

Notice from Guangzhou Municipal Bureau of Planning and Natural Resources on
Epidemic Prevention and Control, Real Estate Registration Facilitation and Support
for Enterprises in Resuming Work and Operations

To: All district sub-bureaus, section-level offices of various agencies and all departments of the Municipal Bureau of Planning and Natural Resources,

In order to fully implement national, provincial and municipal decisions and arrangements related to prevention and control of the COVID-19 epidemic, take actions to reduce the impact of the epidemic, reduce the burdens on enterprises and individuals imposed by the epidemic and support the stable and healthy development of the economy of Guangzhou, this notice on matters concerning the registration of real estate is hereby issued:

1. Implementation of online processing and approvals without the need for visits to service halls

Given that a wide variety of real estate registration transactions may now be carried out online, all real estate registration agencies should fully leverage the effectiveness of online platforms. For simple and low-risk construction projects, enterprises may make applications for project completion acceptance and first-time real estate registrations through joint integrated platforms at provincial and municipal government services websites. All real estate registration agencies should strengthen publicity and guidance efforts, direct applicants to submit applications online. Agencies should also assign dedicated personnel to closely follow up on online application systems and timely process online applications.

2. Supporting the mortgage financing registrations through remote approvals

All real estate registration agencies should vigorously promote awareness of “e-Registration” services and strengthen real estate mortgage registration services that involve matters such as enterprise financing, loan transfers, loan renewals and loan extensions. All real estate registration agencies should make full use of service branches at banks with respect to mortgage registration transactions that involve 22 banks, including the Industrial and Commercial Bank of China, China Construction Bank, Bank of China and Agricultural Bank of China, to seamlessly link loan issuance reviews and mortgage registrations, in order to reduce the burdens on enterprises, shorten processing times for financing applications and reduce financing costs.

3. Implementation of delivery services for real estate title certificates

All real estate registration agencies should implement delivery services for all real estate title certificates. Delivery of real estate title certificates should be uniformly implemented for all enterprises and individuals making online applications. Registration agencies should also proactively direct enterprises and individuals making in-person applications to opt to receive their certificates through EMS delivery in order to effectively reduce the frequency of visits to service counters.

4. Carrying out services in advance

All real estate registration agencies should proactively strengthen contacts with departments overseeing development, reform, industry and information technology, in order to keep updated on plans to resume work and production for major projects and key fields. Registration agencies should designate personnel to participate in advance and take the initiative to serve. Registration agencies should develop a close understanding of the needs of enterprises with respect to first-time real estate registrations or registrations of transfers related to purchases of land and production facilities, as well as mortgage registrations related to loans and financing. Registration agencies should also be ready to provide more information and guidance to enterprises and individuals making enquiries, and direct enterprises and individuals to learn more about real estate registration transactions through the “e-SMART” segment in the “Services” section of the “Guangzhou Real Estate Registration” WeChat official account. In addition, registration agencies should closely monitor messages left on the website and WeChat official account of the Municipal Bureau of Planning and Natural Resources, timely manage requests on the 12345 municipal service hotline and provide accurate answers to enquiries from members of the public.

5. Support for remote transaction enquiries

All agencies overseeing real estate registration information enquiries should direct enterprises and individuals, where possible, to conduct enquiries related to real estate mortgages and sequestration, and to retrieve and print proof of registered individual property ownership, through the “Registration Information Enquiry” segment in the “Services” section of the “Guangzhou Real Estate Registration” WeChat public account or by logging on to the “Guangzhou Municipal Bureau of Planning and Natural Resources” government services website at http://ghzyj.gz.gov.cn/wxpro_ts/djcx/ and accessing the “Related Enquiries” segment in the “Systems” section. Alternatively, applicants may perform such enquiries at real estate registration self-service information terminals across the municipality.

6. Special procedures and expedited review for special cases

All real estate registration agencies should strictly implement the system for handling cases on time and earnestly improve case management efficiency. Applications for registration of real estate transfer (where the transferee is an enterprise), change in registration details (change in name or address), ordinary mortgage registrations (excluding mortgages of property under construction) by enterprises or individuals related to epidemic prevention and control should be processed within 60 minutes. Real estate registration agencies should process all walk-in applications for real estate registrations that are urgently required for the resumption of work and production. Whether core documents and requirements are met, such applications should be processed and settled on the spot.

7. Processing of applications with incomplete documents and acceptance and notification commitment system

Applications for real estate registration related to epidemic prevention and control shall be processed even if documents are incomplete. In cases where applicants have not prepared all application documents required by relevant regulations or guidelines, provided that applicants or their proxies have undertaken, in writing, to supplement

these documents within 10 working days (excluding applications involving property title disputes), real estate registration agencies should process applications and issue a notice to applicants to supplement required documents. Applications where applicants fail to supplement required documents within the period undertaken in writing shall be rejected.

8. Establishment of expedited “green lanes”

Real estate registration agencies shall establish green lanes and “special epidemic prevention and control service counters”. All enterprises and individuals related to epidemic prevention and control should proceed directly to such expedited channels. Applications meeting requirements shall be processed on the spot.

9. Strengthening joint efforts

Real estate registration agencies should strengthen coordination and cooperation with housing and taxation departments in promoting the integrated processing of all real estate transactions, tax payments and registrations in one network, and realize the joint online processing of real estate purchase and sale agreements, tax payments and real estate registration.

10. Implementation of fee reduction and exemption policies

Real estate registration agencies should strictly implement policies related to the reduction or exemption of real estate registration fees for enterprises. Small and micro enterprises are, without exception, exempt from registration fees.

This notice is hereby issued.

Guangzhou Municipal Bureau of Planning and Natural Resources
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