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PEOPLE'S REPUBLIC OF CHINA**

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Basic specification for rural public legal service

农村公共法律服务基本规范

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Foreword

This document is in accordance with the provisions of GB/T 1.1-2020 "Guidelines for standardization work Part 1: Structure and drafting rules for standardization documents" Drafting is required.

Please note that some of the contents of this document may involve patents. The issuing organization of this document does not assume the responsibility for identifying patents.

This document is proposed and coordinated by the China National Institute of Standardization.

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Introduction

If rural areas are to be revitalized, the rule of law must come first. Comprehensively promoting rural revitalization is inseparable from strong legal guarantees.

The Opinions on Accelerating the Construction of a Public Legal Service System (Zhongbanfa [2019] No. 44) states that public legal services are a part of the government.

It is an important part of the government's public functions, an important measure to protect and improve people's livelihood, and a basic, service and guarantee for the comprehensive rule of law. Sex work.

Rural public legal services are an important part of building a modern public legal service system covering both urban and rural areas, and are an important part of building a socialist rule of law.

It is a national infrastructure project and an important guarantee for realizing the rural revitalization strategy. Standardizing rural public legal services and improving service quality are the key to promoting It is the inherent meaning of promoting common prosperity, rural revitalization and high-quality economic and social development.

Basic norms for rural public legal services

1 Scope

This document stipulates the overall requirements of rural public legal services, service providers, service personnel, service content and requirements, and file management.

management, complaint handling and feedback, service evaluation and improvement.

This document applies to public legal service activities provided to rural areas.

2 Normative references

GB/T 18894

3 Terms and definitions

The following terms and definitions apply to this document.

3.1 public legal service

Led by the government, with participation from society and coordinated by judicial administrative organs, it aims to protect the basic rights of citizens, legal persons and other organizations, and safeguard the legal services necessary to protect the legitimate rights and interests of the people, promote social fairness and justice, and ensure that people can live and work in peace and contentment.

4 General requirements

4.1 We should adhere to the purpose of spreading legal knowledge, promoting the spirit of the rule of law, and promoting social harmony, and pay attention to the dissemination of legal knowledge during the service process.

Guide service recipients to express their demands and safeguard their rights through legal channels.

4.2 We should choose working methods that suit local conditions based on the characteristics of the region and the level of development of public legal services, and give full play to the role of the public legal services in accordance with the law.

The role of village rules and regulations.

4.3 We should adhere to the combination of offline and online services, and provide accurate, timely, thoughtful and convenient services to service recipients through on-site, online, hotline and other means.

Fast and efficient public legal services.

4.4 For major issues involving serious, urgent, collective, or easily escalating conflicts and disputes, the judicial administration and public security organs should be promptly notified.

Report to the relevant department or petition department, and provide comfort and guidance during the service process.