

The Construction of Social Contradictions and Disputes Resolution Center in Town

YiQing He

China Jiliang University, Hangzhou 310018, China

ABSTRACT

The social contradictions and disputes resolution center in Town is established to uphold and advance the "Fengqiao experience" in the contemporary era, further implement the innovative "run once at most" reform principle in social governance, and align with the directive of handling issues locally without escalation. Through tailored strategies, emphasis on tangible outcomes, and systematic advancement of mediation centers in town, it aims to establish a pivotal hub for resolving disputes effectively, ensuring that conflicts are addressed promptly and efficiently.

KEYWORDS

Social contradictions and disputes resolution center; Construction

1 Background

The social contradictions and disputes resolution center stemmed from the innovative approach taken in petition work across different regions, which serves as a hub for managing letters and visits, coordinating efforts among various departments, often referred to as the "Letters and Visits Supermarket" and "Social Governance Comprehensive Service Center". Operated under the guidance of the Political and Legal Committee, the Petition Bureau is centrally located within the center to oversee its day-to-day activities. By involving key entities such as the court, procuratorate, and judiciary, along with other relevant departments and social organizations, the center adopts an integrated governance framework, enhancing social governance practices.

The social contradictions and disputes resolution center in town is the "main position" for the mediation and resolution of social contradictions and disputes. It mainly undertakes the functions of letters and visits, mediation and resolution of contradictions and disputes, disposal of social governance events and research and judgment of social risks. It provides public services such as legal litigation and psychological counseling, and guides village organizations to strengthen the investigation and mediation of contradictions and disputes.

In this paper, it proposes the following suggestions, drawing from work experience, to enhance the decision-making and implementation processes for advancing the establishment of mediation and resolution centers for social conflicts. This includes bolstering the construction of such centers at the township level to effectively address social disputes.

2 The Construction of Center

2.1 Classification Construction

The construction of social contradictions and disputes resolution center in town should be based on a comprehensive assessment of factors such as population, economy, public feedback, conflicts, and disputes in each area. Priority should be given to constructing top-tier centers in central towns, villages, and areas experiencing frequent conflicts, meeting specific criteria including designated physical spaces of at least 1000 square meters, an intake window, departmental stations, involvement of mediation organizations, and consultation mechanisms. Other townships may follow secondary standards, featuring essential elements like an intake window, dedicated mediation facilities, resource deployment, and consultation processes (For more information, see *The norms of the construction of social contradictions and disputes resolution center in town*).

The norms of the construction of social contradictions and disputes resolution center in town

No.	Category	Main Contents	
		First Criteria	Second Criteria
1	front door	The obvious position of the building is marked with the words "XX construction of social contradictions and disputes resolution center".	
2	front office	Set up undifferentiated reception or reception) front desk (Can be integrated with the Convenience Centre)	Set up comprehensive acceptance of contradictions and disputes
		Set up windows for people mediation, petition agency, legal advice	Set up windows for people mediation, petition agency, legal advice
		Set up windows for discipline inspection, police mediation, labor dispute and a number of professional mediation (cross mediation, litigation mediation, medical mediation, school mediation, home mediation)	Set up windows for disciplinary inspection, police, labor, a number of professional mediation and other on-call (rotation)
		Integrated Information Command Room (Online interview room)	Integrated Information Command Room (Online interview room)
		Brand Mediation Studio	Brand Mediation Studio (Contradiction mediation room, petition reception room)
3	function room	Contradiction mediation room, petition reception room Psychological Counseling Room Court circuit trial station (Labor arbitration room)	Xiangxian Room (Judges Room, Law Society Liaison Station) Psychological Counseling Room
		Social organization studio(Xiangxian Room、Labor arbitration room)	/
4	others	1. The interior of the center is kept clean, the logo and signage are kept unified and beautiful, and the internal responsibility system is incorporated into the electronic display screen display; 2. Other functional rooms and windows are set according to the local actual and office space conditions.	

2.2 Comprehensive Construction

Ensure no duplication of construction, avoid prolonged operations, and effectively merge the existing "four platforms of grassroots governance" and other administrative platforms at the

township and street levels. Establish town and street petition offices, comprehensive information command rooms, joint mediation centers, and public legal service stations. Various government departments such as the Discipline Inspection Commission, political and legal, civil affairs, human resources and social security, health, public security, justice, courts, procuratorial, natural resources, market supervision, as well as comprehensive law enforcement agencies, can operate in a centralized and unified manner through permanent, rotating, or on-call stations based on practical needs. In areas with suitable conditions, townships and streets can coordinate convenience services and conflict mediation forces to provide dual services, handling both convenience services for visitors and mediating social conflicts and disputes.

2.3 Synthetic System

It heavily relies on current information technology and big data tools such as the “four platforms of grassroots governance”, the safe construction information system, the Internet of comprehensive governance, and the Xueliang project. Additionally, it connects with application platforms like the government affairs consultation and complaint platform, the online contradiction and dispute resolution platform, the mobile micro-court, the 12309 procuratorial service platform, the people's mediation big data platform, and the people's social integration management platform. This connectivity aims to facilitate the coordination and harmonization of conflicts and disputes, analysis and assessment processes, and advance the seamless integration of offline conflict resolution and online data management.

3 Operating Mechanism

3.1 Establish and Improve the Working Mechanism of One Window Acceptance

A standardized “non-discrimination acceptance window” should be established in the hall of various social contradictions and disputes mediation and resolution centers. This single point of contact will streamline the acceptance of various matters including dispute resolution, petition appeals, complaint reporting, legal consultation, and psychological services. To ensure efficient handling, mechanisms such as unified circulation, AB post system, service evaluation, timely response, and result feedback need to be implemented. Leveraging the power of “Internet +”, services should be delivered through agencies to ensure comprehensive coverage. By integrating the operation mechanism of the 'four platforms of grassroots governance' and aligning with the 'one police intelligence three push' initiative for grassroots contradictions and disputes, the transfer of cases and events to the town-level social contradictions and disputes mediation and resolution center can be facilitated through the 'one window acceptance' approach.

3.2 Establish and Improve the Closed-loop Operation Mechanism

By concentrating efforts on addressing issues related to initial correspondence and visits, as well as resolving discrepancies and conflicts at the local level, we aim to enhance and refine the operational framework for managing correspondence and visits. This involves the establishment and enhancement of internal procedures such as prompt handling, educational guidance, consultation and assessment, collaborative mediation, public oversight and appraisal, and follow-up visits, forming a self-contained operational cycle. We are actively delving into the “one case, one code” petition approach and the comprehensive conflict and dispute resolution process, leveraging the current conflict resolution and mediation collaborative system to enable seamless tracking,

evaluation, and accessibility throughout the resolution process.

3.3 Establish and Improve the Working Mechanism of Comprehensive Judgment

Enhance and develop a systematic consultation and assessment mechanism, analyze and categorize the recurring patterns of consultation, reception, and mediation, periodically evaluate the risk factors of social conflicts in the town, promptly strategize appropriate actions, strengthen the foresight and relevance of operations, and furnish valuable insights and capable personnel to inform the informed decision-making of party authorities and governmental bodies.

3.4 Establish and Improve the Coordination and Linkage Working Mechanism

It is essential to integrate the management of litigation sources, actively advance the management of visit sources, create a system for categorizing conflicts and disputes, and implement a coordinated resolution mechanism. By facilitating communication channels among visits, litigation, and mediation, a collaborative approach can be established to address a wide range of intricate social conflicts and disputes promptly, efficiently, and effectively.

3.5 Establish and Improve the Upper and Lower Collaborative Work Mechanism

It is imperative to prioritize the establishment of the mediation and resolution center for social conflicts and disputes within the district. This involves a continuous enhancement of both town-level and village-level centers to facilitate seamless connection, coordination and interaction among the three levels of mediation and conflict resolution. In practical terms, the district (county, city), township (street), and village (community) mediation centers can establish and enhance operational mechanisms for upward coordination and downward transfer based on the scope of authority, geographical area, complexity, and other relevant factors of conflicts and disputes.

4 The Construction of Mediation system

4.1 Strengthen the Construction of Mediation Organization

To enhance the overall integration of mediation resources, the higher-level government (district, county, and municipal) aims to advance the establishment of specialized professional mediation bodies including those for medical accidents, road traffic disputes, labor conflicts, property management issues, family matters, campus disputes, and marital conflicts. These key industrial mediation organizations will extend their reach to the grassroots level, specifically to town-level social conflict resolution centers. At the township level, efforts will focus on reinforcing the people's mediation committees, deploying full-time mediators, establishing branded mediation spaces, fostering town-street collaborative mediation hubs, and introducing a comprehensive, one-stop mediation service platform. In villages, the emphasis will be on further developing the village people's mediation committees, appointing dedicated full-time mediators, maximizing the collaborative efforts of grassroots legal workers, party members, community leaders, and grid personnel, all with the aim of promoting legal governance and effective mediation.

4.2 Strengthen the Participation of Lawyers in the Construction of Mediation Mechanism

It aims to enhance the "one village, one legal adviser" initiative by conducting a thorough

assessment of the preliminary efforts, enhancing the operational framework, introducing innovative methods, reinforcing motivational support, and maximizing the expertise of legal mediation in addressing grassroots-level social conflicts and disputes to uphold the rule of law effectively.

4.3 The Construction of Mediator Team

Enhance the recruitment and utilization of both full-time and part-time mediators, enhance the structure and organization of mediator training programs, with a distinct focus on training for the heads of mediation committees and mediators within the jurisdiction. Implement and oversee the evaluation of mediators, while progressively developing a reward system aligned with performance standards and reflecting efficiency and societal impact.

4.4 Innovate Social Forces to Participate in the Construction of Mediation Mechanism

Enhance the development of social entities such as local residents' mediation associations, social mediation groups, and mediation centers, to strengthen their capacity in providing mediation services for government procurements. Provide increased guidance and assistance, actively incorporating legal counsel, psychological support, social aid, notarial services, evaluations, insurance, public services, and other societal resources into these facilities. Encourage and direct rural leadership organizations, volunteer law enforcement, and other societal entities to engage in resolving local conflicts, thereby boosting the reputation and impact of social organizations.

4.5 Deepening the Construction of Normalized Reception Mechanism for Leading Cadres

A systematic visiting protocol must be established for senior cadres, with particular attention to those serving in townships and streets. These officials should commit to visiting the town-level social conflict resolution center at least once a week. Similarly, village cadres within their jurisdiction need to visit the town-level center weekly, emphasizing the importance of continued engagement.

5 Operation Management

5.1 strengthen the Leadership of Organization

The primary responsibility for overseeing the construction and operation of the social conflict mediation and resolution center at the township level lies with the party committees and governments of townships and sub-districts. The secretary of the township party committee leads the construction efforts and is tasked with addressing issues related to social conflicts and disputes. At the town level, the deputy secretary in charge of business leads the social conflict mediation center, with the deputy director managing the daily operations of the center.

5.2 Strengthen the Coordination of Departments

The corresponding authorities at higher levels of government (such as district, county, and city governments) are advised to enhance their support for establishing social conflict mediation and resolution centers at the town and village levels. To facilitate this, it is recommended that the political and legal committee oversee and provide guidance for setting up these centers, the petition bureau assist in managing their daily operations, the Bureau of Justice supervise the establishment of mediation systems, and the relevant department of the higher-level government

(district, county, and city governments) delegate qualified personnel to the town-level mediation centers based on specific criteria. Additionally, all government departments should actively engage in resolving conflicts and disputes as needed, either upon request from local authorities or through their own situational assessments, and remain available for assistance when required.

5.3 Management of the Assessment

Township streets are required to establish specific operational and managerial procedures, thoroughly streamline workflow, and standardize daily management practices. It is crucial to enhance quantitative assessment methods with a particular focus on strengthening evaluations of resident departments. These assessment outcomes serve as a critical basis for the year-end comprehensive review. Personnel stationed in the field are expected to conduct dual management assessments, ensuring that their daily tasks are carried out under centralized leadership, management, scheduling, and evaluation by the central authority. Units deploying personnel to the field must seek approval from the Center for Mediation and Resolution of Social Contradictions and Disputes before making any changes to the stationed personnel.

6 Conclusion

Based on the practical experience within the local context, this paper presents recommendations for establishing a mediation and resolution center for social conflicts at the town level. The author acknowledges that their limited rank and position have influenced the depth of theoretical understanding regarding social conflict resolution centers. Information and data related to these centers are constrained, with reliance on sources like the internet and daily experiences that may not always provide a complete, accurate, or comprehensive picture. Consequently, this shortfall in data might hinder thorough elaboration on certain aspects of the topic.