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中华人民共和国国务院令

第 431 号

《信访条例》已经 2005 年 1 月 5 日国务院第 76 次常务会议通过，现予公布，自 2005 年 5 月 1 日起施行。

总 理 温家宝
2005 年 1 月 10 日

Decree of the State Council of the People's Republic of China

No. 431

Regulations on Letters and Visits, adopted at the 76th Executive Meeting of the State Council on January 5, 2005, are hereby promulgated and shall be effective as of May 1, 2005.

Premier Wen Jiabao
January 10, 2005

信 访 条 例

(2005 年 1 月 5 日国务院第 76 次常务会议
通过 2005 年 1 月 10 日中华人民共和国国务院令
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第一章 总 则

第一条 为了保持各级人民政府同人民群众的密切联系，保护信访人的合法权益，维护信访秩序，制定本条例。

第二条 本条例所称信访，是指公民、法人或者其他组织采用书信、电子邮件、传真、电话、走访等形式，向各级人民政府、县级以上人民政府工作部门反映情况，提出建议、意见或者

Regulations on Letters and Visits

(Adopted at the 76th Executive Meeting of the State Council on January 5, 2005, promulgated by Decree No. 431 of the State Council of the People's Republic of China on January 10, and effective as of May 1, 2005)

Chapter I General Provisions

Article 1 These Regulations are formulated for the purposes of enhancing relations between the people's governments at all levels and the people, protecting the lawful rights and interests of letter-writers and visitors, and maintaining a good order in letter-writing and visiting.

Article 2 The term "letters and visits" in these Regulations means that citizens, legal persons or other organizations give information, make comments or suggestions or lodge complaints to the people's governments at all levels and the relevant departments of the people's

投诉请求，依法由有关行政机关处理的活动。

采用前款规定的形式，反映情况，提出建议、意见或者投诉请求的公民、法人或者其他组织，称信访人。

第三条 各级人民政府、县级以上人民政府工作部门应当做好信访工作，认真处理来信、接待来访，倾听人民群众的意见、建议和要求，接受人民群众的监督，努力为人民群众服务。

各级人民政府、县级以上人民政府工作部门应当畅通信访渠道，为信访人采用本条例规定的形式反映情况，提出建议、意见或者投诉请求提供便利条件。

任何组织和个人不得打击报复信访人。

governments at or above the county level through correspondence, E-mails, faxes, phone calls, visits, and so on, which are dealt with by the relevant administrative departments according to law.

A citizen, legal person or any other organization that gives information, makes comments or suggestions or lodges complaints by such means as prescribed in the preceding paragraph is defined as a letter-writer or visitor.

Article 3 The people's governments at all levels and the relevant departments of the people's governments at or above the county level shall effectively handle letters and visits by conscientiously dealing with letters, receiving visitors, heeding people's comments, suggestions and complaints and accepting their supervision, so that the people's interests are best served.

The people's governments at all levels and the relevant departments of the people's governments at or above the county level shall keep free-flowing channels for letter-writers and visitors and provide convenience for the letter-writers or visitors who give information, make comments or suggestions, or lodge complaints by such means as prescribed in these Regulations.

No organization or individual may retaliate against letter-writers or visitors.

第四条 信访工作应当在各级人民政府领导下，坚持属地管理、分级负责，谁主管、谁负责，依法、及时、就地解决问题与疏导教育相结合的原则。

第五条 各级人民政府、县级以上人民政府工作部门应当科学、民主决策，依法履行职责，从源头上预防导致信访事项的矛盾和纠纷。

县级以上人民政府应当建立统一领导、部门协调，统筹兼顾、标本兼治，各负其责、齐抓共管的信访工作格局，通过联席会议、建立排查调处机制、建立信访督查工作制度等方式，及时化解矛盾和纠纷。

Article 4 The work regarding letters and visits shall be done under the leadership of the people's governments at all levels and in adherence to the principles of territorial jurisdiction, responsibilities assumed at different levels, the department in charge being the department responsible and combination of the need to solve problems lawfully, timely and locally with persuasion.

Article 5 The people's governments at all levels and the relevant departments of the people's governments at or above the county level shall make policy decisions in a scientific and democratic manner, perform their duties according to law and prevent contradictions and disputes at source from leading to letters and visits.

Any people's government at or above the county level shall establish a work pattern for letters and visits characterized by unified leadership, coordination among different departments, overall planning and all-round consideration, seeking both temporary and permanent solution, each assuming its own responsibilities and joining efforts with others for the common goal, and it shall resolve contradictions and disputes in a timely manner by holding joint meetings and setting up a mechanism for making investigation and coordination and handling letters and visits and a working system of supervision in this respect.

各级人民政府、县级以上人民政府各工作部门的负责人应当阅批重要来信、接待重要来访、听取信访工作汇报，研究解决信访工作中的突出问题。

第六条 县级以上人民政府应当设立信访工作机构；县级以上人民政府工作部门及乡、镇人民政府应当按照有利工作、方便信访人的原则，确定负责信访工作的机构（以下简称信访工作机构）或者人员，具体负责信访工作。

县级以上人民政府信访工作机构是本级人民政府负责信访工作的行政机构，履行下列职责：

（一）受理、交办、转送信访人提出的信访事项；

Responsible persons of the people's governments at all levels and the relevant departments of the people's governments at or above the county level shall read letters for important issues and give written instructions on them, receive visitors for important issues, listen to reports on the work regarding letters and visits, and study and solve overriding problems in such work.

Article 6 Any people's government at or above the county level shall set up a department for letters and visits. The relevant department of the people's government at or above the county level and the people's government of the town or township shall, according to the principles of facilitating work and creating convenience for letter-writers and visitors, respectively assign a unit responsible for the work regarding letters and visits (hereinafter referred to as the unit for letters and visits) or individuals the specific reasonability for work in this field.

The department for letters and visits of the people's government at or above the county level is the administrative department of the people's government at the corresponding level which is responsible for the work regarding letters and visits and performs the following duties:

(1) to accept the letter-or-visit matter presented by a letter-writer or visitor, transmit it to another organ, or assign another organ to handle it;

(二) 承办上级和本级人民政府交由处理的信访事项；

(三) 协调处理重要信访事项；

(四) 督促检查信访事项的处理；

(五) 研究、分析信访情况，开展调查研究，及时向本级人民政府提出完善政策和改进工作的建议；

(六) 对本级人民政府其他工作部门和下级人民政府信访工作机构的信访工作进行指导。

第七条 各级人民政府应当建立健全信访工作责任制，对信访工作中的失职、渎职行为，严格依照有关法律、行政法规和本条例的规定，追究有关责任人员的责任，并在一定范围内予以通报。

(2) to handle the letter-or-visit matter handed over by the people's government at a higher level or at the corresponding level;

(3) to coordinate efforts in handling important letter-or-visit matters;

(4) to urge and examine the handling of letter-or-visit matters;

(5) to study and analyze both letters and visits, conduct investigation and study and, in a timely manner, make suggestions on improving policies and work to the people's government at the corresponding level; and

(6) to provide guidance to other relevant departments of the people's government at the corresponding level and the departments or units for letters and visits of the people's governments at lower levels in their work regarding letters and visits.

Article 7 The people's governments at all levels shall establish and improve the responsibility system for letters and visits, and shall, in strict accordance with the provisions of the relevant laws, administrative regulations and these Regulations, investigate the individuals who are responsible for malfeasance or dereliction of duty committed in the work regarding letters and visits and circulate a notice of the matter within an appropriate scope.

各级人民政府应当将信访工作绩效纳入公务员考核体系。

第八条 信访人反映的情况，提出的建议、意见，对国民经济和社会发展或者对改进国家机关工作以及保护社会公共利益有贡献的，由有关行政机关或者单位给予奖励。

对在信访工作中做出优异成绩的单位或者个人，由有关行政机关给予奖励。

第二章 信 访 渠 道

第九条 各级人民政府、县级以上人民政府工作部门应当向社会公布信访工作机构的通信地址、电子信箱、投诉电话、信访接待的时间和地点、查询信访事项处理进展及结果的方式等相关事项。