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Specification for government service hotline integration

政务服务便民热线集成规范

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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).

This document was drafted by: Shandong Provincial Market Supervision Administration, Jinan Municipal People's Government Office, Shandong New Generation Standardization Research Institute Co., Ltd.

Company, Liaoning Provincial Big Data Bureau, Shandong Zhongcheng Standard Information Technology Co., Ltd., China National Institute of Standardization, Central Party School (National Academy of Public Administration) Institute, Beijing Citizen Hotline Service Center, Hebei Provincial Data and Government Service Bureau, Jinan Hotline Service Industry Research Institute, Tai'an Big Data Center, Inner Mongolia Autonomous Region Government Services and Data Management Bureau, Hainan Provincial People's Government Comprehensive Service Hotline 12345 Management Center, Jinan Quancheng Government Wisdom Industry Development Co., Ltd., Shandong Standardization Society, Kunming 12345 Government Service Hotline, Zhumadian 12345

Government Public Service Hotline Center, Jinan Municipal Party School, Jiangsu Provincial Data Bureau, Harbin Citizens' Voice Hotline Service Center, Yantai Municipal People's Government Government Office, Dongying City 12345 government service hotline.

The main drafters of this document are: Zhang Boyi, Ma Xiaoou, Zhang Yuan, Guo Dalei, Gou Fuliang, Lü Xue, Ju Peng, Zhao Guojun, Wang Manchuan, Zhang Wenyu, Zong Deyong, Li Chengxue, Hao Lei, Chen Yang, Chang Yeyun, Cao Xianqiang, Zhao Ting, Huang Juan, Cui Xiaonan, Song Guofeng, Li Kaisen, Li Zhanjun, Pan Ying, Wei Shujie, Zhao Hang, Zhao Ying, Li Jie, Huang Zhiyong, Song He, Liu Zichen, Wang Zhiming, Li Yongjun, Li Feng, Han Zhinan, Xu Wenkun.

Government service hotline integration specifications

1 Scope

This document specifies the basic requirements, integration model, integration content, etc. of the government service hotline (hereinafter referred to as the "hotline"). content.

This document applies to hotline integration work.

2 Normative references

GB/T 33357

GB/T 33358-2016

GB/T 44189

3 Terms and definitions

The terms and definitions defined in GB/T 44189 apply to this document.

4 Basic Requirements

4.1 The unified "12345 Government Service Hotline" should be used to centrally accept and efficiently handle inquiries, requests for help, complaints, Non-urgent requests such as reporting, opinions and suggestions, and online processing guidance.

4.2 The government service hotlines established in the region and the government service hotlines established by relevant national departments and answered locally should be integrated. hotline.

4.3 The hotline should be connected and linked with public utility service hotlines and emergency hotlines through interoperable interfaces and page embedding, and with government The complaint and suggestion system of the service platform, the "good and bad review" system, and government websites are interconnected.

4.4 A list of integrated matters should be established to clarify the scope of acceptance of claims after integration, division of responsibilities, etc., and to ensure the connection of work after hotline integration. and business continuity.

5 Ensemble Model

The hotline integration infrastructure is based on unified standards and integrates infrastructure, hotline system and services to achieve hotline name The unification of name, number, platform and service. The model architecture is shown in Figure 1.