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PEOPLE'S REPUBLIC OF CHINA**

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**Guide for implementation evaluation of basic public services
standards**

基本公共服务标准实施评估指南

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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.

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 and coordinated by the China National Institute of Standardization.

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Guidelines for the implementation and evaluation of basic public service standards

1 Scope

This document provides the evaluation objects, evaluation methods, evaluation process, evaluation content and indicator system for the implementation evaluation of basic public service standards.

Guidance on report writing and utilization of results.

This document applies to the evaluation of the implementation of basic public service standards.

2 Normative references

GB/T 15624

GB/T 37229

GB/T 43713

3 Terms and definitions

The terms and definitions defined in GB/T 15624, GB/T 43713 and the following apply to this document.

3.1 comprehensive assessment process

After the implementation of basic public service standards for a certain period of time, an evaluation of the implementation and application of basic public service standards, the effectiveness of standard implementation, etc.

4 Evaluation Objects

The evaluation object is determined to meet the following requirements.

- a) The determination of the evaluation object follows the principle of practicality, with the main starting point being to solve problems in the implementation of the standard;
- b) The evaluation targets are the service recipients, expenditure responsibilities, resource allocation, service quality and requirements, service management, etc. of basic public services.

The basic public service standards for basic general categories shall be based on the basic public service standards or the comprehensive standards for basic public services that combine the above.

Service standards may not be evaluated;

- c) The assessment is mainly aimed at the standards currently in place.

5 Evaluation Methodology

5.1 The determination of the evaluation method should mainly follow the principles of applicability and operability. It should start from the evaluation purpose and be based on the evaluation object, evaluation content and The evaluation indicators are determined comprehensively to reflect the implementation status and effectiveness of basic public service standards.

5.2 Each industry and region can comprehensively determine the evaluation criteria based on the actual situation of the industry and region and refer to the evaluation content and indicator system determined in 7.2 and 7.3.

Methods. A method that combines conformity assessment with implementation effect assessment, and qualitative analysis with quantitative analysis can be adopted.