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

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Guidelines for government service hotline operation

政务服务便民热线运行指南

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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 is required.

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 under the jurisdiction of the National Technical Committee for Standardization of Administrative Management and Services (SAC/TC 594).

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Government Service Hotline Operation Guide

1 Scope

This document establishes the basic principles for the operation of the government service hotline (hereinafter referred to as the "hotline"), and provides a system for accepting requests, responding to services, and Provide guidance and suggestions on response, business collaboration, etc.

This document applies to the service operation of all aspects of the government service hotline.

2 Normative references

GB/T 33358-2016

GB/T 44190-2024

GB/T 44191

GB/T 44192

3 Terms and definitions

The following terms and definitions apply to this document.

3.1 Government service hotline

Non-emergency public services established by the government and its functional departments to respond to the demands of legal persons, natural persons or other organizations such as enterprises and the public platform.

[Source. GB/T 33358-2016, 3.1, modified]

3.2 immediate response to complaints

Relying on the government service hotline (3.1), we will provide services to enterprises, the public, legal persons, natural persons or other organizations regarding their respective administrative regions.

We will respond quickly, handle efficiently, and promptly to non-urgent requests such as consultation, help, complaints, reports, opinions and suggestions, and online processing guidance.

A government service mechanism for feedback and proactive governance.

4.1 Unified Management

Establish and improve an integrated, efficient, convenient, and clear hotline work system to form a ubiquitous, smart, convenient, fair and inclusive Efficient hotline operation mode.

4.2 Benefiting enterprises and the public

From the perspective of enterprises and the public, we focus on non-urgent matters such as consultation, assistance, complaints, reports, opinions and suggestions, and online processing guidance.

demands, improve and implement relevant standards and measures, optimize the operating mechanism, provide government service guarantees for the people, and create a good development environment for enterprises