

# Research on the current situation and optimization path of Guangxi public legal service system construction

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**Abstract:** Public legal service is an important part of the government's public functions, an important measure to ensure and improve the people's livelihood, and a basic, service-oriented and guaranteed work for comprehensively governing the country according to law. In recent years, the construction of Guangxi's public legal service system has made great achievements, but there are still difficulties that need to be solved urgently. It needs to be optimized through four paths: reducing the regional differences in public legal services, improving the product quality of public legal services, improving the security mechanism of public legal services, and enhancing the participation of public legal services.

**Keywords:** public legal service system; Product quality; Safeguard mechanism; Optimization path

The construction of the public legal service system is an important part of the public functions of the government. It means that the central and local governments, in order to strengthen the construction of a rule of law society and improve the people's legal literacy, should proceed from reality, make overall arrangements for the allocation of legal resources, provide legal services in a variety of forms according to local conditions, continue to meet the growing demand of the people for public legal service resources, and improve the supply, balance and universality of public legal services. It is a systematic project to promote social fairness and justice and maintain social harmony and stability. Improving the public legal service system is the foundation of people's happiness and social harmony. In January 2019, General Secretary Xi Jinping made important instructions on deepening the construction of the public legal service system at the Central Political and Legal Work Conference. In recent years, Guangxi Zhuang Autonomous Region has implemented the decision and deployment of the CPC Central Committee, adhered to the people centered development idea, relied on the construction of service platforms, and started with the construction of service networks to accelerate the construction of a convenient, efficient, equitable and inclusive public legal service system covering urban and rural areas, so as to better meet the people's multi-level, multi-disciplinary and high-quality legal service needs. Remarkable results have been achieved, but there are still difficulties to be solved, which need to be continuously optimized and put forward an operable and effective path.

## 1. Achievements in the construction of Guangxi's public legal service system

### 1.1 Build an institutional framework, make good use of the service network, and create a new chapter

A sound institutional framework is the basis for the construction of the public legal system. According to the Opinions on Accelerating the Construction of the Public Legal Service System issued by the General Office of the CPC Central Committee and the General Office of the State Council in 2019 and the National Public Legal Service System Construction Plan (2021-2025) issued by the Ministry of Justice in 2021, relevant government departments in Guangxi issued the Implementation Opinions on Accelerating the Construction of the Public Legal Service System and the Fourteenth Five Year Plan for the Construction of the Public Legal Service System in Guangxi in a timely manner. The legal service system framework has basically taken shape. At the same time, Guangxi has strengthened the construction of three platforms, namely, entity, hotline and network. At present, it has built a public legal service system at the five levels of autonomous region, city, county, township and village. Through overall arrangement, each has its own focus, forming a "one network" to achieve full coverage of public legal services; Layout "a chess game" and coordinate all aspects of public legal services. Relying on the 12348 legal aid hotline, we opened a special line for epidemic related legal consultation and migrant workers' rights protection, and provided all-weather one-on-one legal consultation services for lawyers. A total of 567000 legal consultations were answered, with more than 98% of the public satisfied. The network platform based on Guangxi Legal Service Network and "Guifatong" APP integrates legal service resources such as rule of law publicity and education, lawyers, notarization, legal aid, grass-roots legal services, legal advisers, mediation, arbitration, judicial expertise, and legal professional qualification examination. It has five types of functions, including consultation, inquiry, appointment, application, and release. It provides more than 3000 intelligent consultations and issues more than 2000 legal opinions.

### 1.2 Standardize the Party building in the industry, improve the quality of the team, and achieve new transformation

At present, the party building organizations in the lawyer, notary, judicial appraisal and arbitration industries in Guangxi have achieved full coverage, and comprehensively strengthened party building, constantly expanded the party's organizational coverage and work coverage, and focused on guiding party members among legal service personnel to take the lead in participating in public legal services.

Follow the characteristics and laws of the industry, adapt to the development trend, innovate the system and mechanism, improve the working methods, focus on improving the organizational strength, and highlight the political function. Since 2021, judicial administrative organs at all levels throughout the region have carried out in-depth special treatment of outstanding problems in the lawyer, notarization and judicial authentication industries, improved the quality of the team and corrected the industry atmosphere. We will improve the structure of the public legal service team, increase the number of lawyers, notaries, legal aid workers, and arbitrators, speed up the development of the government's legal advisers, judicial experts, and full-time people's mediators.

### **1.3 Focus on reform and development, innovate service models, and show new achievements**

In recent years, Guangxi judicial authorities have focused on reform and development and innovated the public legal service model, which is reflected in the following three aspects: First, they have provided targeted legal services to optimize the business environment, effectively implemented the policy of "reducing certificates for the convenience of the people", listed lawyers, notaries, and legal aid as the items of the certification matter notification commitment system, and promoted the application and approval of legal aid to be handled in the same city, across regions, and across regions; Second, strengthen the overall situation of serving the opening up, explore the strategic layout of serving the country's foreign-related rule of law work, and build a public legal service center in China (Guangxi) Pilot Free Trade Zone; Chongzuo Pingxiang and Baise Jingxi actively explored border trade arbitration and employed 127 foreign arbitrators. Liuzhou Notary Office helped the snail flour industry move from "millet flour" to "over 10 billion industry" and go abroad; The third is to serve poverty alleviation, boost rural revitalization, carry out activities such as village (community) legal counsel, legal aid for the people's livelihood, and law enforcement counterparts in rural revitalization, and organize elite lawyers to serve as legal counsel for 16000 villages (communities). The village (community) legal counsel system has achieved full coverage.

### **1.4 Adhere to serving the people's livelihood, promote fairness and justice, and achieve new results**

For a long time, Guangxi's public legal service team has insisted on taking the people as the center, introduced measures to facilitate and benefit the people, simplified the procedures for accepting and reviewing legal aid, improved its service ability, benefited more people in need, and provided high-quality and efficient legal services for the people. "New model of remote electronic notarization to facilitate remote transactions" and "innovative model of informatization of public legal services in border trade zones" were selected as the first and second batch of institutional innovation achievements of autonomous regions. At the same time, further expand the scope of legal aid, deepen measures to facilitate people, establish and improve the cooperation mechanism, and include cases involving labor security, marriage and family, food and medicine, education and medical care and other cases closely related to people's livelihood into the scope of legal aid cases; In addition, in accordance with the overall requirements of comprehensively governing the country according to the law, adhere to and develop the "Maple Bridge Experience" of the new era, strive to achieve "little things do not go out of the village, big things do not go out of the town, and contradictions do not turn over", vigorously promote the people's mediation work in the region to further develop the people's mediation work, establish 18000 people's mediation organizations at the village level, and employ 103600 people's mediators. The construction of Guangxi's public legal service system has played an extremely important role in serving the overall situation, serving the masses, maintaining stability and promoting social fairness and justice.

## **2. Difficulties in the Construction of Guangxi's Public Legal Service System**

### **2.1 Significant regional differences in public legal service resources**

The lack of grassroots legal service workers and lawyers engaged in related work makes it difficult to meet the growing demand of the people for legal services. In cities with relatively backward economic development, the contradiction between the small number of legal service providers and the large number of service objects cannot be alleviated in the short term, especially in remote rural areas, where some public legal services have not yet been fully covered, and rural disputes involving neighborhood relations, marriage and family, and land transfer are complex and seemingly trivial, but are likely to cause major social conflicts, The demand for public legal service resources is extremely urgent. There are obvious regional differences in the public legal service resources of various cities in the region, presenting imbalance, which is the most difficult problem faced by the construction of Guangxi's public legal service system.

### **2.2 The quality of public legal service products is slightly inferior**

The provision of public legal services requires a high level of construction of physical platforms, hotline platforms and network platforms. The construction of public legal service platforms in some regions is still in the initial stage, lacking novelty in the creation of service products, or simply copying and transplanting the practices of other cities, without full consideration of local characteristics and adaptability. In the whole district, the construction of municipal public legal service centers, township public legal service stations, village public legal service rooms and other entity platforms is relatively backward, and their effectiveness needs to be improved. This year is the first year of law popularization during the Eighth Five Year Plan period. It is the focus of law popularization to comprehensively carry out publicity and education on the rule of law and create a social atmosphere in which all people abide by the law. Publicity and education on the

rule of law is also an important part of public legal services. At present, the publicity and education of the rule of law in the whole district are slightly inferior in coverage, effectiveness, participation, sense of identity and characteristics. It is necessary to innovate the form and content of the publicity and education of the rule of law through multiple channels to improve the quality of public legal service products.

### **2.3 The public legal service guarantee mechanism is not yet sound**

The construction of the public legal service system aims to meet the basic needs of the people for law. Generally speaking, local governments have certain policy funding support for public legal service products and special subsidies for legal aid, people's mediation, village level legal advisers and other public legal services. However, in practice, part of the funds have not been guaranteed, which has hindered the enthusiasm of legal workers and practicing lawyers to participate in public legal services. In addition, the government's policy funding support is relatively low compared with the charging standard for legal service workers, especially for practicing lawyers, and sometimes cannot be paid in full and on time, which affects the enthusiasm of legal service workers to some extent, and thus inevitably affects the quality of public legal services. Inadequate capital investment and imperfect security mechanism have objectively restricted the development level of public legal services in Guangxi.

### **2.4 The participation of public legal services needs to be improved**

In practice, some functional departments lack a clear understanding of public legal services and the political height they should have. Some public legal service workers only passively cope with the tasks of their units, and do not know much about the role and functions of public legal services. Their participation is limited. At the same time, the lack of regular publicity of public legal services in some cities and regions has led to the people's limited knowledge of public legal services, making it difficult for some public legal service resources and platforms to fully play their due role. In addition, the construction of the public legal service system lacks brand awareness, and there are few "fist" products highlighting local characteristics. The supply and demand of legal service products are obviously unbalanced from development to supply, and social participation is low, leading to the lag of the government's service purchase mechanism.

## **3. The Optimization Path of Guangxi Public Legal Service System**

### **3.1 Narrow regional differences in public legal services**

The construction of the public legal service system should be an inclusive project, and it is imperative to narrow the regional differences and urban-rural differences in the public legal service system. First of all, we should allocate urban and rural legal service resources in a balanced way, focus on serving rural revitalization, deeply implement the special activity of "Rural Revitalization and the Rule of Law", continue to carry out the creation of "Democratic and Rule of Law Model Villages (Communities)", promote the implementation of the project of cultivating rural model households to learn and use the law, and educate and guide rural people to act in accordance with the law, find ways to solve problems, use the law, and resolve conflicts by relying on the law; Secondly, focusing on ensuring the basic public legal service needs of rural people, we should improve policies, integrate resources, complement weaknesses, improve measures to facilitate people, achieve full coverage of the rural public legal service network, and ensure that poor people receive high-quality legal aid; Thirdly, based on the advantages of the grassroots legal service workers being close to the grassroots and the masses, develop the grassroots legal service workers according to local conditions, and effectively supplement the legal service force in areas with insufficient lawyer resources. In addition, we will implement the construction project of "Cloud Public Legal Service Center", and use network services and remote video services to promote the radiation of high-quality resources to underdeveloped areas.

### **3.2 Improve the product quality of public legal services**

The scope of public legal products should be further expanded to meet the people's growing demand for legal services. Specifically, public legal service products should meet the needs of the public for law popularization education and legal consultation, while taking into account such work as notarization, agency and people's mediation. Establish and improve public laws

The directory system of service products forms a menu of public legal services, allowing people with legal needs to independently choose legal service products according to their needs, making public legal services more convenient and targeted, and promoting the in-depth development of public legal services. We will strengthen the brand building of "two micro enterprises and one end" and "people who understand the law", and ensure that the people's legal demands can be realized through the rule of law publicity that is easy to understand by the people. We can establish a WeChat group of judicial administration public legal services, and let the rule of law publicity and public legal services leave no dead end through online lawyers' online answers.

### **3.3 Improve the guarantee mechanism of public legal services**

We should improve the investment guarantee mechanism of public legal services, ensure that public legal services are not well understood from the system, and make public legal services have rules to follow in terms of fund guarantee. The necessary funds for legal aid and the construction of the public legal service system, which involve the support of the people's government of the autonomous region,

will be included in the provincial financial budget, and will be guaranteed as a whole. The central government will make full use of transfer funds and other capital channels to provide a strong financial guarantee for public legal services, and give preference to less developed regions. The eligible public legal services will be included in the guiding catalog of government procurement services, and the catalog will be dynamically adjusted in due course according to procedures. Establish the guarantee standard of legal aid funds and implement the subsidies for lawyers to handle cases. We will further improve the pricing mechanism for public legal services, and promote a better combination of effective markets and promising governments.

### 3.4 Enhance participation in public legal services

Public legal service is a systematic project with the coexistence of commonweal, universality and equalization. It should be close to public opinion, gather people's livelihood and enhance people's participation. First, we will fully implement the Eighth Five Year Plan for Law Popularization. Guided by Xi Jinping's thought on the rule of law, with the goal of continuously improving citizens' legal literacy, we will improve the pertinence and effectiveness of law popularization. Secondly, with the national staff and young people as the key targets, we should integrate the rule of law education into the cadre education system, the national education system, and the social education system, and consolidate the foundation of the rule of law construction; Thirdly, give full play to the advantages of institutions of higher learning, scientific research institutes and other institutions, and support experts and scholars to carry out research on the theory and practice of public legal services; In addition, we should strengthen public opinion guidance, widely publicize advanced models and typical examples of public legal services, and establish a good image of public legal services in the whole society.

## 4. Conclusion

To sum up, public legal services can provide people with many conveniences in popularizing legal knowledge and resolving legal disputes. It is an important measure to ensure and improve people's livelihood to improve the quality of people's life and living standards. In the future, Guangxi Zhuang Autonomous Region will adhere to the principle of taking the people as the center, based on local characteristics and advantages, improve the quality of public legal services, provide more high-quality and efficient legal services for the masses, make the basic, service-oriented and protective role of public legal services play effectively in the comprehensive rule of law, build a magnificent Guangxi with Chinese characteristics in a new era, and welcome the Twentieth National Congress of the Communist Party of China with outstanding achievements.

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