

ICS 01.040.03
CCS A 16



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

GB/T 32621-2026

Replacing GB/T 32621-2016

**Social insurance business operation procedures - General
principles**

(English Translation)

Issued on: August 28, 2026

Implemented on: September 1, 2027

Issued by: State Administration for Market Regulation

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Foreword

Drafting.

This document replaces GB/T 32621-2016 "General Rules for Social Insurance Administration Business Processes". Compared with GB/T 32621-2016, except for...

Aside from structural adjustments and editorial changes, the main technical changes are as

follows.

- a) The scope has been changed (see Chapter 1, Chapter 1 of the 2016 edition);
- b) Content related to "medical insurance and maternity insurance" has been deleted (see Chapters 6 and 7 of the 2016 edition);
- c) The English equivalents of some terms have been changed (see 3.1, 2016 edition 3.1);
- d) The "Basic Principles" have been changed (see Chapter 4, Chapter 4 of the 2016 edition);
- e) Added "Process Requirements" (see Chapter 5);
- f) The "Social Insurance Registration" section has been changed (see Chapter 6, Chapter 5 of the 2016 edition);
- g) The section on "Social Insurance Premium Collection" has been removed (see Chapter 6 of the 2016 edition);
- h) The section on "Social Insurance Benefits Payment" has been removed (see Chapter 7 of the 2016 edition);
- i) The "Transfer and Continuation of Social Insurance Relationships" section has been amended (see Chapter 7, Chapter 9 of the 2016 edition);
- j) Added "Determination of Social Insurance Benefits" (see Chapter 8);
- k) Added "Eligibility Certification for Social Insurance Benefits" (see Chapter 9);
- l) Added "Social Insurance Benefit Payment" (see Chapter 10);
- m) The "Social Insurance Individual Rights Record" has been amended (see Chapter 11, Chapter 8 of the 2016 edition);
- n) The "Management of Social Insurance Funds" has been changed (see Chapter 12, Chapter 10 of the 2016 edition);
- o) The "Internal Controls for Social Insurance" have been amended (see Chapter 13, Chapter 15 in the 2016 edition);
- p) The "Social Insurance Audit" section has been amended (see Chapter 14, Chapter 14 in the 2016 edition);
- r) The section on "Social Insurance Actuarial Science" has been amended (see Chapter 16, Chapter 12 of the 2016 edition);
- s) Added "Social Insurance Service Management" (see Chapter 17);
- t) The "Social Insurance Business File Management" section has been modified (see Chapter 18, Chapter 13 of the 2016 edition);

- u) "Consulting Services" has been removed (see Chapter 16 of the 2016 edition);
- v) Added "Social Insurance Credit Management" (see Chapter 19);
- w) The "Process Improvement" section has been modified (see Chapter 20, Chapter 17 of the 2016 edition);
- x) Added "Verification Methods" (see Chapter 21).

Please note that some content in this document may involve patents. The issuing organization of this document assumes no responsibility for identifying patents.

This document was proposed by the Ministry of Human Resources and Social Security of the People's Republic of China.

This document is under the jurisdiction of the National Social Insurance Standardization Technical Committee (SAC/TC474).

Introduction

In response to the "Social Insurance Law of the People's Republic of China," the "Regulations on Social Insurance Administration," and other relevant laws, regulations, and policy guidelines, and to further adapt to the new situation.

This document has been revised and improved to meet the needs of social insurance administration.

This revision focuses on data-driven, process-driven, and fully electronic operation, mainly improving the social insurance business handling process.

By optimizing business processes, refining operational procedures, and strengthening the connection between links, we can further improve efficiency and service quality, and effectively protect the rights and interests of insured units.

In relation to individual legitimate rights and interests.

At the same time, in light of the practical requirements for the security of social insurance funds, emphasis was placed on supplementing internal controls and auditing procedures within business processes.

This will help improve the standardization of social insurance operations, mitigate potential risks to social insurance funds, and contribute to building a more equitable and sustainable social security system.

The insurance system provides solid support.

General Principles of Social Insurance Administration Business Process

1 Scope

This document establishes the basic principles and framework design for the operational procedures of old-age insurance, work-related injury insurance, and unemployment insurance within the social insurance system.

The document outlines procedures for social insurance registration, transfer and continuation of social insurance relationships, verification of social insurance benefits, and certification of eligibility for social insurance benefits.

Benefit payments, social insurance individual rights records, social insurance fund management, social insurance internal control, social insurance auditing, and social insurance statistics.

Requirements for social insurance actuarial science, social insurance service management, social insurance business file management, social insurance credit management, and process improvement, and the verification method is described.

This document applies to the standardization and optimization of social insurance administration processes by social insurance administrative departments and social insurance agencies at all levels.

And the development and integration of information systems. Social insurance administrative departments and social insurance agencies are legally designated, authorized, or entrusted to provide social insurance services.

Organizations providing the service should refer to this guide.

2 Normative references

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/T 18894-2016 Standard for Electronic Document Archiving and Electronic Records Management
GB/T 31594 Standard for Data Quality in Core Social Insurance Business
GB/T 31596.1 Social Insurance Terminology Part 1: General
GB/T 31596.2 Social Insurance Terminology Part 2: Old-Age Insurance
GB/T 31596.3 Social Insurance Terminology Part 3: Unemployment Insurance
GB/T 31596.5 Social Insurance Terminology Part 5: Work Injury Insurance
GB/T 31599-2015 Standard for Social Insurance Business Archives Management
GB/T 34276-2017 Standard for Social Insurance Consulting Services
GB/T 34278 Standard for the Management of Individual Accounts of Basic Pension Insurance for Employees
GB/T 34413-2022 Standard for Payment Services of Basic Pension Insurance Benefits for Employees
GB/T 34414 Performance Evaluation of Social Insurance Administration
GB/T 35615-2022 Standard for Social Insurance