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

GB/T 46188-2025

Replacing GB/T 20647.1-2006

Community service - General

社区服务 总则

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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. This document supersedes GB/T 20647.1-2006 "Community Service Guidelines Part

1.General Principles" and is consistent with GB/T 20647.1-2006. Aside from structural

adjustments and editorial changes, the main technical changes are as follows:

- a) The standard's name has been changed to "General Principles of Community Service";
 - b) The "Basic Principles" were changed to "Service Principles," and the content was revised (see Chapter 4, Chapter 4 of the.2006 edition);
 - c) A new chapter on "Service Content" has been added (see Chapter 5);
 - d) The chapter on "Institutional Development" has been deleted (see Chapter 6 of the.2006 edition);
 - e) The content of "Service Resources" has been changed (see Chapter 6, Chapter 7 in the.2006 edition);
 - f) A new chapter on "Service Design" has been added (see Chapter 7);
 - g) A new chapter on "Service Provision" has been added (see Chapter 8);
 - h) The "Evaluation Method for Residents' Satisfaction with Community Service Quality" has been changed to "Service Evaluation" (see Chapter 9, Chapter 8 of the.2006 edition);
 - i) Added "Correspondence between community services and economic activities specified in GB/T 4754-2017" and "Community service design methods and tools". Examples of "National Standards, Industry Standards, and ISO Standards Related to Community Services" and "Examples of Community Service Evaluation Methods and Tools" (see...)
- Appendix A, Appendix B, Appendix C, Appendix D). 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 Service Standardization (SAC/TC264). This document was drafted by: China National Institute of Standardization, China Electronics Engineering Design Institute Co., Ltd., and China Academy of Urban Planning and Design. China Architecture Design & Research Group Co., Ltd., Beijing Academy of Science and Technology, Shanghai Jiao Tong University, Social Work Committee of the CPC Chengdu Wuhou District Committee Department, Luqiao District Women's Federation of Taizhou City, Pingshan County Civil Affairs Bureau, Jinjiang District Civil Affairs Bureau of Chengdu City, Changzhou City Civil Affairs Bureau, Mohe City People's Government, Hubei Provincial Institute of Standardization and Quality, Chengdu Institute of Standardization. The main drafters of this document are. Hou Fei, Wang Nana, Zheng Juan'er, Fu Qiang, Han Han, Wei Wei, Jiang Lei, Wang Yingnan, Wang Yiran, Wang Xiaomeng, and Ding Hongjian. Jin Zongzhen, Wang Yu, Chen Meng, Wang Qi, Ma Yingnan, Dai Linong, Song Dongjin, Su Jinhao, Zhang Fang, Yang Yuan, Wang Wenju, Yan Junxia, Li Fang, Kang Shanqing Tang Haiyan, Wen Hai, Zhang Bin, Yu Qiaoxi, Pan Zhen, Ren Yan, Xiong Wei, Shi Jiyou, Wang Yiwen, Li Xinyue, Wang Wenjun, Zheng Tiantian, Wen Mengchuan. The release history of this document and the document it replaces is as follows:

---First published in 2006 as GB/T 20647.1-2006 "Community Service Guidelines Part 1. General Principles";

1 Scope

GB/T 46188-2025 is the Chinese national standard covering the services a residential community provides - the categories from property management and elderly care to health, culture and dispute mediation, the facilities and the staff, the service process and its records, and the evaluation. It replaces GB/T 20647.1-2006 and rennumbers the series. Already in force. Issued on 5 October 2025, it has been in force since 5 October 2025, replacing GB/T 20647.1-2006.

This document defines the content and categories of community services, establishes the principles of community services, and stipulates the resources, service design, and service delivery procedures for community services. The guidelines provide corresponding information on requirements for service provision and evaluation. This document applies to the management, implementation, and evaluation of community services.

2 Normative references

This document has no normative references.

3 Terms and Definitions

The following terms and definitions apply to this document.

3.1 community A social community consisting of individuals, families, and social groups residing within a certain area.

Note. Community residents (3.5) share common consciousness and interests and have relatively close social interactions. [Source: National Committee for Terminology in Science and Technology, Terminology of Urban and Rural Planning, 2021, revised]

3.2 community service A community (3.1) is a comprehensive service system provided to meet the material and spiritual needs of its residents (3.5). [Source: National Committee for Terminology in Science and Technology, Terminology in Urban and Rural Planning, 2021]

3.3 organization Individuals or groups that are interconnected, have different responsibilities, different powers, and are working towards a certain goal.

Note. Organizations include, but are not limited to, sole proprietors, legal entities, joint-stock companies, monopolistic enterprises, group companies, government departments, partnerships, charitable organizations, or... Associations, including branches or associations, whether or not they are registered, and whether or not they are public or private. [Source: GB/T 19000-2016, 5.3.2, with modifications]