

广州市人民政府外事办公室
GUANGZHOU MUNICIPAL PEOPLE'S GOVERNMENT
FOREIGN AFFAIRS OFFICE

穗外照〔2019〕30号

各国驻广州总领事馆：

广东省广州市人民政府外事办公室向各国驻广州总领事馆致意，并谨就广州多语种公共服务平台上线及“960169”服务热线开通事宜照会如下：

为进一步促进在穗外籍人员生活便利化、投资贸易便利化，广州市政府设立了广州多语种公共服务平台及“960169”多语种服务热线，并于7月31日正式上线。热线设英语、韩语、日语三个语种，其中英语服务时间为24小时，日语、韩语服务时间为上午9时至晚上9时（12小时）。“960169”服务热线为在穗外籍人士提供城市公共服务信息查询和临时应急服务指引。此外，外籍人士在拨打其他广州政府热线，或在广州市各级政府公共服务窗口办理业务时，如遇到语言沟通不畅的问题，均可拨通“960169”服务热线请求协助，由广州多语种服务平台提供在线免费口译服务，通话形式为三方通话或免提扩音的方式完成口语信息交流。今后，广州多语种服务平台还将视热线实际使用情况适当调整其他语种或延长服务时间。欢迎各国驻穗总领事馆积极使用热线平台服务，并向本国在穗公民进行宣传推广（可根据领馆需要提供便民服务卡、宣传折页等资料）。

顺致崇高的敬意！

广东省广州市人民政府外事办公室

2019年8月12日



(Translation)

No. 30/2019

August 12, 2019

The Foreign Affairs Office of the Guangzhou Municipal People's Government presents its compliments to all Consulates General in Guangzhou and has the honor to inform the latter about the launching of Guangzhou multi-lingual public service platform and the "960169" service hotline.

In order to make life more convenient and facilitate trade and investment for foreign nationals living in Guangzhou, the Guangzhou Municipal People's Government has established a multi-lingual public service platform and "960169" multi-lingual service hotline, which were officially launched on July 31. The hotline provides services in three languages including English, Korean and Japanese, among which English service is provided 24 hours a day, while Korean and Japanese service from 9 a.m. to 9 p.m. The "960169" service hotline provides public service information inquiry and emergency service guidance for foreign nationals living in Guangzhou.

Moreover, if foreign nationals encounter language difficulty when they are calling other government hotlines or applying for administrative businesses in public service windows at all levels of government in Guangzhou, they may dial "960169" for assistance. Guangzhou multi-lingual service platform will provide online interpretation service for free. Communication will be conducted in a three-party conference or speaker phone mode. In the future, more languages will be included and service time be extended based on the application of the platform. All Consulates General are welcomed to use the platform and introduce it to their citizens living in Guangzhou (information card and introduction leaflets will be provided upon request).

The Foreign Affairs Office of the Guangzhou Municipal People's Government avails itself of this opportunity to renew to all Consulates General in Guangzhou the assurances of its highest consideration.