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**NATIONAL STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

GB/T 16177-2025

Replacing GB/T 16177-2007

Passenger service quality in public air transport

公共航空运输旅客服务质量

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Foreword

This document complies with the provisions of GB/T 1.1-2020 "Standardization Work Guidelines Part

1. Structure and Drafting Rules of Standardization Documents". Drafting. This document replaces GB/T 16177-2007 "Quality of Public Air Transport Services". Compared with GB/T 16177-2007, the main differences are in the structural design. Aside from integration and editorial changes, the main technical changes are as follows:

- The scope has been changed (see Chapter 1, Chapter 1 of the.2007 edition);
- The general principles have been amended (see Chapter 4, Chapter 3 of the.2007 edition);
- The basic requirements for service personnel have been changed (see Chapter 5, Chapter 4 of the.2007 edition);
- Requirements related to ticket offices, freight stations, and freight transport services have been removed (see sections 5.1, 5.4, and Chapter 9 of the.2007 edition);
- The specific requirements for ticketing services have been changed (see Chapter 6, 6.3 of the.2007 edition);
- The seating control requirement has been removed (see 6.1 in the.2007 version);

- Added service requirements for transportation to and from the airport (see Chapter 7);
- The load balance requirement has been removed (see section 7.2 of the 2007 edition);
- The terminal environmental requirements have been changed (see 8.1,

1 Scope

GB/T 16177-2025 is the Chinese national standard covering what an airline owes a passenger - the booking and check-in, the boarding and the cabin service, the handling of delay, cancellation and denied boarding, the baggage and its loss, and the assistance owed to passengers with reduced mobility. It replaces GB/T 16177-2007, and it belongs with the air transport vocabulary GB/T 18764-2026. It was issued on 31 December 2025 and has been in force since 1 July 2026, replacing GB/T 16177-2007. This page is published from the official record of the 2025 edition; the clause text of a standard this recent is not yet in circulation, and the figures, limits and tables it contains are those of the document itself, delivered in full with the English translation.

This document establishes the general principles for passenger services in public air transport, and stipulates the basic requirements for service personnel, ticketing services, and transportation to and from the airport. The content and quality of passenger services, including ground services, cabin services, special needs passenger services, irregular flight services, and passenger complaint management. Require. This document applies to passenger services and management in public air transport.

2 Normative references

The contents of the following documents, through normative references within the text, constitute essential provisions of this document. Dated citations are not included. For references to documents, only the version corresponding to that date applies to this document; for undated references, the latest version (including all amendments) applies. This document.

GB 5749 Standard for Drinking Water Quality

GB 5768.2 Road traffic signs and markings Part

3 Terms and Definitions

The terms and definitions defined in GB/T 18764 apply to this document.

4 General Principles

4.1 Public air transport passenger services are people-centered, with safety first, flight

regularity, and high-quality service as the general quality policy.

4.2 Equip with safety facilities and equipment to ensure safe operation.

4.3 Strengthen the coordination among various transportation support departments to ensure normal flight operations.

4.4 Implement standardized and humanized management throughout the entire process to provide passengers with smart, convenient, comfortable and considerate travel services.

4.5 During the service process, we should attach importance to the conservation and reuse of resources and take into account the requirements of sustainable development.

5.1 Appearance and Demeanor

5.1.1 Dress appropriately, cleanly and neatly.