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

GB/T 25341.1-2019

Replacing GB/T 25341.1-2010

Quality of railway passenger transport service - Part 1: General

铁路旅客运输服务质量 第1部分：总则

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Foreword

GB/T 25341 Quality of Railway Passenger Transport Services is divided into the following sections.

--- Part 1. General;

--- Part 2. Service process; This part is the first part of GB/T 25341. This section is drafted in accordance with the rules given in GB/T 1.1-2009. This section replaces GB/T 25341.1-2010 "Quality of Railway Passenger Transport Service Part 1. Station", and GB/T 25341.1- Compared with.2010, the main technical changes in addition to editorial changes

are as follows:

- Removed the content of part-time and detailed operations within the enterprise (see 5.5, 5.6, 6.10, 7.5, 7.6, 7.7, 8.2, 2010, (9.2, 9.3, 10.3, 11.4, 12.2, 12.3, 12.4, 12.6, 12.7);
- Added basic requirements for safety, punctuality, accessibility, convenience, comfort, and greenness (see Chapter 4);
- Increased requirements regarding business hours (see 4.3.2);
- Added relevant requirements for convenient transfers (see 4.4.3);
- Increased requirements for service organizations (see 5.1);
- Added requirements for service contracts (see Chapter 6);
- Added requirements for service information (see 8.1);
- Added requirements for customer service on railways (see 8.2);
- Added requirements for service evaluation and improvement (see Chapter 9). This section is proposed and managed by the National Railway Administration. This section was drafted. China National Institute of Standardization, China Railway Corporation Passenger Transport Department, China Railway Shenyang Bureau Group Co., Ltd., China Railway Xi'an Bureau Group Co., Ltd. The main drafters of this section. Yang Shuo, Cao Lili, Lian Wenbin, Chen Ziding, Zeng Yi, Zheng Duo, Yang Tao, Ma Zhijun, Hou Fei, Cheng Yonghong, Li Zhenqiang. The previous versions of the standards replaced by this section are.
- GB/T 25341.1-2010. Quality of railway passenger transport services Part 1. General

1 Scope

China's national general standard for the quality of railway passenger transport service. It is Part 1 of GB/T 25341 and establishes the principles, the framework and the terminology for railway passenger service quality, and defines the structure the rest of the series follows. Railway passenger transport is a service and its quality is unusually hard to define, which is why a general part exists before any requirement is written. The passenger does not buy a train ride; they buy arriving somewhere at a time they were promised, in acceptable conditions, having been able to find out and buy and change what they needed to along the way - and a journey that arrives on time can still be a bad service while a delayed one handled well can be an acceptable one. What the framework has to do first, therefore, is decompose the service into the elements a passenger actually experiences: the information before the journey, the ticketing, the station, the boarding, the vehicle and its environment, the on-board service, the arrival and the handling of the abnormal - delay, disruption, complaint. Only once those are named can requirements be attached to them, which Part 2 does, and only then can they be measured, which Part 3 does. The general part also has to establish the principles the requirements rest on - safety before everything, equality of

access including for passengers with disabilities, truthfulness of information, and continuity, since a railway that is excellent on some trains and poor on others has no service quality at all in any usable sense. And it fixes the vocabulary, which matters because the same words are used loosely across the industry. Issued on 10 December 2019 and in force since 1 July 2020, it replaces GB/T 25341.1-2010.

This part of GB/T 25341 specifies the basic requirements for railway passenger transport services, service management, service contracts, service processes, services The overall content of communication, service evaluation and improvement. This section applies to organizations and personnel who provide railway passenger transport services. For the requirements of packages transported with passenger trains, please refer to this Part Points.

2 Normative references

The following documents are essential for the application of this document. For dated references, only the dated version applies to this article Pieces. For undated references, the latest version (including all amendments) applies to this document.

GB/T 13317-2010 Vocabulary for railway passenger transport

GB/T 25341.2 Service quality of railway passenger transport. Part 2. Service process

3 Terms and definitions

The terms and definitions defined in GB/T 13317-2010 and the following apply to this document. For ease of use, the following is repeated Certain terms and definitions in GB/T 13317-2010.

3.1 Focus traveler passengerwhoneeds Old, young, sick, disabled, pregnant travelers. [GB/T 13317-2010, definition 2.1.1]

3.2 Railway passenger transport contract railwaypassengertransportcontract An agreement that clarifies the rights and obligations between railway transport companies and passengers.

Note. Including train tickets and luggage tickets.

3.3 Qualityofrailwaypassengertransportservice Pros and cons of railway passenger transport services. [GB/T 13317-2010, definition 4.11]

3.4 Railway passenger station railwaypassengerstation Handling railway passenger transportation business, providing a place for railway passengers to board and land.

Note 1. Generally composed of station square, station building and station yard.

Note 2. Rewrite GB/T 13317-2010, definition 2.5.