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

GB/T 45836-2025

**Guidelines for promoting the integrated handling of key matters
in one-stop government services**

“高效办成一件事” 重点事项 “集成办” 工作指南

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Foreword

This document complies with the provisions of GB/T 1.1-2020 "Standardization Work Guidelines Part

1.Structure and Drafting Rules of Standardization Documents". Drafting. 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 and is under the jurisdiction of the National Technical Committee on Standardization of Administrative Management and Services (SAC/TC594). This document was drafted by the China National Institute of Standardization. The main drafters of this document are. Luo Fangping, Lu Lili, Feng Lei, Chen Yang, Liao Jingxing, Yang Jingna, and Lu Yuwei.

In January 2024, the State Council issued the "Guiding Opinions on Further Optimizing Government Services, Improving Administrative Efficiency, and Promoting 'Efficient Completion of One Thing'". The "Opinions" (State Council Document No. 3 [2024]) require that, from the perspective of enterprises and the public, matters requiring processing by multiple departments or across levels, and those with strong relevance, be addressed. Multiple matters with high processing volume and relatively concentrated processing time are processed in an integrated manner, providing "integrated processing" services for businesses and the public; promoting the integration of online and offline services. To promote integrated development, we aim to diversify service methods, optimize procedures, simplify required documents, and minimize costs, thereby maximizing convenience for businesses. The people will be the source of the endogenous driving force for economic and social development. In July 2025, the General Office of the State Council issued the "Opinions on Improving the Key Tasks for 'Efficiently Completing One Task'". The "Opinions on Promoting the Regularization of the Mechanism" (General Office of the State Council Document No. 24 [2025]) proposes to promote the integrated handling of cross-departmental related matters and reduce the overall processing time. The goal is to reduce the number of trips required, achieving "one-time notification, one-form application, one set of materials, one-window (terminal) acceptance, and one-network processing." This is to fully implement the aforementioned documents. The National Technical Committee on Standardization of Administrative Management and Services is required to conduct a nationwide survey on "efficiently completing one task" and summarize the findings in a timely manner. We extracted best practices and experiences from various regions. After in-depth discussion and demonstration, we proposed platform construction requirements and improvements to support the "integrated processing" of key matters. This operational guide for both online and offline services aims to provide standardized, widely applicable, and highly practical references and tools to guide users. Various regions have strengthened the integration of government services, made full use of existing service resources for optimization and upgrading, and promoted the efficient handling of key matters related to "one thing at a time." The practice has been implemented nationwide. "Integrated processing" of key matters to "efficiently accomplish one task" Work Guide

1 Scope

GB/T 45836-2025 is the Chinese national standard covering handling as one transaction what used to be many - registering a birth, opening a business, transferring a property -

with the departments involved, the single form and the shared data behind it, and the division of responsibility when one of them fails. First edition, in force since 1 January 2026, issued under the General Office of the State Council. It was issued on 27 December 2025 and has been in force since 1 January 2026, as a first edition. The document is under the responsibility of the General Office of the State Council. This page is published from the official record of the 2025 edition; the clause text of a standard this recent is not yet in circulation, and the figures, limits and tables it contains are those of the document itself, delivered in full with the English translation.

This document establishes the working principle of "integrated processing" for key matters to "efficiently accomplish one task," and provides a framework for identifying key matters, platform functions, and more. Guidelines for service provision, service effectiveness verification, and optimization. This document is intended to guide government service management agencies and relevant personnel in various regions and departments to focus on the work requirement of "efficiently completing one task". We will carry out integrated processing of key matters.

2 Normative references

This document has no normative references.

3 Terms and Definitions

The following terms and definitions apply to this document.

3.1 From the perspective of businesses and the public, this involves processes that require multiple departments or cross-level procedures, are highly interconnected, have a large volume of applications, and are relatively time-consuming. Multiple individual tasks, through process optimization and reengineering, and through technological integration, business integration, and data integration, are integrated into "one task," which is then passed through... Through collaborative services and management, the overall processing time, the number of materials required, and the number of visits have been reduced, achieving "one-time notification, one-form application, and one set of materials". The service model of "one-stop service, one-window (terminal) acceptance, and one-network processing" is adopted.

3.2 With the goal of optimizing government services and improving administrative efficiency, we will strengthen overall design and promote model innovation through the construction of government service channels. Driven by both reform and digital empowerment, we will coordinate development and security, promote the integration of online and offline services, and provide integrated processing and acceptance of incomplete or incomplete services for related matters. Services such as commitment-based processing, cross-regional processing of matters from different locations, and application-free policy services will be

provided to strengthen inter-departmental collaboration and service integration in more fields and on a larger scale. This will enable the diversification of government service methods, the optimization of service processes, the simplification of application materials, and the minimization of service costs.

4 Working Principles

4.1 Demand-oriented Based on the actual service needs of business entities and individuals at each stage of their life cycle, this approach addresses issues that are wide-ranging, involve large volumes of transactions, have high frequency of processing, and are interconnected. We comprehensively reviewed all service items with high demand and compiled a list of key items. Guided by the principle of meeting needs, we conducted service provision, service management, and service delivery. We will ensure the effectiveness of our services through testing, verification, and continuous improvement, so as to benefit businesses and the public to the greatest extent possible.

4.2 Intensive Construction Adhere to intensive development, and support the construction of online systems and offline service windows for key matters of "efficiently completing one task" through integrated processing.