

ICS 03.060
CCS A11



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

GB/T 44857-2024

**Specification for the operation of social insurance business by
partner institutions**

合作机构经办社会保险业务规范

Issued on: October 26, 2024

Implemented on: February 1, 2025

**Issued by: State Administration for Market Regulation;
Standardization Administration of the PRC**

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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 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 Technical Committee for Standardization of Social Insurance (SAC/TC474). This document was drafted by: Social Insurance Management Center of the Ministry of Human Resources and Social Security, Human Resources and Social Security Department of Zhejiang Province, Henan Provincial Social Insurance Center, Central State Organs Pension Insurance Management Center, Hebei Provincial Social Insurance Service Center, Jiangsu Provincial Social Insurance Service Center Social Insurance Fund Management Center, Fujian Provincial Social Insurance Center, Guangdong Provincial Social Insurance Fund Management Bureau, Guangxi Zhuang Autonomous Region Social Insurance Insurance Management Center, Changji Hui Autonomous Prefecture Social Insurance Center. The main drafters of this document are. Wu Wei, Wang Ying, Chen Xiaopu, Yang Jiangyong, Zhao Song, Liu Hua, Dong Qinghua, Shen Xiaomin, Wu Huijie, Guo Jun, Cao Lihong, Zhang Lina and Zhang Songnian. Specifications for social insurance business handled by cooperative institutions

1 Scope

GB/T 44857-2024 sets the Chinese specification for social insurance business handled by partner institutions, that is by banks, post offices, community service centres and commercial insurers acting on behalf of the social insurance agencies. The delegation exists because the agencies cannot reach a population of this size directly, and the risk it creates is exactly why a standard is needed: the partner handles personal data and public money without being part of the administration. The standard sets the principles of the cooperation, the matters that may be delegated, the cooperation procedure from selection and agreement through operation to termination, the handling of the business itself with the service requirements at the counter, the requirements on the personnel, the premises and the systems, the data security and privacy obligations, the funds handling and reconciliation, the supervision, assessment and audit of the partner, and the handling of complaints and of irregularities. It takes effect on 1 February 2025.

This document establishes the principles and procedures for cooperation among cooperative institutions in handling social insurance business, and stipulates the matters to be handled, handling standards, and management procedures. requirements for management training, safety requirements, supervision and evaluation, and termination of cooperation. This document is applicable to human resources and social security administrative departments or social insurance agencies and cooperative institutions in handling social insurance business. Collaborative work on services.

2 Normative references

The contents of the following documents constitute the essential clauses of this document through normative references in this document. For referenced documents without a date, only the version corresponding to that date applies to this document; for referenced documents without a date, the latest version (including all amendments) applies to This document.

GB/T 15278 Information processing data encryption physical layer interoperability requirements

GB 15630 Fire safety signage requirements

GB/T 27769-2011 Requirements for facilities and equipment of social security service centers

GB/T 31599 Social Insurance Business Archives Management Specification LD/T 02-2020 Basic Code of Conduct for Social Insurance Agents LD/T 91-2013 Social Insurance Visual Identification System

3 Terms and Definitions

The following terms and definitions apply to this document.

3.1 partner institutions Human resources and social security administrative departments or social insurance agencies determine through certain methods and procedures that the social insurance agencies are entrusted with the social insurance social institutions that carry out insurance business and assume corresponding responsibilities.

Note. Including but not limited to qualified banks, post offices, insurance companies and other enterprises.

3.2 partner outlets Business outlets or convenience service points owned by cooperative institutions and authorized to handle social insurance business.

3.3 Basic pension insurance, work-related injury insurance, unemployment insurance, social security card and other businesses within the scope of responsibilities of social insurance agencies.

4 Principles of Cooperation

4.1 Compliance with laws and regulations Human resources and social security administrative departments or social insurance agencies and cooperative institutions, in accordance with social insurance laws, regulations, rules,