and institutionalized, effectively solve the problems encountered by enterprises and the public, and ensure that the complaint handling of title surveying and mapping is professional, independent, efficient and fair, the provisions on strengthening the complaint handling of cadastral surveying and mapping and title investigation is notified as follows:

I. Raise awareness

The results of cadastral surveying and mapping and title investigation are the

basic data for immovable property registration, which directly affects the accuracy of the natural conditions of immovable property and touches on the vital interests of the enterprises and the public. Establishing and improving the complaint mechanism of title surveying and mapping is an important guarantee for improving working style, maintaining work specifications, and safeguarding the legitimate rights and interests of the enterprises and the public. Therefore, all units should attach great importance to it.

II. Unblocked channels

In order to further make the complaint channels for cadastral surveying and mapping and title investigation unblocked, in addition to the original 962988 complaint hotline, an online complaint website has been optimized and improved. The website is arranged on the official website of Shanghai Surveying, Mapping and Geospatial Information Society to ensure the independence of third-party acceptance and increase accessibility.

III. Complaint contents

All complaints on the following issues related to cadastral surveying and mapping and title investigation can be filed online through the official website of Shanghai Surveying, Mapping and Geospatial Information Society.

(1) Service attitude. The problems such as bad service attitude, being impatient of listening, deliberately creating difficulties, etc.

(2) Working procedures. Failure to comply with prescribed procedures, non-standard work flow, overtime processing, errors in cadastral maps and surveying results that were not corrected in time, etc.

(3) Opinions and suggestions. Reflecting the relevant situation of the title

surveying and mapping agencies or putting forward relevant working opinions and suggestions.

IV. Standard procedures

Shanghai Surveying, Mapping and Geospatial Information Society is responsible for the specific work of handling complaints. The handling procedures mainly include three parts: acceptance, investigation, and assignment & reply.

(1) Acceptance. After receiving the complaint, evaluate and confirm whether it falls within the scope of complaint handling. If it is, it shall be accepted in time. If not, the corresponding complaint channel shall be informed exactly.

(2) Investigation. Shanghai Surveying, Mapping and Geospatial Information Society randomly selects experts from the expert database of complaint acceptance of immovable property cadastral surveying and mapping and title investigation, and the experts give full play to professional advantages, independently conduct investigations, and provide investigation conclusions and handling opinions within 30 days.

(3) Assign & reply. Handling opinions consist of investigation conclusions, rectification suggestions for the problems of the complained title surveying and mapping agency, and response opinions to the complainant. A complaint handling report should be provided to directly respond to the complainant, and forwarded to the Bureau of Natural Resources Title Confirmation and Registration. After receiving the report, the Bureau of Natural Resources Title Confirmation and Registration shall implement the report. If it considers that there is a problem with the report, it shall make a detailed explanation to the

complainant and Shanghai Surveying, Mapping and Geospatial Information Society.

V. Enhance supervision

Shanghai Municipal Bureau of Planning and Resources supervises the handling of complaints by the Bureau of Natural Resources Title Confirmation and Registration, and follows up the handling progress in real time by the office system, and urges the Bureau of Natural Resources Title Confirmation and Registration and the municipal and district natural resources title confirmation and registration centers to timely complete complaint handling.

VI. Extensive publicity

The competent departments of planning and resources in all districts shall make use of various forms such as websites, WeChat official accounts, roll-up banners, etc. to increase publicity of complaint channels and complaint procedures. Shanghai Surveying, Mapping and Geospatial Information Society shall publish the results of all cases on its official website, and the complainant can track the handling progress in real time and view the complaint handling report.

Online complaint website: <http://www.shsmgis.cn/>

Shanghai Municipal Bureau of Planning and Natural Resources

February 22, 2021

