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

GB/T 16890-2025

Replacing GB/T 16890-2008

Service requirements of passenger transport by water

水路旅客运输服务质量要求

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Foreword

This document is in accordance with the provisions of GB/T 1.1-2020 "Guidelines for standardization work Part 1: Structure and drafting rules for standardization documents" Drafting.

This document replaces GB/T 16890-2008 "Quality Requirements for Water Passenger Transport Services".

In addition to the integration and editorial changes, the main technical changes are as follows.

- a) The applicable limits of the scope have been changed (see Chapter 1, Chapter 1 of the 2008 edition);
- b) Modified the requirements for service quality, service personnel and facilities and equipment of water passenger transport service enterprises (see 4.1, 4.2 and 4.4, Chapter 4, 5.2, and 5.3 of the 2008 edition) added service requirements for route schedules (see 4.3);
- c) The basic requirements for passenger service quality have been deleted (see 5.1 of the 2008 edition);
- d) The service quality requirements for water passenger transport stations have been

modified (see Chapter 5, Chapter 7 of the 2008 edition);

e) The service quality requirements for carriers have been changed (see Chapter 6, Chapter 8 of the 2008 edition);

f) Changed the service quality requirements for ticketing (see Chapter 7, 6.1 of the 2008 edition);

g) The requirement for checked baggage has been deleted (see 6.2 of the 2008 edition);

h) Changed the requirements for information services (see Chapter 8, Appendix A of the 2008 edition);

i) Added safety emergency requirements (see Chapter 9);

j) Added requirements for complaint handling and service evaluation (see Chapter 10).

Please note that some of the contents of this document may involve patents. The issuing organization of this document does not assume the responsibility for identifying patents.

This document is proposed by the Ministry of Transport of the People's Republic of China.

This document is under the jurisdiction of the National Technical Committee for Standardization of Inland Vessels and Waterway Transport (SAC/TC130).

This document was drafted by the following units. the Scientific Research Institute of the Ministry of Transport, the Water Transport Research Institute of the Ministry of Transport, and the Planning Institute of the Ministry of Transport.

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The previous versions of this document and the documents it replaces are as follows.

- First published in 1997 as GB/T 16890, consisting of seven parts;
- In the first revision in 2008, GB/T 16890 (all parts) were merged into GB/T 16890-2008;
- This is the second revision.

1 Scope

This document specifies the general requirements for water passenger transport services, as well as the requirements for water passenger transport stations, carriers, ticketing, information services, safety procedures, etc.

Emergency, complaint handling and service evaluation requirements.

This document applies to the services and management of domestic water passenger transport.

This document does not apply to passenger services and management of ocean-going cruise ships or township ferry crossings.

2 Normative references

GB 2894

GB 5768.1

GB 5768.2

GB 5768.3

GB/T 10001.1

GB/T 10001.3

GB 13495.1

GB/T 15566.1

GB 16557

GB/T 18225

GB/T 18883

GB/T 31015

GB/T 33660

GB/T 34417

GB 37487

GB 37488

GB 41023

3 Terms and Definitions

The terms and definitions defined in GB/T 18225 apply to this document.