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

GB/T 46714-2025

Guidelines for the intensification of government service halls

政务服务大厅集约化建设指南

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Table of Contents

1.Scope	1
2 Normative References	1
3.Terms and Definitions	1
4.Principle of Intensive Construction	1
4.1 Scientific planning and systematic layout	1
4.2 Demand-oriented, standardized service	1
4.3 Resource Intensiveness and Efficient Collaboration	2
4.4 Digital Empowerment, Security and Controllability	2
5.Scientific layout of service areas	2
5.1 Site Selection and Planning	2
5.2 Construction Scale	2
5.3 Spatial Layout	2
6.Dynamic configuration of service windows	3
7.1 Items to be moved in	3
7.2 Service Optimization	3
8.Intensive management of facilities and equipment	4
8.1 Facility and Equipment Configuration	4
8.2 Facility and Equipment Management	4
9 System Integration and Data Application	4
9.1 System Construction and Integration	4
9.2 Data Analysis and Application	5
10.Lobby Operation and Management	5
10.1 Personnel Management and Capacity Building	5
10.2 Emergency Response and Handling	6
6 References	7

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, Yang Jingna, and Lu Yuwei.

In May 2025, the Central Committee of the Communist Party of China and the State Council issued the revised "Regulations on Practicing Economy and Opposing Waste in Party and Government Organs," requiring that "government services should..." To facilitate services for businesses and the public, related facilities must adhere to the principle of practicality, avoiding anything flashy, impractical, or wasteful. We must resolutely prevent and correct any shortcomings in government services. This document addresses the issue of "vanity projects" in some government service halls, specifically the lack of scientific planning in their construction and the inability to dynamically adjust service windows. Issues such as insufficient manpower and the waste of some idle smart devices were addressed, proposing further optimization of government services, resolutely combating formalism and extravagance, and promoting... Guidelines for the transformation of government service hall construction and operation towards intensive management. This document is based on the principles of demand orientation, resource integration, collaborative sharing, and security control, focusing on more intensive and efficient space utilization and more efficient window settings. The core objectives are scientific rationality, more integrated and reusable facilities and equipment, more seamless and collaborative business processes, and more unified and optimized service management. This clarifies the government service... The service hall should be built and managed in an integrated manner in terms of planning and layout, window setup, service access, equipment configuration, system support and operation management. The aim is to coordinate the setup, equipment configuration, and personnel management of government service halls, promote the efficient use of service resources, and avoid redundant construction and idle resources. Eliminate waste; promote service model innovation, and optimize government services through integrated windows, cross-regional processing, and intelligent guidance to make government services easier and more convenient to handle. Transformation; build an intensive and efficient management and operation system for government service halls, improve on-site management, equipment management, and personnel management, and form dynamic resource management. A regulatory mechanism is established to ensure continuous improvement in service quality and efficiency. This document emphasizes practicality and operability, and systematically constructs a replicable, scalable, and sustainable system. The model and implementation path for the intensive construction of government service halls provide a framework for government service agencies at all levels to effectively revitalize existing resources and accurately allocate incremental resources. This provides scientific guidance for maximizing the efficiency of service supply and effectively enhances the sense of gain and satisfaction for enterprises and the public. Guidelines for the

Intensive Construction of Government Service Halls

1 Scope

GB/T 46714-2025 is the Chinese national standard covering the one-stop service hall - bringing the counters of many departments into one building and then behind one counter, the queueing and appointment systems, the accessibility and the self-service terminals, and the staff able to handle more than one department's business. First edition, in force since 1 January 2026, with the self-service terminal standard GB/T 47483-2026. 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 principle of intensive construction of government service halls, and provides guidelines for the scientific layout of service venues, dynamic allocation of service windows, and procedures. Guidelines on aspects such as entry and service optimization, intensive management of facilities and equipment, system integration and data application, and lobby operation management. This document applies to the centralized construction and management of comprehensive government service halls at the county level and above, as well as the specialized government service halls established by government departments at all levels. The construction and management of government service halls shall be carried out in accordance with this principle.

2 Normative references

The contents of the following documents, through normative references within the text, constitute essential provisions of this document. Dated citations are not included. For references to documents, only the version corresponding to that date applies to this document; for undated references, the latest version (including all amendments) applies. This document.

GB/T 44888 Guidelines for the Intelligent Construction of Government Service Halls

3 Terms and Definitions

The following terms and definitions apply to this document.

3.1 government service hall Established by governments at all levels, these comprehensive institutions centrally handle government services within their jurisdiction and provide other convenient services to the public. Sex service venues. [Source: GB/T 44888-2024, 3.1]

3.2 From the perspective of businesses and the public, we focus on their needs and,

through scientific planning and layout, rationally allocate service windows, personnel, equipment, and facilities. By leveraging service resources, promoting efficient collaboration among service departments, and strengthening digital resources to support offline services, the integration and standardization of government services can be achieved. We will promote efficient and standardized operations, and establish a management model that facilitates business and public services, improves the efficiency of government services, and prevents resource waste.

4 Principle of Intensive Construction

4.1 Scientific planning and systematic layout Strengthen the allocation and sharing of service resources, and scientifically plan the location of government service halls based on the actual business needs and development trends of regional government services. Based on the scale of construction, rationally plan functional zones, promote the rational allocation of business, service windows, personnel and other elements, and encourage cross-level integration of resources at the provincial, municipal and county levels. In terms of resources and related facilities, we must adhere to the principle of practicality, avoid inefficient use and extravagance, and resolutely prevent and correct "vanity projects" in government services.

4.2 Demand-oriented and standardized services From the perspective of businesses and the public, we focus on high-frequency matters and bottlenecks in handling affairs, optimizing service processes, enriching service scenarios, and strengthening services. We will guide and innovate service models. We will make dynamic adjustments as needed, continuously improve the accuracy and convenience of our services, and better coordinate online and offline services, adapting to local conditions.